Hot List
User Tutorial

How to use the Hot List Report on CHS.care

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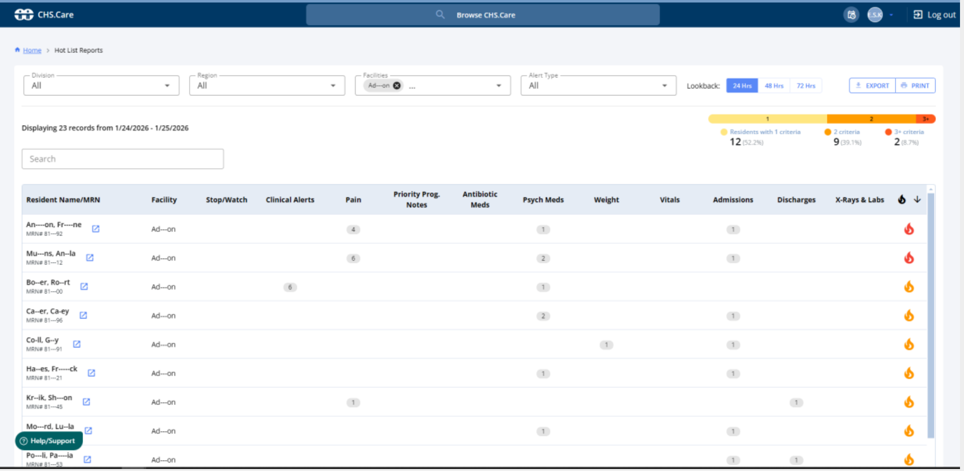
Author: Eli Keller / Data Team

CHS.care

Report Overview & Key Benefits



What this report offers

The **Hot List Report** brings together high-priority clinical activity for your residents into a single view, without needing to check multiple screens in PCC.

It is designed to help nurses, DONs, and leaders quickly identify which residents need to come up for discussion at the daily clinical standup.

The Hot List highlights residents who meet one or more “hot list” criteria so the team can focus follow-up on the right residents.

How the data is presented

- **Resident Grid (Default View)** – a table listing residents who meet one or more Hot List criteria for the selected period. Each column represents an area of concern and shows the **count** of qualifying items for that resident. A color-coded flame icon on the right highlights residents with multiple active categories (yellow = 1 category, orange = 2, red = 3 or more).
- **Resident Detail Window** – clicking a resident row opens a detail window showing all Hot List activity for that resident within the selected period.

Accessing the Hot List

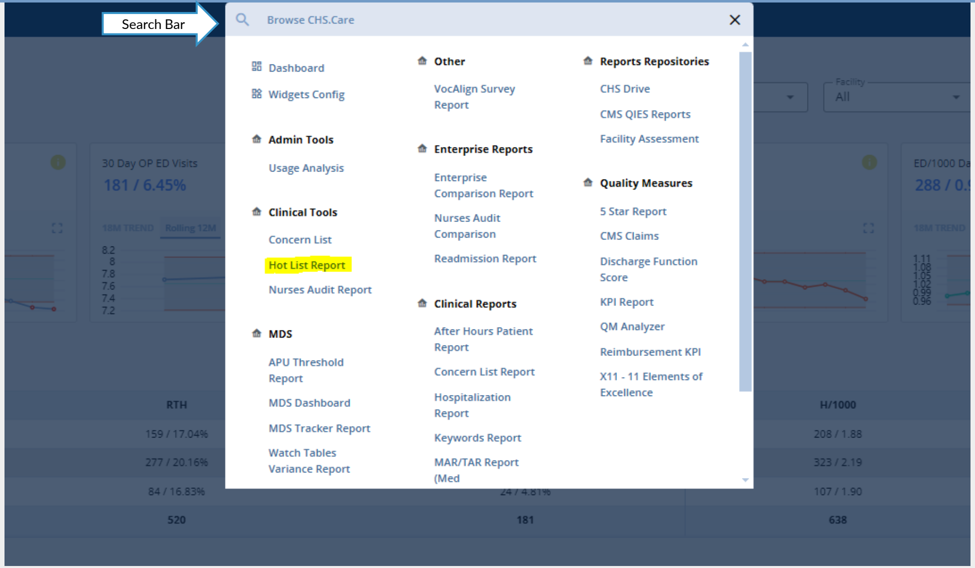


Figure 1: Navigating to the Hot List from the Search Bar menu

Where do I find this tool?

1. Log in to chs.care.
2. Click anywhere in the search bar located at the top center of your screen.
3. The Hot List is located in the **Clinical Tools** section of the menu.

Pro Tip: Begin typing the word **Hot** in the search box for quick navigation to the report.

Default View at a Glance

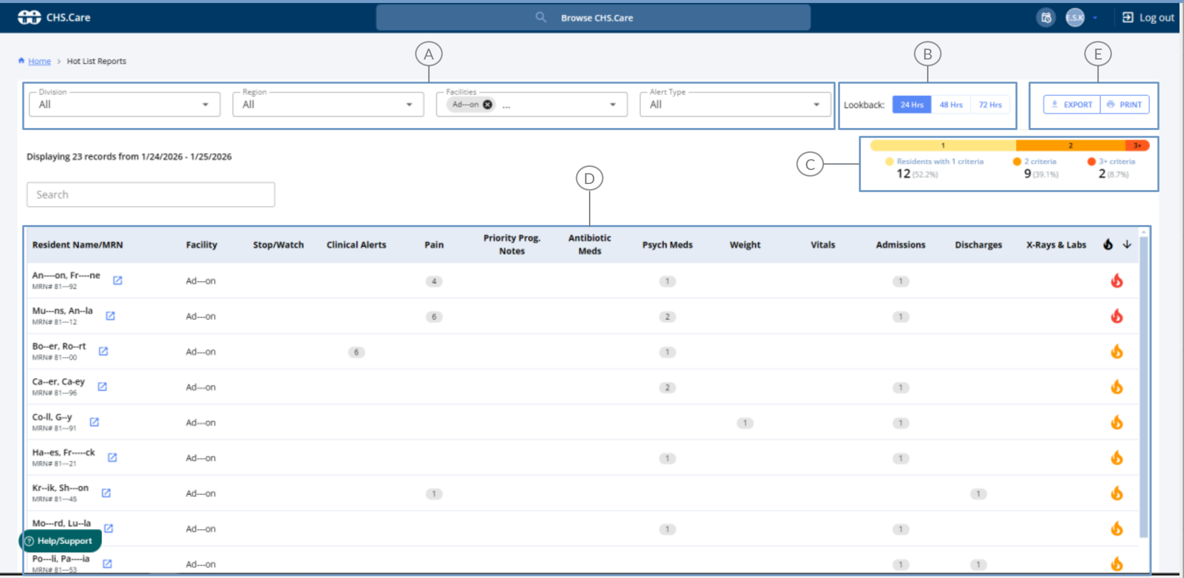


Figure 2: Hot List default view

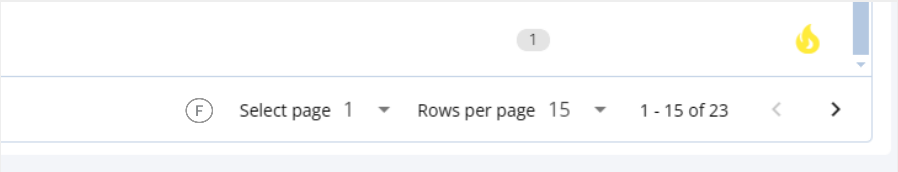
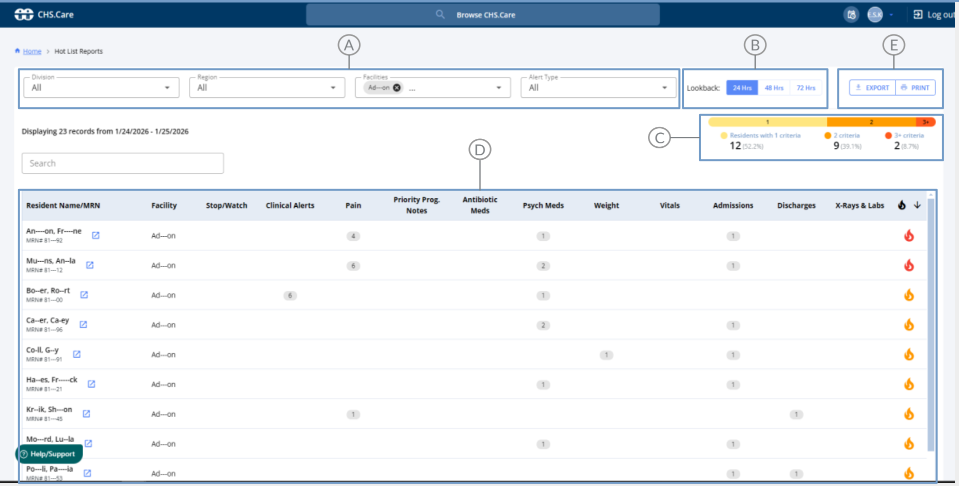


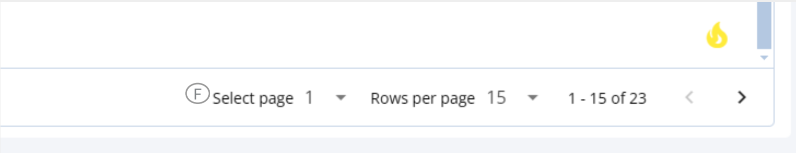
Figure 3: Hot List grid navigation buttons

Area	Description
A. Filters	Division, Region, Facilities, and Alert Type dropdowns used to focus the Hot List on specific parts of the organization and specific types of alerts.
B. Time Window	Buttons for 24, 48, and 72 Hours that control how far back the report looks.
C. Criteria Summary	Horizontal bar showing the number of residents with 1, 2, or 3+ Hot List criteria, with matching colors for a quick snapshot of overall Hot List volume and acuity.
D. Resident Grid	One row per resident who meets at least one Hot List criterion. Columns show the facility and the count of qualifying items for each category. The color-coded flame icon highlights residents with multiple active categories.
E - F. Actions & Navigation	Export and Print buttons (E). Page selector, rows-per-page control, and paging arrows are at the bottom of the resident grid (F).

Using the Hot List

Step by Step Walkthrough





A. Set your filters

- Use the filters at the top to choose the part of the organization and types of alerts to include. The grid updates automatically when filters change.

B. Choose the time window

- Use the buttons for **24 Hrs.**, **48 Hrs.**, or **72 Hrs.** to control how far back the report looks. Check the date range text to confirm which dates are included.

C. Review the criteria summary bar

- Look at the summary bar showing how many residents have **1**, **2**, or **3+** Hot List categories.
- Colors match the flame icon in the grid (yellow = 1, orange = 2, red = 3+).

D. Read the resident grid

- Each row shows **one resident** who meets at least one Hot List category for the selected filters and time window.
- The columns show the **count of items** for each category.
- The **flame icon** at the end of the row is color-coded to show how many categories the resident is flagged in:
  - Yellow – 1 category
  - Orange – 2 categories
  - Red – 3 or more categories
- Sort by any column by clicking on the column header. The last column (flame icon) sorts by number of criteria.

E. Export or Print

- Use **Export** or **Print** if you need to work with the list outside the system.

F. Navigate between pages

- Use the controls at the bottom to change the **number of rows per page** and move between pages.

Viewing Resident Details

Step by Step Walkthrough

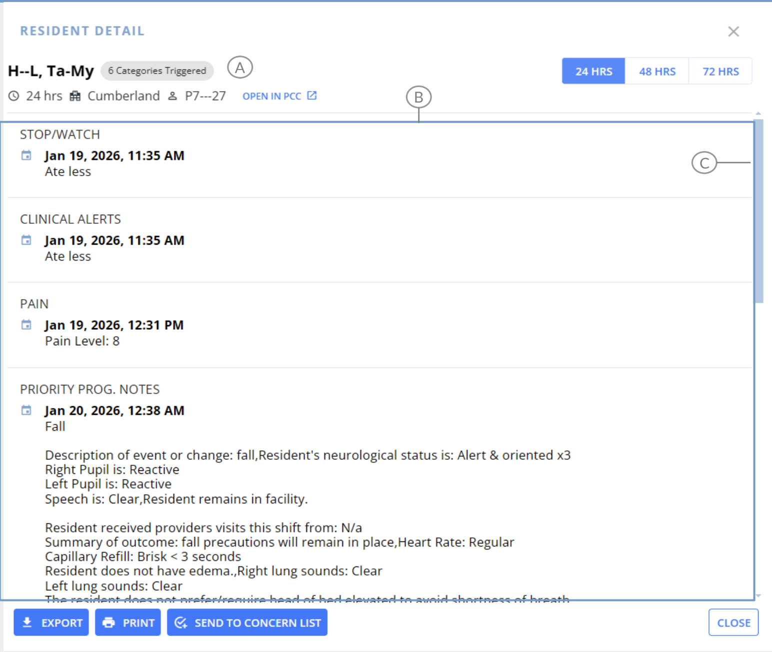


Figure 4: Resident Detail Window

How to open the Resident Detail Window

1. Find the resident you want to review in the Hot List grid.

2. Click anywhere on the resident's row to open the window.

3. The **Resident Detail** window opens, showing the details of the Hot List triggers for that resident.

What you see in the Resident Detail Window

Review the resident header (A)

- Resident name and basic identifying information.
- The selected time window (24 / 48 / 72 hours) the details are based on.

Review activity by section (B)

- Activity is grouped by category.
- Within each section, you see the actual entries (alert text, note snippets, order details, vital sign exceptions, etc.) that generated the counts on the grid.

Scroll for full details (C)

- Use the scroll bar to move through all sections and entries for that resident.
- Sections without qualifying activity for the selected time window will not appear on the Resident Detail window.

Resident Detail Window - Actions

Step by Step Walkthrough

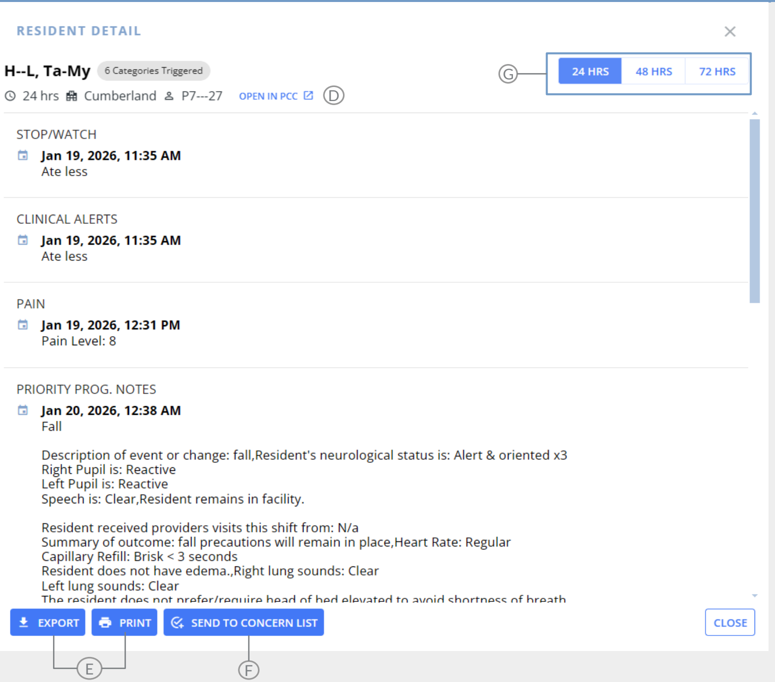


Figure 4: Resident Detail Window

Actions from the window

Open a resident record in PCC (D)

- Click the Open in PCC link to navigate to the resident's dashboard in PCC.
- You must have PCC access and be logged in to the correct facility for this to work.

Export or Print (E)

- Use **Export** or **Print** if you need to work with the details outside the system.

Send a resident to Concern List Tool (F)

- Use the **Send to Concern List** option to add the resident directly to the Concern List Tool for ongoing tracking and follow-up.
- In the **Add Resident** dialog, the **resident is already selected**. Complete the remaining fields the same way you would when adding a resident from the Concern List tool.
- For details on how to complete those fields, see the **Concern List Tool** tutorial.
- **Timing note:** Adding residents is available until **1:00 PM (local time).**

Switch between time windows (G)

- Use the buttons at the top of the window to switch between time windows (24 / 48 / 72 hours).

Close and return to the grid

- Click **Close** or X at the top of the window to exit the window and return to the Hot List grid.
- From there, you can select another resident or adjust filters/time window as needed.

Tips | FAQs

Tips

Use sorting to see what matters first

- Click any **column header** to sort the grid by that column.
- First click = ascending, second click = descending.
- Click the **flame column** to sort by the **number of criteria** (most acute residents together).

Use the right time window for your standup

- Use **24 / 48 / 72 Hrs.** to decide how far back to look based on your workflow (e.g., morning standup vs. post weekend review).
- Remember: Hot List data is generated once a day at **6:00 AM Eastern**, so the 24 / 48 / 72-hour buckets are **based on that daily snapshot**, not to-the-minute real-time.

Combine filters and sort

- Filter by **Division / Region / Facility / Alert Type**, then sort (for example, by flames or by a specific category) to see the highest-priority residents in that slice of the organization.

Use the Resident Detail window when you need context

- From the grid, click the resident row to see **what triggered** the counts (notes, orders, vitals, etc.).
- Use **Send to Concern List** when you need to track a resident beyond the Hot List time window.

FAQs

Q1. How often is the Hot List updated?

A. The Hot List is refreshed from PCC **once a day**, at approximately **6:00 AM Eastern**. Any activity added in PCC after that time will appear on the next day's refresh.

Q2. Why do residents sometimes move between the 24, 48, and 72 Hrs. views in ways that don't match the current time exactly?

A. Because the report is based on the **daily 6:00 AM snapshot**, the 24 / 48 / 72 Hrs. buttons use **snapshot-based buckets**, not live rolling hours. As time passes, residents will shift between buckets at the next refresh, not continuously during the day.

Q3. How can I quickly see which residents have the most Hot List criteria?

A. Click the **flame column header** to sort by number of criteria (click again to reverse the order). Residents with **3+ criteria** (red flames) will group together so you can review them first.

Q4. Can I change which alerts or categories appear on the Hot List?

A. No, the Hot List categories are defined centrally by CHS clinical leadership and the chs.care team. If you believe a category should be added or changed, follow your organization's usual process for enhancement requests.

Troubleshooting

Troubleshooting

"A resident I expect to see is not on the Hot List."

- Check your **filters** (Division, Region, Facility, Alert Type). The resident might be filtered out.
- Confirm the **time window** (24 / 48 / 72 Hrs.). The event may fall outside the selected bucket.
- Remember that data is updated from PCC once a day around **6:00 AM Eastern**. Very recent activity that occurred **after** the last refresh will not appear until the next daily load.
- The event may not be one of the **Hot List categories** configured for this report.

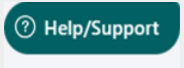
"The 24 / 48 / 72 Hrs. buttons don't match the exact clock time."

- The Hot List is built from a **daily snapshot** of PCC data taken at about **6:00 AM Eastern**.
- The **24 / 48 / 72 Hrs.** buttons group activity into buckets **relative to that snapshot**, not rolling to-the-minute windows.
- Example: if the snapshot ran at 6:00 AM today, the "24 Hrs." bucket includes qualifying events from the last snapshot window, not literally "back from now."

"The grid looks out of order."

- Check whether a **sort** is applied:
    - Look for the small arrow on the column header.
    - Click the header again to reverse the sort or click a different header to sort by another column.
- To quickly see the highest-risk residents, sort by the **flame column** descending.

Support / Contact

If you encounter any issues while using this tool, please use the 

button at the bottom of the tool page to open a support ticket.

To ensure effective assistance, please include the following with your ticket:

- A screenshot of the issue.
- A comprehensive description, including all pertinent details like the facility name, to help us understand your experience.

The official Business Rules for this report are available at this link.