

Resident Sendout Report User Tutorial

How to use the Resident Sendout Report on CHS.care

Version: 1.0
Last Updated: April 2026
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CHS.care



Report Overview & Key Benefits

CHS.Care

Browse CHS.Care

Log out

HOME > Resident Sendout

EXPORT PRINT

Division: All Region: All Facilities: All Discharge Date Range: Last 24h Last 48h Last 72h Other

Search

| Resident Name / MRN | Discharge Date | Facility | Hot List | Concern List | PHP Encounters | MAR-TAR | Keywords | Nurses Audit |
|---------------------------|-----------------------|----------|----------|--------------|----------------|---------|----------|--------------|
| Gl-rd, Pa-la MHW 03-14 | Apr 19, 2026, 8:20 AM | Fa----- | 6 Days | 0 Days | 1 Day | 0 Days | 4 Days | 2 Days |
| La-ey, Be-ty MHW 01-09 | Apr 19, 2026, 8:04 AM | Ko-mo | 4 Days | 3 Days | 1 Day | 2 Days | 2 Days | 3 Days |
| Th-on, An-ls MHW 01-09 | Apr 19, 2026, 5:45 AM | Pe----- | 6 Days | 4 Days | 0 Days | 1 Day | 4 Days | 2 Days |
| Ba-in, Je-ey MHW 12-05 | Apr 19, 2026, 5:40 AM | Cl-on | 6 Days | 4 Days | 0 Days | 0 Days | 5 Days | 1 Day |
| Wo-ls, Be-da MHW 04-23 | Apr 19, 2026, 5:27 AM | Gr----- | 6 Days | 3 Days | 0 Days | 2 Days | 4 Days | 3 Days |
| Go-on, Pa-la MHW 04-05 | Apr 19, 2026, 4:28 AM | So----- | 3 Days | 1 Day | 0 Days | 0 Days | 2 Days | 0 Days |
| Ha-rt, Di-na MHW 08-28 | Apr 19, 2026, 3:25 AM | Pe----- | 6 Days | 0 Days | 0 Days | 2 Days | 2 Days | 2 Days |

25

1 of 2

Confidential information for quality assurance and performance improvement. Data is accurate as of 04/19/2026, 8:05:44. Powered by Deltek.

What this report offers

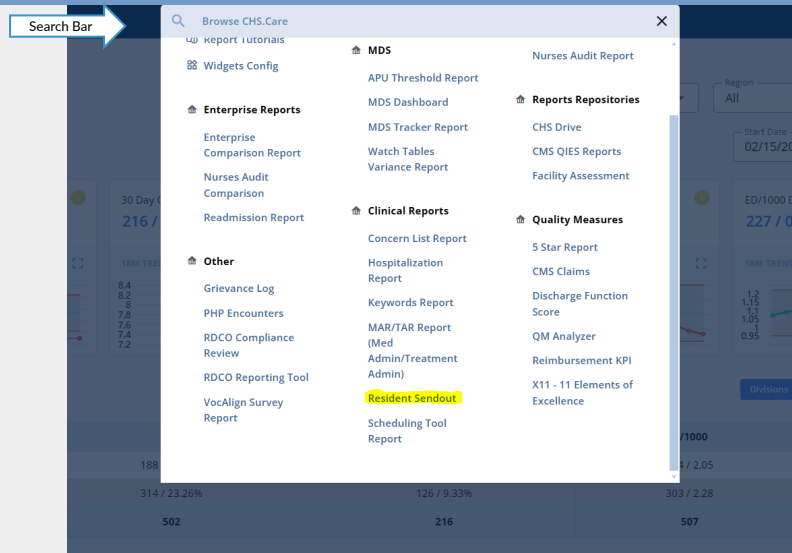
The Resident Sendout Report is designed to help you quickly understand:

- What activity occurred before a sendout to a hospital
- Which CHS.care reports the resident appeared on in the days prior to the sendout
- Whether activity patterns escalated prior to discharge

How the data is presented

- **Summary Table (Default View)**
Displays residents discharged in the selected period with a 7-day CHS.care activity summary
- **Resident Timeline (Detail View)**
Displays a chronological view of activity across multiple data sources
- **Interactive Detail Panel**
Clicking an item opens detailed information exactly as shown in the source report

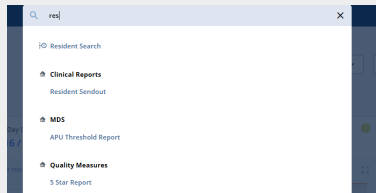
Accessing the Resident Sendout Report



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 Resident Sendout Report is located in the **Clinical Reports** section of the menu.

Figure 1: Navigating to the Resident Sendout Report from the Search Bar menu



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

Default View at a Glance

The screenshot shows the CHS.Care interface for a Resident Sendout Report. At the top, there are navigation links for Home and Resident Sendout, along with EXPORT and PRINT buttons. Below this is a filter bar with dropdown menus for Division, Region, and Facilities, and a Discharge Date Range selector with options: Last 24h, Last 48h, Last 72h, and Other. A search bar is located below the filter bar. The main content area is a table titled '7 Day Lookback Prior to Discharge Date'. The table has columns for Resident Name / MRN, Discharge Date, Facility, Hot List, Concern List, PHP Encounters, MAR-TAR, Keywords, and Nurses Audit. The table contains several rows of resident data. At the bottom of the table, there is a pagination control showing '1 of 2' and a 'Help/Support' button.

| Area | Description |
|--------------------------|---|
| A. Filters | Division, Region, Facility, and Date Range control what data is shown. |
| B. Search Bar | Search by resident name or MRN. |
| C. Data Table | Displays residents discharged to a hospital or ED. |
| D. 7-Day Summary Columns | Shows number of days the resident appeared on each report in the seven days prior to discharge. |

Figure 2: Resident Sendout Report default view

Using the Resident Sendout Report

Step by Step Walkthrough

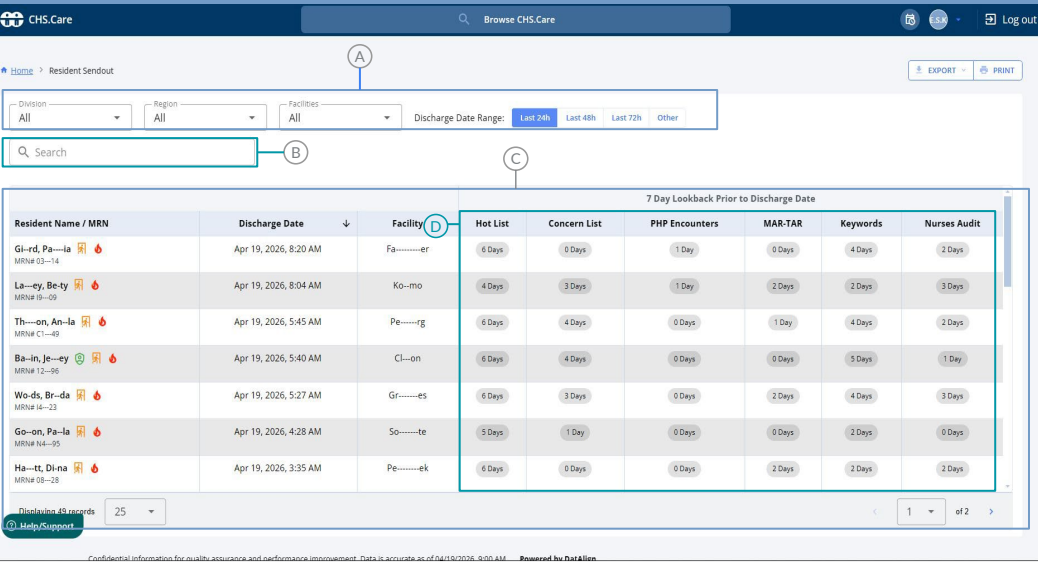


Figure 2: Resident Sendout Report default view

Set your date range (A)

- Select Last 24h, 48h, 72h, or a custom range
- The table updates automatically

Define your scope (A)

- Use Division, Region, and Facility filters
- Leave broad for system-level review or narrow to a facility

Search for a resident (B)

- Enter name or MRN
- Results update instantly

Review the table (C & D)

- Each row represents a discharged resident
- Each column shows the number of **distinct days** the resident appeared on that report in the 7 days prior to the sendout.

Example:

“Hot List – 4 Days” = The resident appeared on the Hot List on 4 of the 7 days prior to discharge.

Important:

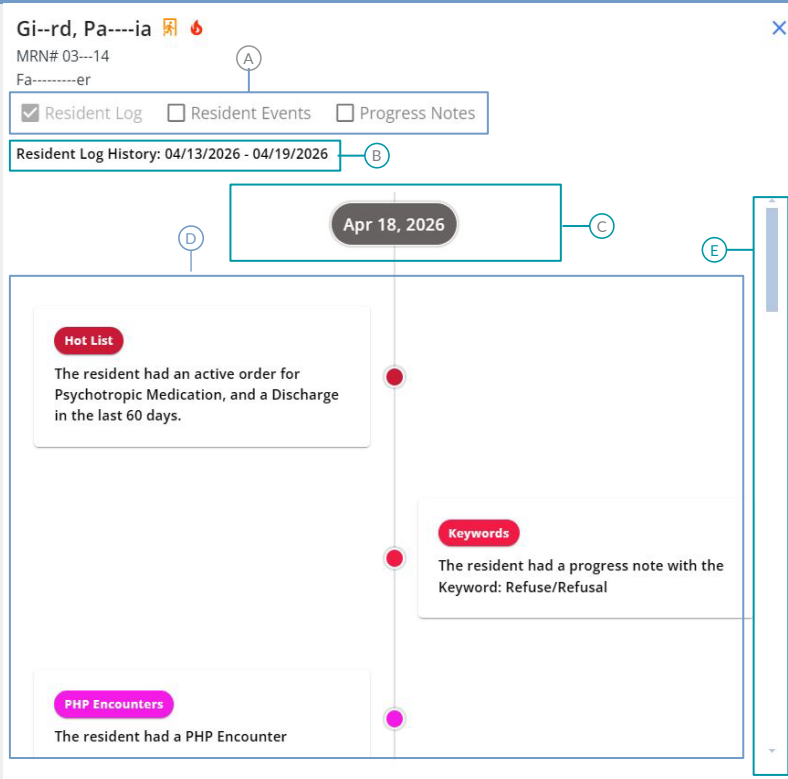
These values represent:

Days with activity

They do NOT represent:

- Number of alerts
- Number of notes
- Number of events

Timeline View at a Glance



Pro Tip: Click on the "X" or anywhere on the report page to exit the Timeline View

- Click any resident row to open the timeline view. The timeline displays:
- Activity across the 7 days prior to discharge
 - Events grouped by date
 - A summary of each event

| Area | Description |
|----------------------|---|
| A. Timeline Selector | Select which timeline perspective to display |
| B. Date Range Label | Displays the date range for the timeline events shown |
| C. Date Indicator | Groups events by day |
| D. Timeline Cards | Individual event entries |
| E. Scroll Bar | Scroll to navigate through the timeline |

Figure 3: Resident Sendout Report Timeline view
Resident Sendout Report User Tutorial

Using the Timeline View

Step by Step Walkthrough

Gi--rd, Pa---ia

MRN# 03---14

Fa-----er

Resident Log Resident Events Progress Notes

Resident Log History: 04/13/2026 - 04/19/2026

Apr 18, 2026

Hot List

The resident had an active order for Psychotropic Medication, and a Discharge in the last 60 days.

Keywords

The resident had a progress note with the Keyword: Refuse/Refusal

PHP Encounters

The resident had a PHP Encounter

Select data sources (A)

- Select which timeline perspective to display:
 - Resident Log
 - Resident Events
 - Progress Notes
- Select multiple options to combine data into one timeline
- Events are grouped by date
- Each item appears as a card with:
 - Report Appearance / Event Type / Note Type
 - Date (and time for Events and Notes)
 - Summary

Understand combined timeline behavior

- The same resident activity may appear across multiple views
- Each view provides a different perspective:
 - Resident Log: What was visible on CHS.care (operational view)
 - Resident Events: What happened and when (clinical sequence)
 - Progress Notes: Full documentation
- Select multiple options to view these perspectives together

Navigate the timeline (E)

- Scroll to view additional days and events

Important

- At least one timeline option must remain selected
- The last selected option cannot be unchecked

Figure 3: Resident Sendout Report Timeline view

Viewing Event Details

Progress Note ⚠️ 🔍 5:31 AM (C) → ×

Alert Charting Observation.

| | |
|-----------------------|-----------------------|
| Effective Date | Apr 16, 2026, 5:31 AM |
| Created Date | Apr 16, 2026, 5:35 AM |
| Revision Date | Apr 16, 2026, 5:35 AM |
| High Priority | ✓ |
| PHP | - |
| Fall | - |
| Keywords | Agitated |

Note Details

Alert Charting Observation.
Created by: Zakimec Taylor

Reason for alert charting

Reason for assessment: Behavioral change
Description of event or change: increased agitation and irritability

Keywords

Keywords

Nurses Audit

Apr 15, 2026

Progress Note (A)

Once opened, the detail panel lets you review event details and move between events without returning to the timeline.

Open the detail panel

- Click any timeline item (A) to open the detail window

Review the information

- The panel (B) shows full details for the selected event
- Content varies based on the event type

Navigate between events

- Click other timeline items to open their details
- Continue exploring events without closing the panel

Close the panel

- Click the × (C) or anywhere on the page to return to the timeline

Figure 4: Resident Sendout Report Event Details view

How the Data Works

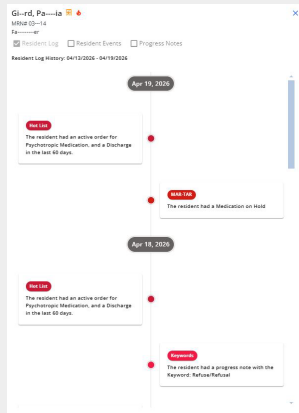


Figure 5: Resident Log Timeline

Resident Log — Operational view

- Shows what was visible on CHS.care each day
- Reflects daily snapshots of system activity
- Used to understand process and tool usage over time
- Does not update retroactively

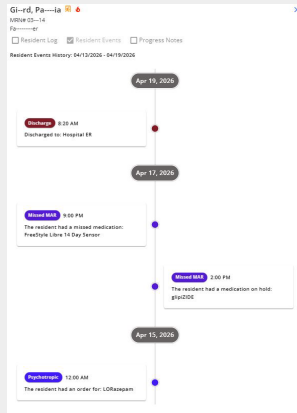


Figure 6: Resident Events Timeline

Resident Events — Clinical sequence

- Displays events in the order they occurred
- Used to understand the clinical timeline leading up to discharge
- Focuses on clinical sequence of events
- Will update retroactively

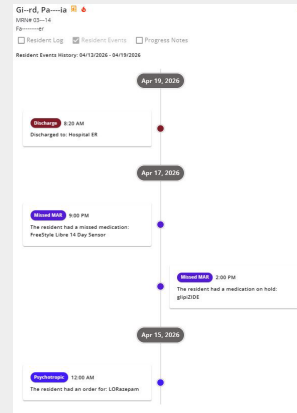


Figure 7: Progress Notes Timeline

Progress Notes — Documentation view

- Shows all notes in chronological order
- Reflects how events were documented
- Used to review detailed clinical documentation
- Reflects documentation as it is entered

The same activity may appear differently across timelines based on the perspective shown.

Q: Why do I see only one Hot List item on the Resident Log timeline when multiple criteria were met?

A: The Resident Log tracks **report appearances, not individual criteria**. If a resident meets multiple Hot List criteria on the same day—such as abnormal vitals, a high-priority note, and a discharge—they are still counted as **one appearance for that day**. When you open the detail panel, you will see all the underlying criteria and values that contributed to that appearance.

Q: What does “4 Days” mean in a report column?

A: It means the resident appeared on that report on **four separate days** during the 7-day lookback window. It does not represent the number of alerts, notes, or tasks, but rather the number of days the resident appeared on that report.

Q: Why don't I see an expected item on a specific day in the Resident Log timeline?

A: **Resident Log data is captured as a daily snapshot at a fixed time (2 PM EST)**, and only data available at that time is included. If an event or note is entered after the snapshot is generated, it will appear on a later day rather than being added retroactively.

Q: Why are clinical events, concerns, or notes grouped into a single item in the Resident Log timeline, but shown separately in other timelines?

A: The timelines are designed for different purposes. The Resident Log groups activity into **one report appearance per day**, reflecting what users would have seen on CHS.care.

In contrast, Resident Events shows **individual events in the order they occurred**, and Progress Notes shows **individual notes as they were documented**. As a result, the same underlying activity may appear as a single grouped item in the Resident Log, but as separate events or notes in the other timelines.

Q: Why does an item appear in one timeline but not another?

A: Each timeline is driven by **different data sources and business rules**. The Resident Log reflects report-driven activity, Resident Events reflects clinical events, and Progress Notes reflects documented notes. As a result, not all activity is represented in every timeline.

Q: Why does the timeline view show multiple history date ranges?

A: Each timeline type has its own **data capture window**, which is displayed below the checkboxes. When multiple timelines are selected, each one shows its own date range so you can clearly see what data is included in the combined view.

Q: Can I view multiple timelines at once?

A: Yes. You can select any combination of timelines, and the system will merge all selected data into a single chronological view so you can compare activity across perspectives.

Tips | Troubleshooting

Tips

Start with the table before opening the timeline.

Compare report appearance counts across the 7-day pre-sendout lookback period. Differences between reports often point to gaps in process or follow-up actions.

Look for patterns across reports, not just single events.

For example, repeated Hot List appearances without corresponding Concern List activity may indicate missed follow-up. Likewise, Concern List activity without PHP engagement may suggest delayed clinical response.

Use the Resident Log timeline to understand what was visible on CHS.care each day.

This view shows what appeared on CHS.care each day and helps identify when issues surfaced from an operational perspective.

Add Resident Events to understand what happened and when.

Merging timelines allows you to break down events in the order they occurred and connect report appearances to real clinical activity.

Review Progress Notes to fill in missing clinical context.

Notes often explain why an event occurred, how it was handled, or additional details documented outside of structured data.

Troubleshooting

If something looks missing in the Resident Log:

Check the timing. Data is captured as a daily snapshot (2 PM EST), so items entered after that time will appear on a later day.

If counts in the table seem lower or higher than expected:

Remember that the Resident Log counts **days of appearance**, not the number of alerts, notes, or tasks within a day.

If items don't align across timelines:

Each timeline is driven by different data sources and rules. Not all activity will appear in every view, and the same situation may be represented differently.

If events seem grouped or collapsed:

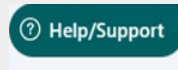
The Resident Log groups activity into one report appearance per day. Use Resident Events or Progress Notes to view individual events and documentation.

If details seem incomplete:

Check Progress Notes. Additional context is often captured there rather than in structured report data.

Support / Contact

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



button at the bottom of the report 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.