Introduction

This reference guide is aimed at users who are able to run Indicators in RiskMan.
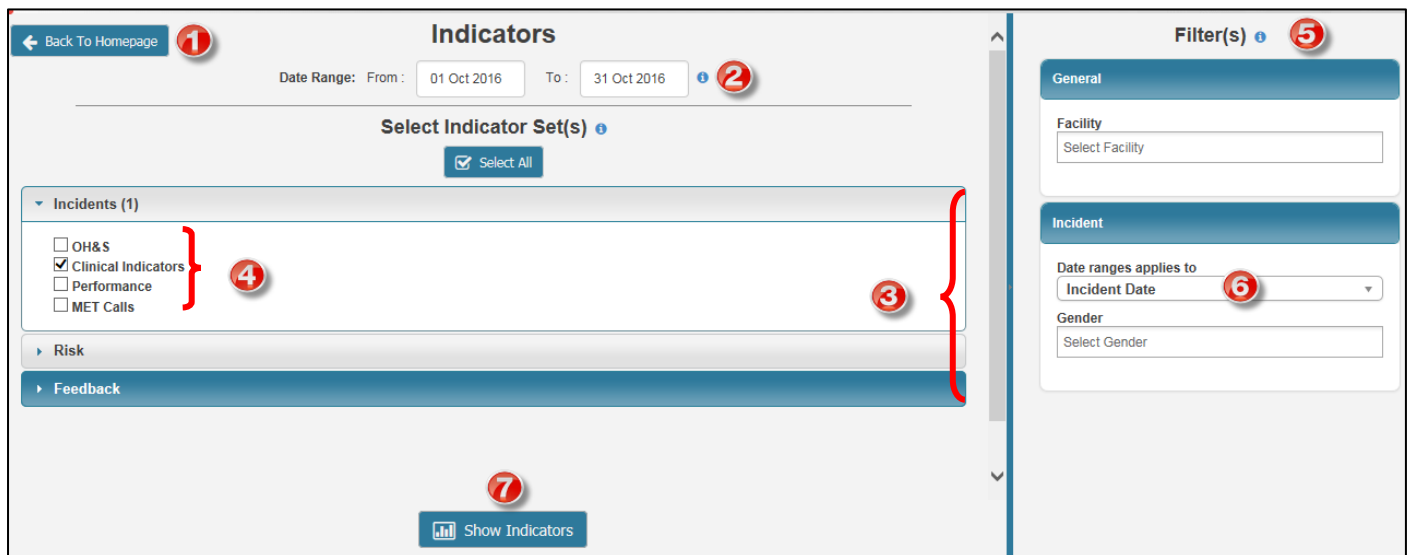
What are Indicators?

RiskMan provides high-level monitoring using Indicator Sets – groups of Key Performance Indicators, built over any component of the RiskMan data set.

Typical Indicators may include such items as:

- OH&S Indicators, tracking areas such as rates of lost time Injuries, or specific counts, such as incidence of back injuries, needle-sticks, etc.

- Clinical Indicators, such as falls-related data

- Consumer Feedback performance indicators, such as the average time taken to close complaints

How to Access Indicators

1. **Back to Homepage** – Click to exit Indicators and return to the RiskMan homepage

2. **Date Range** – Enter the date range you wish to analyse. This can be done by either typing the date in DD/MM/YY format, or selecting the required dates from the drop-down boxes.

3. **Indicator Groups** – Indicator sets can be organised into logical groupings. Click on an individual group name to view the indicator sets within that group.

4. **Indicator Set** – Each indicator set is listed under its relevant group.

5. **Filters** – These allow the user to apply optional filters at run-time. The filters displayed are specific to the indicator set(s) chosen.

6. **Date ranges applies to** – The user is able to stipulate which date from the form the date range (point 2, above) will be based on. For example, you may have a reason to base your report on the Date Entered, vs Incident Date, vs Date Notified.

7. **Show Indicators** – After the desired indicator set have been selected and any necessary filters have been applied, click on the Show Indicators button to view results
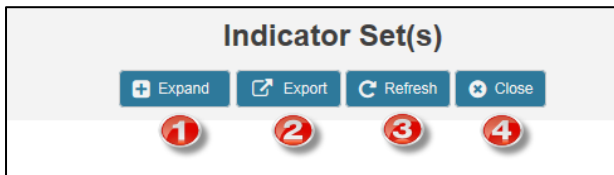
Properties of Individual Indicators

After indicator set(s) have been selected, click on **Show Indicators** and the Indicator Set(s) screen will appear.

Working with Indicator Sets

1. If any indicators have been grouped, **expand** ill show data. Alternatively, a user can select individual indicators to expand them by selecting the button next to the individual indicator

2. Users are able to **export** the Indicators to Excel™

3. **Refresh** will the indicator again

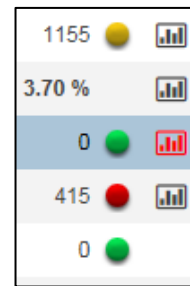4. **Close** returns to the previous screen.

Reviewing Indicators

Values are presented next to each indicator. If enabled, the indicators can have red, amber and green levels to visually represent set thresholds or tolerance level. These can be used as a prompt to the user to undertake further investigations.

Green Level – The maximum number which is considered an acceptable value for this indicator. If the value returned is up to or equal to this number, the 'green' indicator is displayed. For example, if the maximum number of acceptable incidents is 20, the green indicator will show for any numerical value from 0 to 20.

Red Level – The minimum number that is considered too high a value for this indicator. If the value returned is equal to or greater than this number, the 'red' indicator is displayed. For example, if over 30 incidents are considered excessive, the red indicator will show for any numerical value 30 or over.

Note: For any values between green and red, the amber indicator is displayed. The indicators appear like this:

Indicator Graphs

Click on the button to present information on the indicator set graph.

1. The user is able to change the graph interval. Click the **interval** and click **change interval** button

2. Users are able to **export** the graph to Excel™

3. Users are able to **print** the graph

4. **Close** will discard any modifications and returns to previous screen.

5. **Definition**, **Rationale**, and **Comments** for each individual indicator

6. **Comparison values** may present on the chart when generated. Values available are:

- Mean

- Upper and lower confidence levers, either 1 or 2 deviations away from the mean

- Arbitrary values such as triggers, benchmarks, etc.