



# Pathways

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## Chapter Overview

This chapter explains how to create and configure work flows using the Pathways page.

The topics in this chapter include the following:

- [“Pathways”](#)
  - [“Pathway Types”](#)
- [“Settings for All Pathways”](#)
- [“Create a New Pathway”](#)
- [“Configure the Pathway”](#)
  - [“Notification and Escalation”](#)
  - [“Videos to Watch”](#)
  - [“Video Feedback”](#)
  - [“Goal”](#)
  - [“Survey Configuration”](#)
  - [“Task Configuration”](#)
  - [“Task Feedback”](#)
  - [“Department Mapping”](#)
  - [“Diagnosis Code Mapping”](#)

## Pathways

The Pathways page in Admin View enables administrators to configure Cisco Patient Connect work flows for patient events. Pathways contain parameters for notifications, reminders, escalations, videos, and feedback surveys. Administrators configure frequency and duration parameters to manage notification and escalation information and direct it to the correct department.

## Pathway Types

The following table contains the types of pathways available.

**Table 4-1 Pathway Types**

Pathway Type	Description
Patient Admit	After patients are admitted to the hospital, this pathway notifies patients if they are required to watch particular videos (e.g. a hospital orientation video, a video on HIPPA, etc.) and then provide feedback on those videos.
Staff Assigned Videos	This pathway sets reminders and notifications parameters when videos have not been watched as well as escalation parameters for when video feedback is not received.
Patient Goal	This pathway reminds patients that they need to complete the goal that the care staff assigned them. Otherwise an escalation will be sent to the appropriate staff member.
Patient Question	This pathway is used to configure the work flow parameters for when patients submit Messages to the care staff and expect a response in a timely manner.
Staff Assigned Surveys	This pathway sets escalation parameters for when patient surveys are not completed.
Patient Request	Work flows are created for tasks associated with common patient requests such as “clean my room”, “turn up the heat”, and “bring me an extra pillow”.
Diagnosis Based Generic	For patients who do not have a condition that is associated with a diagnosis code, they will be directed to watch videos about general health that are chosen in this pathway.
Disease Specific	Pathways specific to certain conditions can be created to require all patients with that diagnosis to watch videos about their condition. These pathways are associated with diagnosis codes. For example, a pathway for diabetes can be created specifically for patients diagnosed with diabetes to require them to watch videos about diet guidelines, monitoring glucose levels, and injecting insulin.

## Settings for All Pathways

The Settings for all pathways screen contains fields for entering email addresses for escalations and notifications.

### Email IDs

The following email addresses are configured on this page:

1. Escalation email ID: This email address will receive all escalations. Typically the lead nurse on duty will be selected to receive escalations.
2. Staff notifications email ID: This email address will receive all notifications. Typically the care staff on duty will be selected to receive notifications.

3. Notification sender's email ID: This email address will be used as the sender when a notification is sent to the escalation email address. Typically the Cisco Patient Connect administrator's email address is used or an alias for the application is used such as "CiscoPatientConnect@ourhospital.com".

## Email Subject and Text

The Settings for all pathways screen also contains the subject and content text of the escalation emails. The default text can be used or the administrator can modify it if desired.

Escalation Email Type	Description
Unattended patient email	The subject and text in this section will be sent to the escalation email ID when a patient task has been escalated.
Unwatched video email	The subject and text in this section will be sent to the escalation email ID when a patient has not watched an assigned video.
Missing feedback email	The subject and text in this section will be sent to the escalation email ID when a patient has not provided feedback about a video that was watched.
Negative feedback email	The subject and text in this section will be sent to the escalation email ID when a patient has provided negative feedback about a video that was watched.
Survey not completed email	The subject and text in this section will be sent to the escalation email ID if a patient has not completed an assigned survey.
Task not completed email	The subject and text in this section will be sent to the escalation email ID if a patient has not completed an assigned task.

## Configure Email Addresses and Content

Follow these steps to configure the email addresses as well as email subject lines and text:

- Step 1** Click the **Pathways** button in the Content Management menu.
- Step 2** In the Pathways menu, click the **Settings for all pathways** button.
- Step 3** In the **Staff notification email id** field, enter the email address that should receive all escalations.
- Step 4** In the **Escalation email id** field, enter the email address that should receive all escalations.
- Step 5** In the **Notification sender's email id** field, enter the email address that should be used when a notification is sent.
- Step 6** (Optional) Under the **Unattended patient email** section, modify the **Subject** and **Content** text if desired.
- Step 7** (Optional) Under the **Unwatched video email** section, modify the **Subject** and **Content** text if desired.
- Step 8** (Optional) Under the **Missing feedback email** section, modify the **Subject** and **Content** text if desired.
- Step 9** (Optional) Under the **Negative feedback email** section, modify the **Subject** and **Content** text if desired.
- Step 10** (Optional) Under the **Survey not completed email** section, modify the **Subject** and **Content** text if desired.

- Step 11** (Optional) Under the **Task not completed email** section, modify the **Subject** and **Content** text if desired.
- Step 12** Click the **Save** button to save your changes.
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## Create a New Pathway

You will create the pathways that you need. Follow these steps to create a new pathway:

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- Step 1** Click the **Create New Pathway** button.
- Step 2** In the New Pathway dialog box, enter a name for the work flow.
- Step 3** Choose a pathway type from the drop-down menu.



**Note** Most pathway types such as “Patient Admit” and “Patient Goal” can only have one work flow in the system. If you try to create more than one work flow with the same pathway type, an error message will be displayed and you should choose another pathway type or cancel the action. Only the “Disease Specific” pathway type can be used more than once.

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- Step 4** (Optional) Choose a department if applicable by entering the department’s name and choosing from the pre-populated list.
- Step 5** Click the **Save** button in the dialog box.
- Step 6** Configure the settings for the new pathway (see below).
- Step 7** Click the **Save** button at the bottom of the page.
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## Configure the Pathway

The following sections will explain how to configure sections within the pathways.



**Tip**

Be sure to save your configuration using the **Save** button at the bottom of the pathway’s screen.

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## Notification and Escalation

The Notification and Escalation section of a pathway is used to configure escalations. Enter the numbers of minutes that can pass before the care staff is notified and escalation occurs.

## Videos to Watch

The Videos to Watch section allows administrators to assign videos to patients by adding them to pathways. Administrators can also configure reminders, feedback, and escalations for those videos.

To add and configure a video to a pathway, follow these steps:

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- Step 1** Under the **Videos to watch** section of the pathway, click the **Add Video** button.
- Step 2** From the drop-down menu at the top of the pane, choose the type of video such as **Educational** or **Relaxation**.
- Step 3** Choose a video in the list by clicking it.  
The video appears at the bottom of the page next to the **Add** button.
- Step 4** Click the **Add** button to add the video to the pathway.  
Now you will configure the video's parameters for the pathway.
- Step 5** (Optional) Check the **Recommended** check box to add the video to the Required Videos category of Patient View. Patients will then be required to watch this video if this box is checked.
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-  **Note** If the box is left unchecked, it will appear within the Suggested Videos category of Patient View. Patients will not be required to watch this video if the box is left unchecked.
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- Step 6** (Optional) Check the **Feedback** check box if the patient should be required to provide feedback after watching the video.
- Step 7** (Optional) Check the **Remind** check box if the patient should be sent a reminder if the video has not been viewed within a particular amount of time. If you check this box, in the **Remind After (minutes)** field enter the number of minutes that the patient has to complete watching the video before the reminder is sent.
- Step 8** If you checked the Recommended check box, a field appears beneath the **Notify nurse if not watched after (minutes)** label. Enter the number of minutes that a patient is allotted before the attending care staff is notified that the patient has not watched the recommended (i.e. suggested) video.
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**Note** If a video is no longer desired in the pathway, click the **X** button next to the video to remove it from a pathway.

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## Video Feedback

The Video Feedback section is used by the administrator to configure the number of minutes that patients are given to provide feedback on a video that they watched. In addition, if patients give negative feedback, it can be escalated so that the staff can address the issue.

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- Step 1** Enter the number of minutes before care staff is notified that the patient has not provided feedback.
- Step 2** Check the check box if you want negative patient feedback escalated.
- Step 3** Enter the maximum number of minutes before the case should be escalated to the Escalation email ID (see “Settings for All Pathways”).
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## Goal

The Goal section of the Goal Pathway contains the number of minutes that patients are given to complete the goal before a reminder is sent to Patient View as well as when care staff will be notified that the patient has not submitted whether the goal was met or assistance was needed.

## Survey Configuration

When surveys are assigned to patients by care staff, the patient can be reminded to fill them out and escalations can be sent if the patients fail to submit them within a specified time.

**Note**

Surveys are built in the “Surveys” page of Admin View. See the “Surveys” chapter for instructions on how to create surveys.

To configure settings for surveys, follow these steps:

- Step 1** Go to **Staff Assigned Surveys**.
- Step 2** Under Survey Configuration, choose whether the survey should be sent only once to patients or can be sent multiple times (“recurring”) during the patient’s stay.
- Step 3** If you choose “recurring”, use the arrow keys to choose the frequency of recurrence and the maximum recurrence.
- Step 4** In the **Remind After (minutes)** field, choose the number of minutes after patients are sent the survey that they should receive the reminder if they have not submitted a completed survey.
- Step 5** In the **Available After (minutes)** field, choose the number of minutes that the survey is available to patients after they submit it. The default setting is “0”.
- Step 6** Enter the negative score that would escalate the results of the survey. For example, if you enter “2”, the feedback would be escalated if a patient chooses either the second lowest or the lowest rating in the survey options for answers.
- Step 7** In the **Notify nurse if not filled, after (minutes)** field, choose the number of minutes that should pass before the attending nurse is notified that the survey has not been filled.

## Task Configuration

The Task Configuration section of a pathway configures the reminders and assignment emails of patient requests. Follow these steps to configure a Task within a patient request pathway.

- Step 1** In the Task Configuration section of the pathway, enter the number of minutes that care staff is reminded of the request in the **Remind nurse about pending patient request after (minutes)** field.
- Step 2** In the **User groups** field, enter the name of the user groups that will be assigned the patient task.
- Step 3** In the **Users** field, enter the name of the users that will be assigned the patient task.
- Step 4** In the **Aliases** field, enter the name of the alias that will be assigned the patient task.

- Step 5** Choose **email** or **sms** as the method for the notifications in the **Send notifications through** menu.
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## Task Feedback

The Task Feedback section is used by the administrator to configure the number of minutes that patients have to provide feedback on how a patient request was handled. In addition, the administrator configures whether or not negative feedback about the patient request is escalated.

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- Step 1** Enter the number of minutes that can pass before care staff is notified that the patient has not provided feedback.
- Step 2** Enter the maximum number of minutes that should trigger escalation.
- Step 3** Check the check box if you want negative patient feedback escalated.
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## Department Mapping

If the work flow is tied to a particular department, begin entering the department ID in the Select Department field and choose from the pre-populated list.

## Diagnosis Code Mapping

For diagnosis based work flows, enter the diagnosis code(s) in the Diagnosis Codes field.

