System Configuration

Chapter Overview

This chapter explains how to customize TV application, manage video applications, and how to configure name display, reports, system properties, and third party applications.

The topics in this chapter include the following:

- Bed Summary
- Customize TV Application
- Managing Video Applications
- Name Display Configuration
- Reports
- Third Party Application Integration

Bed Summary

Click the **Bed Summary** tab in the **System Configuration** menu to view the bed summary page. This page enables you to view the number of beds for each location type such as, guest room, patient room, and waiting room. You can also view the total number of admitted patients on this page.

Customize TV Application

The **TV App Customize** page enables you to configure the features that patients and visitors see in Patient View, which is the TV application of Cisco Patient Connect, and care staff see in Care Team View. The Customize page of Admin View allows you to turn these features on or off depending on the hospital's needs and preferences.

The sections in this topic include the following:

- Customize Patient View TV Application
- Customize Care Team View Application
- Enable or Disable Features

Customize Patient View TV Application

Patient View has dozens of available features. As the administrator, you can control what is shown on the patients' screens.

You can configure three types of Patient View screens (see table below).

Table 13-1 Customize Types

Customize Type	Description	Audience	Suggested Features
Patient room	A room with hospital beds occupied by inpatients	Inpatients	All
Guest room	A room with empty hospital beds	Visitors (i.e. patients' families)	TV Phone Media
Waiting room	Areas for outpatients and their families	Outpatients and visitors	TV

App Customization Status

The App Customization Status table lists the most common set of features expected to be enabled when The Progress Tracking by Room is enabled over CPC-Base deployment.

Note This is the default settings done on the CPC solution. You can enable or disable the App Status based on your requirements. You can also enable or disable privacy for each application.

Table 13-2 App Customization Status

App Name	App Description	Privacy Mode	App Status
FAQ	Frequently Asked Questions	Disabled	**On**
Voice Collaboration	Collaboration by Voice Teleconference	Not Available	Off
Staff Assignment	Staff Assignment Integration	Not Available	Off
Medication	View Prescribed Medicines	Enabled	**On**
Required Videos	Required Videos assigned for Patient	Enabled	**On**
Suggested Videos	Suggested Videos assigned for Patient	Enabled	**On**
Educational Videos	Educational Videos	Disabled	**On**
Relaxation Videos	Relaxation Videos	Disabled	**On**
PHONE	Phone Call	Disabled	**On**
Speeddial	Speeddials on Phone	Disabled	**On**
Allow Phone Ringer Configuration	Allow Phone Ringer Configuration	Disabled	**On**

Table 13-2 App Customization Status

App Name	App Description	Privacy Mode	App Status
Age Based Themes	Different Theme based on Age	Disabled	**On**
Phone Auto Answer	Ability to set Phone on Auto Answer	Enabled	**On**
Goal of the Day	Assign Goal(s) to Patient	Enabled	**On**
Feedback	Survey Feedback	Enabled	**On**
Food Menu	View Meals	Disabled	**On**
Schedule	Ability to view appointments	Enabled	**On**
Progress	Progress on Assigned Activities	Enabled	**On**
Movies on Demand	Movies on Demand	Disabled	**On**
Requests	Patient Requests	Enabled	**On**
Questions	Patient Questions	Enabled	**On**
Patient Visitors	Visitor History	Enabled	**On**
Patient Presence	Patient Presence	Enabled	**On**
Care Team	Entire Care team	Enabled	**On**
Video Apps	Video as App	Disabled	**On**
Can Nurse Remove Patient from Patient Connect?	Nurse can manually remove patient from Patient Connect	Not Available	Off
Patient Tracking Statistics	Patient Tracking Statistics	Not Available	Off
Can Patient Order Food?	Whether patient can order food or not	Disabled	**On**
Nurse ME tab	Nurse ME tab	Disabled	**On**
Estimated Discharge data Availability	This data is sent by EMR	Disabled	**On**
Auto Assign Videos by Diagnosis Codes	Auto Assign Videos by Diagnosis Codes	Disabled	**On**
Patient Profile	Patient Information and Assignment details	Enabled	**On**
Patient Tracking	Ability to track a patient	Enabled	**On**
Live TV	Live TV	Disabled	**On**
Patient Privacy Check	Patient Privacy check on some Screens	Disabled	**On**
Patient Notifications Center	Notification Center on Patient TV	Enabled	**On**
Trends	Show Usage Trends reported by Analytics Platform	Not Applicable	Off
Web Browser	Feature to browse Internet	Disabled	**On**
CPC Base	Enable this if the deployment is CPC Base	Not Applicable	Off

Table 13-2 App Customization Status

App Name	App Description	Privacy Mode	App Status
Parental Control	Parental Control	Disabled	**On**
Operator View	Operator View to send text/video messages to one/more/all endpoints	Disabled	**On**

Customize Care Team View Application

As the administrator, you can control the following on the Care Team View screens:

- Entire Care Team
- Ability for a nurse to remove a patient from Cisco Patient Connect
- Whether the ME tab is displayed
- Whether the Whiteboard tab is displayed

Enable or Disable Features

If you want to hide one or more features on either Patient View or Care Team View, follow these steps:

Step 1 Choose the room type such as, Patient Room, Waiting Room, or Guest Room from the drop down menu in the upper right corner of the TV App Customization pane.

Note Select *Patient Room* when customizing the Care Team View.

Step 2 Select a feature and click either the green or white button in the **App Status** column to disable the feature (that is turn the feature OFF). When the white button to the right turns red, the feature is disabled.

To turn that feature back ON, click either button again. When the left button turns green, the feature is enabled.

The App Customization Status table lists the most common set of features expected to be enabled when The Progress Tracking by Room is enabled over CPC-Base deployment.

Step 3 For the Patient Room type, you can enable or disable privacy status for a feature. Select a feature and click either the green or white button in the **Privacy Mode** column to disable privacy status of the feature. When the white button to the right turns red, the privacy status of the feature is disabled.

To turn that privacy status back ON, click either button again. When the left button turns green, the privacy status of the feature is enabled.

Privacy status helps you to set whether an enabled TV app can be accessed only by the patients with their PIN provided by the hospital. For example, App Status and Privacy Mode are ON for the Required Videos app, the patients can access the app only with the PIN provided by the hospital. If the Privacy Mode is OFF and App Status is ON for the Required Videos app, any patient can access the app without using PIN.

Step 4 When you are finished with the configuration, click the **Save** button at the bottom of the screen to save your changes.

Repeat the above steps for each type of room.

Managing Video Applications

The **Video App** page enables you to add, edit, and remove video applications that will be displayed for Home and My Visit pages of Patient View.

The sections in this topic include the following:

- Adding a Video App
- Changing a Video App Title and Image
- Deleting a Video App

Adding a Video App

You need to have the video app available in your apache server before you add the same in the CPC solution.

To add a video app, follow these steps:

Step 1 Click the **Video App** tab in the **System Configuration** menu.

The Video App page appears.

Step 2 Choose the screen type where you need to add the video app from the **Screen** drop-down list on top right of the table.

The following two types of screen are available for your selection.

Table 13-3 Screen Types for Video Apps

Screen Type	Description	Audience
Home	The video app will be displayed in the guest rooms and waiting rooms.	Visitors and outpatients.
My Visit	The video app will be displayed in the patient rooms.	Inpatients

Step 3 Click the **Add New Video App** button on the screen.

A blank row gets added in the table.

Step 4 Enter the following details in the row:

- **Title**: Enter the title for the video app.
- **Category**: Choose the category for the video app from the category drop down list in the row. Education, Relaxation, Francisco, and Movies on Demand options are available for the category selection.
- **Common Key**: Click the **Select a Video** label and enter three or more characters of the video that you ant to choose from the configured Apache server. All the video apps matching with the entered characters available in the server will be listed for your selection.

- **Image**: Click the newly added row in the Image column to choose an image for the video app from the CPC CMS.
- **Departments**: Click the **Departments** field to choose departments from the displayed drop-down menu.
- **Room Types**: Click the **Room Types** field to choose Patient Room, Waiting Room, or Guest Room.
- **Locales**: Click the **Locales** field to choose the language.
- **Screens**: Click the **Screens** field to choose the screen as Home or My Visit.
- **Patient Types**: Click the **Patient Types** field to choose the type of patient as Not Specified or Inmate.

Step 5 Click the **Save** icon in the Action column to save the newly added video app.

Note Repeat the above steps to add more video apps.

Changing a Video App Title and Image

You can change only title and image of a Video app as follows:

Step 1 Click the **Video App** tab in the **System Configuration** menu.

The Video App page appears.

Step 2 Click the **Edit** icon in the Action column of a video app in the table.

The **Title** field for the video app gets enabled.

Step 3 Change the title for the video app.

Step 4 Click the Image column to choose an image for the video app from the CPC CMS.

Step 5 Click the **Save** icon in the Action column to save the newly added video app.

Note Repeat the above steps to change more video apps.

Deleting a Video App

You can delete unwanted video apps as follows:

Step 1 Click the **Video App** tab in the **System Configuration** menu.

The Video App page appears.

Step 2 Click the **Delete** icon in the Action column of a video app in the table.

A confirmation message appears for you to confirm the deletion.

Name Display Configuration

Click the **Name Format** tab in the **System Preferences** menu to view the Name Display Format Configuration page. This page enables you to view the following details:

- Role of the user
- Display Format
- Search for roles.

You can edit the Display Format. To change the format in which the name of users appear in the system, complete the following steps:

Step 1 Select the user's role from the **Role** menu.

Step 2 Select the name format from the **Display Format** drop-down menu.

Step 3 Review the display name in the **Sample Format** menu.

Step 4 Click the green **Change** icon to apply the display format.

Note The name display pattern is affected by several system properties as explained in the Name Display Configuration Properties section.

Reports

Click the **Reports** tab in the **System Configuration** menu to configure reports for the Care team in the Nurse Dashboard view.

All the available report templates are displayed in the left pane on the Reports page.

Managing Reports

The **Reports** page enables you to add, edit, filter, and remove reports that will be displayed for Care team.

The sections in this topic include the following:

- Adding a Report
- Editing a Report
- Deleting a Report

Adding a Report

To add a report, follow these steps:

Step 1 Click the **Reports** tab in the **System Configuration** menu.

The Reports page appears.

Step 2 Click the **Add New Report** button on the Reports screen to add a new report.

Step 3 Enter the report name in the **Name** field.

Step 4 Enter description for the report in the **Description** field.

Step 5 Enter how you want to configure the filter query for the report in the **Query** field. It is recommended that you copy and paste the **Query** content from the existing report and edit the events.

Note The care team can filter the report based on the queries defined here.

Step 6 Enter parameters for the query for the report in the **Param** field. It is recommended that you copy and paste the **Param** content from the existing report and edit the events.

Note You can use the **Param** field to define how you want to display the report. For example, whether you want to display the report in a tabular or graphical format,whether you want to display the report during a specific period or dates, and so on.

Step 7 Click the **Save** button on the screen to save the newly added report.

Note Repeat the above steps to add more reports.

Editing a Report

You can edit an existing report as follows:

Step 1 Click the **Reports** tab in the **System Configuration** menu.

The Reports page appears.

Step 2 Select the report that you want to edit from the list of reports displayed in the left pane on the Reports page.

Step 3 Click the **Edit** button on the Reports page.

All the fields for the report get enabled.

Step 4 You can edit **Name**, **Description**, **Query**, and **Param** fields for the report.

Step 5 Click the **Save** button to save the edited report.

Deleting a Report

You can delete unwanted reports as follows:

Step 1 Click the **Reports** tab in the **System Configuration** menu.

The Reports page appears.

Step 2 Select the report that you want to delete from the list of reports displayed in the left pane on the Reports page.

Step 3 Click the **Delete** button on the Reports page.

A confirmation message appears for you to confirm the deletion.

Third Party Application Integration

The **System Properties** page enables you to configure the **Property Key** and the **Property Value** based on customer requirements. Select the function from the list to view the property key and property value of each function. Click on the blue **Edit** icon to edit the values. For example, video.call is a property value and the key value can be either true or false.

Ensure that you follow the table below and verify property value against each property key.

Table 13-4 Default System Properties Checklist

Name	Description	Default Value
patient.map.emrstaff.to.ad	Mapping of EMR staff to ad.	false
font.size	Size of the font to be used by Patient view.	medium
whitelist.enable.phone.lookup.ad	Whether the look up staff phones in Active Directory for whitelist is enabled.	true
location.log.level.default	Default value for the log level while creating a new location.	WARN
location.log.level.global.override	Globally override individual log level of location when set to non-NA.	NA

Using the **System Properties** page you can configure the following third party applications with the Patient Connect application:

- System Properties for Weather Feature Configuration
- Workflow
- System Properties for Staff Profile Configuration
- System Properties for Assigning Videos based on the EMR Orders
- System Properties for Staff Assignment Configuration
- System Properties for RTLS Configuration

- System Properties for Configuration of Videos
- System Properties for CPC Content Management System
- System Properties for Configuring COMPUTRITION Food Ordering Vendor
- System Properties for Outbound EPIC Order Update

System Properties for Weather Feature Configuration

The Patient Connect application integrates with *Yahoo!* to obtain weather data to be shown in the TV App header.

You can configure the weather feature integration using the following system properties:

Table 13-5 System Properties for Weather Feature Configuration

Name	Description	Default Value
weather.woeid	WOEID of the deployment location.	20125490063
weather.temperature.unit	Temperature unit (c or f)	f

Note A WOEID (Where On Earth IDentifier) is a unique 32-bit reference identifier, originally defined by GeoPlanet and now assigned by *Yahoo!*.

Workflow

The workflow feature enables you to configure the set of relationships between the activities of Cisco Patient Connect work for patient events. Workflow contains parameters for notifications, reminders, escalations, videos, and feedback surveys. You can configure frequency and duration parameters to manage notification and escalation information and direct it to the correct department.

This topic contains the following sections:

- Workflow Types
- Settings for Workflow Email IDs
- Settings for Workflow Email Subject and Text
- Configuring Notification and Escalation
- Creating a new Workflow
- Configuring Videos to Watch
- Configuring Goal
- Configuring Survey
- Configuring Task
- Configuring Predischarge Process of a Patient

Workflow Types

The following table contains the default types of workflows available when you install the CPC solution:

Table 13-6 Workflow Types

Workflow Type	Description
Patient Admit	After patients are admitted to the hospital, this workflow 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 workflow 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 workflow 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 workflow enables patients to receive response in a timely manner when they submit Messages to the care staff.
Staff Assigned Surveys	This workflow sets escalation parameters for when patient surveys are not completed.
Patient Request	This workflow is 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 workflow.
Disease Specific	Workflows specific to certain conditions created to require all patients with that diagnosis to watch videos about their condition. These workflows are associated with diagnosis codes. For example, a workflow for diabetes has been created specifically for patients diagnosed with diabetes to require them to watch videos about diet guidelines, monitoring glucose levels, and injecting insulin.
Pending Discharge	This workflow enables you to plan predischarge process of a patient. You can configure a group of participants such as, nurse, define prefix for the group, and notify the same to the group using this workflow. You can also assign discharge checklist survey using this workflow.

Settings for Workflow Email IDs

By default, the following email addresses are configured for workflows:

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”.

Settings for Workflow Email Subject and Text

The Settings for all workflows also contain the subject and content text of the escalation emails. The default text can be used or the you can modify it if desired.

Table 13-7 Escalation Email Types

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.

Configuring Notification and Escalation

The notification and escalation of a workflow has already been configured with the default values, which will be available when you install the CPC solution. These default values of the numbers of minutes that can pass before the care staff is notified and escalation occurs can be changed.

Follow these steps to change the default values of the notification and escalation of a workflow:

Step 1 Click **System Properties** in the System Configuration menu in the left pane.

Step 2 On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for notification and escalation are as follows:

Table 13-8 Workflow System Properties for Notification and Escalation

Name	Description	Default Value
workflow.defaultGoalAssignment.notifyAfter	The notification that will be sent after the default goal assignment duration.	90
workflow.defaultGoalAssignment.ifNotCompletedEscalateNurseAfter	The escalation notification that will be sent to the nurse if the default assignment is not completed after the specified duration.	180

Table 13-8 Workflow System Properties for Notification and Escalation

Name	Description	Default Value
workflow.defaultGoalAssignment.escalateAfter	The escalation notification that will be sent after the default goal assignment duration.	120
workflow.defaultGoalAssignment.remindAfter	The reminder mail that will be sent after the default goal assignment duration.	60
workflow.defaultGoalAssignment.ifNotCompletedNotifyNurseAfter	The notification that will be sent to the nurse if the default assignment is not completed after the specified duration.	120
workflow.globalConfig.headNurseEscalationEmail	The escalation email ID configuration property for head nurse. In case if there is any escalation from the patient the mail will be sent to this ID configured here.	pme.head.nurse@gmail.com
workflow.globalConfig.notificationSentFromEmail	The notification sent from email ID configuration property. The notification will be sent to the recipient from this email ID.	pme.superuser@gmail.com
workflow.globalConfig.escalationSubject	The subject that will be displayed in the escalation mail.	{escalationFor} ROOM : {roomId} BED : {bedId}
workflow.globalConfig.defaultEscalationContent	The default content that will be displayed in the escalation mail.	A patient task has been escalated
workflow.globalConfig.escalationForNurseTaskSubject	The task subject that will be displayed for the nurse in the escalation mail.	NURSE {escalationFor} ESCALATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.defaultNurseEscalationContent	The default content that will be displayed for the nurse in the escalation mail.	A nurse task has been escalated
workflow.globalConfig.videoNotWatchSubject	The subject that will be displayed in the video not watch mail.	VIDEO NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.videoNotWatchContent	The content that will be displayed in the video not watch mail.	VIDEO :{videoDescription}
workflow.globalConfig.playNowAcceptanceSubject	The play now acceptance subject that will be displayed.	PLAY NOW {patientAcceptanceOfPlay} ROOM : {roomId} BED : {bedId}
workflow.globalConfig.playNowAcceptanceContent	The play now acceptance content that will be displayed.	PLAY NOW VIDEO : {commonKey}
workflow.globalConfig.videoCompletedSubject	The subject that will be displayed in the video completed mail.	VIDEO COMPLETED ROOM : {roomId} BED : {bedId}

Table 13-8 Workflow System Properties for Notification and Escalation

Name	Description	Default Value
workflow.globalConfig.videoCompletedContent	The content that will be displayed in the video completed mail.	VIDEO COMPLETED VIDEO : {commonKey}
workflow.globalConfig.feedbackMissingSubject	The subject that will be displayed in the feedback missing mail.	{feedbackFor} FEEDBACK NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.feedbackMissingContent	The content that will be displayed in the feedback missing mail.	{feedbackFor} : {feedbackDescription}
workflow.globalConfig.feedbackNegativeNotificationSubject	The subject that will be displayed in the feedback negative notification mail.	NOTIFCATION FOR {feedbackFor} NEGATIVE FEEDBACK ROOM : {roomId} BED : {bedId}
workflow.globalConfig.feedbackNegativeSubject	The subject that will be displayed in the negative feedback mail.	{feedbackFor} NEGATIVE FEEDBACK ROOM : {roomId} BED : {bedId}
workflow.globalConfig.feedbackNegativeContent	The content that will be displayed in the negative feedback mail.	{feedbackFor} : {feedbackDescription}
workflow.globalConfig.surveyNotCompletedSubject	The subject that will be displayed in the survey not completed mail.	SURVEY NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNotCompletedContent	The content that will be displayed in the survey not completed mail.	SURVEY :{surveyDescription}
workflow.globalConfig.surveyNegativeAnswerNotificationSubject	The subject that will be displayed in the survey negative answer notification mail.	NOTIFICATION FOR SURVEY NEGATIVE ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNegativeAnswerSubject	The subject that will be displayed in the survey negative feedback mail.	SURVEY NEGATIVE ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNegativeAnswerContent	The content that will be displayed in the survey negative answer mail.	SURVEY : {surveyDescription}
workflow.globalConfig.goalNotCompletedSubject	The subject that will be displayed in the goal not completed mail.	GOAL NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotCompletedContent	The content that will be displayed in the goal not completed mail.	GOAL : {goalDescription}
workflow.globalConfig.goalNotUnderstoodNotificationSubject	The subject that will be displayed in the goal not understood notification mail.	NOTIFICATION FOR GOAL HELP ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotUnderstoodSubject	The subject that will be displayed in the goal not understood mail.	GOAL HELP ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotUnderstoodContent	The content that will be displayed in the goal not understood mail.	GOAL : {goalDescription}

Table 13-8 Workflow System Properties for Notification and Escalation

Name	Description	Default Value
workflow.globalConfig.messageNotCompletedSubject	The subject that will be displayed in the message not completed mail.	MESSAGE NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.messageNotCompletedContent	The content that will be displayed in the message not completed mail.	MESSAGE :{messageDescription}
workflow.globalConfig.messageAssignedSubject	The subject that will be displayed in the message assigned mail.	MESSAGE ASSIGNED ROOM : {roomId} BED : {bedId}
workflow.globalConfig.messageAssignedContent	The content that will be displayed in the message assigned mail.	MESSAGE : {messageDescription}
workflow.globalConfig.taskAssignedSubject	The subject that will be displayed in the task assigned mail.	REQUEST ASSIGNED ROOM : {roomId} BED : {bedId}
workflow.globalConfig.taskAssignedContent	The content that will be displayed in the task assigned mail.	REQUEST : {requestDescription}
workflow.globalConfig.taskNotCompletedSubject	The subject that will be displayed in the task not completed mail.	REQUEST NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.taskNotCompletedContent	The content that will be displayed in the task not completed mail.	REQUEST : {requestDescription}
workflow.globalConfig.dischargeSurvey.negativeAnswerDetails	The negative answer details for the discharge survey.	option7,option14
workflow.globalConfig.painscoreSurvey.negativeAnswerDetails	The negative answer details for the painscore survey.	painscoreOption11,painscoreOption10,painscoreOption9,painscoreOption8,painscoreOption7,painscoreOption6,painscoreOption5,painscoreOption4
workflow.globalConfig.standardSurvey.negativeAnswerDetails	The negative answer details for the standard survey.	option1,option2
workflow.globalConfig.staffNotificationMail	The staff notification mail ID.	Email ID

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

Creating a new Workflow

To create a workflow, you need to be a workflow designer or workflow developer having knowledge of Java and Javascript. The workflow needs to be created in Eclipse plug-in environment using the Alfresco Activit tool.

Follow these steps to create a workflow:

Step 1 Define the workflow in the Ecliplse plug-in environment using the Alfresco Activiti tool.

Step 2 Do the event mapping using the seed data in Registry configuration.

Step 3 Defining the system properties that required for the execution of the workflow in the workflow system properties page.

Step 4 Check the workflow execution to ensure that it functions properly.

Step 5 Provide the workflow to Cisco team to embed it in the resources directory for production.

Note The CPC solution supports the Alfresco Activiti tool to create or update the workflow. Refer the Alfresco Activiti tool documentation for more details about this tool.

Configuring Videos to Watch

The workflow for videos to watch has already been configured with the default values, which will be available when you install the CPC solution. This workflow enables the administrators to assign videos to patients. Reminders, feedback, and escalations for those videos also have been configured by default.

To change the default value of the assigned videos or to configure reminders, feedback, and escalations for those videos, follow these steps:

Step 1 Click **System Properties** in the System Configuration menu in the left pane.

Step 2 On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for videos to watch are as follows:

Table 13-9 Workflow System Properties for Videos to Watch

Name	Description	Default Value
workflow.defaultVideoAssignment .handleNegativeFeedback	Whether the default video assignment handles negative feedback.	true
workflow.defaultVideoAssignment .recommend	Whether the default video assignment is recommended.	true
workflow.defaultVideoAssignment .ifNotWatchedNotifyNurseAfter	The notification that will be sent to the nurse if the default video assignment is not watched within the specified duration.	60
workflow.defaultVideoAssignment .ifNotWatchedEscalateNurseAfter	The escalation notification that will be sent if the default video assignment is not watched within the grace period.	90
workflow.defaultVideoAssignment .notifyMissingFeedbackToNurseA fter	The notification that will be sent to the nurse if the feedback is missing on the default video assignment within the specified duration.	60

Table 13-9 Workflow System Properties for Videos to Watch

Name	Description	Default Value
workflow.defaultVideoAssignment .escalateMissingFeedbackToNurse After	The escalation notification that will be sent to the nurse if the feedback is missing on the default video assignment within the grace period.	120
workflow.defaultVideoAssignment .remindAfter	A reminder will be sent after the specified duration if the default video assignment is not watched.	30
workflow.defaultVideoAssignment .needFeedback	Whether a mail should be sent to seek feedback on the default video assignment.	true

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

Configuring Goal

The workflow for goal contains the number of minutes that patients are given to complete the goal before a reminder is sent to Patient View. The care staff will also be notified that whether the patient has completed the goal or assistance was needed.

To change the default value of the workflow configuration of goal, follow these steps:

Step 1 Click **System Properties** in the System Configuration menu in the left pane.

Step 2 On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for goal are as follows:

Table 13-10 Workflow System Properties for Goal Settings

Name	Description	Default Value
workflow.defaultGoalAssignme nt.notifyAfter	Notification will be sent after the default assignment duration.	90
workflow.defaultGoalAssignme nt.ifNotCompletedEscalateNurs eAfter	Escalation notification will be sent to the nurse after the default assignment not completed duration.	180
workflow.defaultGoalAssignme nt.escalateAfter	Escalation notification will be sent after the default goal assignment duration.	120
workflow.defaultGoalAssignme nt.remindAfter	A reminder will be sent after the default assignment duration.	60
workflow.globalConfig.goalNot CompletedSubject	The subject that will be displayed in the goal not completed mail.	GOAL NOTIFICATION ROOM : {roomId} BED : {bedId}

Table 13-10 Workflow System Properties for Goal Settings

Name	Description	Default Value
workflow.globalConfig.goalNotCompletedContent	The content that will be displayed in the goal not completed mail.	GOAL : {goalDescription}
workflow.globalConfig.goalNotUnderstoodNotificationSubject	The subject that will be displayed in the goal not understood notification mail.	NOTIFICATION FOR GOAL HELP ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotUnderstoodSubject	The subject that will be displayed in the goal not understood mail.	GOAL HELP ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotUnderstoodContent	The content that will be displayed in the goal not understood mail.	GOAL : {goalDescription}
workflow.defaultGoalAssignment.ifNotCompletedNotifyNurseAfter	The notification mail that will be sent to the nurse if the default goal assignment not completed within the duration.	120

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

Configuring Survey

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.

To change the default survey configuration, follow these steps:

Step 1 Click **System Properties** in the System Configuration menu in the left pane.

Step 2 On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for survey are as follows:

Table 13-11 Workflow System Properties for Surveys

Name	Description	Default Value
workflow.defaultSurveyAssignment.type	The default survey assignment type.	onetime
workflow.defaultSurveyAssignment.availableAfter	The default survey assignment availability.	0
workflow.defaultSurveyAssignment.recurAfter	The default survey assignment recurrence.	3600
workflow.defaultSurveyAssignment.recurLimit	The default survey assignment recurrence limit.	3
workflow.defaultSurveyAssignment.remindAfter	The default survey assignment reminder.	30

Table 13-11 Workflow System Properties for Surveys

Name	Description	Default Value
workflow.defaultSurveyAssignment.ifNotCompletedNotifyNurseAfter	The notification that will be sent to the nurse if the default survey assignment is not completed within its duration.	60
workflow.defaultSurveyAssignment.ifNotCompletedEscalateNurseAfter	The escalation mail that will be sent to the nurse if the default survey assignment is not completed within its duration.	90
workflow.defaultSurveyAssignment.notifyAfter	The notification that will be sent after the default survey assignment duration.	60
workflow.defaultSurveyAssignment.escalateAfter	The escalation that will be sent after the default survey assignment duration.	90
workflow.globalConfig.surveyNotCompletedSubject	The subject that will be displayed in the survey not completed mail.	SURVEY NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNotCompletedContent	The content that will be displayed in the survey not completed mail.	SURVEY :{surveyDescription}
workflow.globalConfig.surveyNegativeAnswerNotificationSubject	The subject that will be displayed in the survey negative answer notification mail.	NOTIFICATION FOR SURVEY NEGATIVE ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNegativeAnswerSubject	The subject that will be displayed in the survey negative answer mail.	SURVEY NEGATIVE ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNegativeAnswerContent	The content that will be displayed in the survey negative answer mail.	SURVEY : {surveyDescription}
workflow.globalConfig.dischargeSurvey.negativeAnswerDetails	The negative answer details for the discharge survey.	option7,option14
workflow.globalConfig.painscoreSurvey.negativeAnswerDetails	The negative answer details for the painscore survey.	painscoreOption11,painscoreOption10,painscoreOption9,painscoreOption8,painscoreOption7,painscoreOption6,painscoreOption5,painscoreOption4
workflow.globalConfig.standardSurvey.negativeAnswerDetails	The negative answer details for the standard survey.	option1,option2

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

Configuring Task

Workflow for the task enables you to configure reminders and assignment emails of patient requests. It also enables you to configure the number of minutes that patients have to provide feedback on how a patient request was handled. Additionally, it is also configured whether or not negative feedback about the patient request is escalated.

To change the default task configuration, follow these steps:

Step 1 Click **System Properties** in the System Configuration menu in the left pane.

Step 2 On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for task are as follows:

Table 13-12 Workflow System Properties for Tasks

Name	Description	Default Value
workflow.defaultRequestAssignment.needResponse	Whether the default request assignment needed response.	true
workflow.defaultRequestAssignment.needFeedback	Whether the default request assignment needed feedback.	true
workflow.defaultRequestAssignment.handleNegativeFeedback	Whether the default request assignment handles negative feedback.	true
workflow.defaultRequestAssignment.notifyBy	The medium through which the default request assignment needs to be notified.	email
workflow.defaultRequestAssignment.notifyAfter	The default request assignment will be notified after the specified period.	30
workflow.defaultRequestAssignment.notifyMissingFeedbackToNurseAfter	Missing feedback for the default request assignment will be notified to the nurse after the specified period.	60
workflow.defaultRequestAssignment.remindAfter	A reminder will be sent for the default request assignment after the specified period.	60
workflow.defaultRequestAssignment.escalateAfter	The default request assignment will be escalated after the specified period.	120
workflow.defaultRequestAssignment.escalateMissingFeedbackToNurseAfter	Missing feedback for the default request assignment will be escalated to the nurse after the specified period.	120

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

Configuring Predischarge Process of a Patient

Workflow for the predischarge event enables you to plan predischarge process of a patient. You can configure a group of participants such as, nurse, define prefix for the group, and notify the same to the group using this workflow.

To change the default predischarge process configuration, follow these steps:

Step 1 Click **System Properties** in the System Configuration menu in the left pane.

Step 2 On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for the predischarge process are as follows:

Table 13-13 Workflow System Properties for Predischarge

Name	Description	Default Value
workflow.patientPreDischarge.groupPrefix	A group prefix can be defined for the patient predischarge workflow.	cpc.discharge
workflow.patientPreDischarge.notify	Whether notification to be sent for patient predischarge.	true
workflow.patientPreDischarge.participants	Participants such as, attending nurse, can be defined for patient predischarge.	${ATTENDING_NURSE}:SIMPLE_USER,nurse2:SIMPLE_USER
workflow.patientPreDischarge.dialOut	Whether the patient predischarge dial out needs to be enabled.	true

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

System Properties for Staff Profile Configuration

staff.profile.*.source properties determine which system provides staff information to be shown in the TVApp header and footer, Care Team Visits, My Care Team, and notifications. Some properties allow multiple values separated by comma; the first source providing a non-blank value will be used.

You can configure the staff profile using the following system properties:

Table 13-14 System Properties for Staff Profile Configuration

Name	Description	Default Value
staff.profile.titlePrefix.source	Staff profile title prefix source.	EMR
staff.profile.name.source	Staff profile name source.	DIRECTORY,EMR

Table 13-14 System Properties for Staff Profile Configuration

Name	Description	Default Value
staff.profile.nameSuffix.source	Staff profile name suffix source.	EMR
staff.profile.credentialSuffix.source	Staff profile credential suffix source.	EMR
staff.profile.jobTitle.source	Staff profile job title source.	DIRECTORY,PHOTO_MAP
staff.profile.teamName.source	Staff profile team name source.	STAFF_ASSIGN
staff.profile.photoUrl.source	Staff profile photo URL source.	DIRECTORY,PHOTO_MAP
staff.profile.biography.source	Staff profile biographical data source.	PHOTO_MAP

System Properties for Assigning Videos based on the EMR Orders

You can assign videos based on the EMR orders using the following system properties:

Table 13-15 System Properties for assigning videos based on the EMR orders

Name	Description	Default Value
hl7.client.serverport	EMR system port where we need to do the integration	7090
hl7.client.serverhost	The server where the update has to be sent	localhost
hl7.client.connectionTimeoutMillisec	Connection timeout of the EMR system.	100
hl7.client.sendOverHttp	Sends HL7 message over http.	false
hl7.client.sendEmrUpdatesOnDischarge	Sends EMR updates on discharge. **Note** If the value has been set as “false” the regular scheduler update will be sent. There will be no update on the patient discharge, even if the patient is discharged.	false

Table 13-15 System Properties for assigning videos based on the EMR orders

Name	Description	Default Value
hl7.client.sendAllOrderUpdates	Sends all the orders at once. If the value has been set as “false”, the system sends the status incrementally.	true
hl7.emrorder.state.final.without.feedback	Patient has watched the video completely but not completed the feedback	true

System Properties for Presence Feature Configuration

You can configure the Presence feature using the following properties:

Table 13-16 System Properties for Presence Feature Configuration

Name	Description	Default Value
cups.username	Cups username.	cupsadmin
cups.password	Cups password.	Cisco@123
cups.cert.location	Cups cert location.	/etc/pki/tls/certs/cups.keystore
cups.cert.password	Cups cert password.	Cisco_123
presence.rtls.enabled	Whether the Presence RTLS is enabled.	true
presence.enabled	Whether the presence feature is enabled.	true

System Properties for Staff Assignment Configuration

The Staff Assignment feature provides updated data regularly on which care team staff are currently assigned to a particular bed.

You can configure the Staff Assignment feature using the following properties:

Table 13-17 System Properties for Staff Assignment Configuration

Name	Description	Default Value
raulandborg.api.url	Raulandborg API URL.	http://localhost:26002/SAIWebService
raulandborg.service.available	Raulandborg service availability.	false

System Properties for RTLS Configuration

Real-time Location System (RTLS) provides a feature for tracking patients and staff as they move around the facility. CPC can be integrated with Centrak and Ekahau.

Most of the configuration is done on the RTLS server. You can set the following values for the properties for the RTLS configuration:

Table 13-18 System Properties for RTLS Configuration

Name	Description	Default Value
rtls.map.staffid	RTLS staff ID mapping enabled.	false
rtls.patient.track.max.history.min	Minutes of past patient location history to report.	0 (not used)
rtls.timestamp.format	RTLS Timestamp format.	yyyyMMdd-HH:mm:ssZ

System Properties for Configuration of Videos

You can configure videos for education and relaxation using the following properties:

Table 13-19 System Properties for Videos

Name	Description	Default Value
max.videos.assign	Maximum videos that can be assigned.	10

Custom videos are configured in CPC CMS. Refer the *Content Management System guide* for more details.

System Properties for CPC Content Management System

You can configure CPC CMS using the following properties:

Table 13-20 System Properties for CPC CMS

Name	Description	Default Value
cms.api.user	CPC CMS user.	Administrator
cms.api.password	CPC CMS password.	Administrator
cms.image.library.theme.default	Default theme assigned.	FlatLightDefault
cms.image.library.theme.PG-13	Theme for age category = PG 13.	FlatLightKids
cms.image.library.theme.G	Theme for age category = G.	FlatLightDefault
cms.image.library.theme.PG	Theme for age category = PG.	FlatLightKids
cms.image.library.theme.NC-17	Theme for age category = NC-17.	FlatLightDefault
cms.image.library.theme.R	Theme for age category = R.	FlatLightDefault

Table 13-20 System Properties for CPC CMS

Name	Description	Default Value
cms.image.library.theme.ios.default	IOS default theme.	FlatLightDefault
cms.image.library.theme.ios.G	IOS theme for age category = G.	FlatLightDefaultiOS
cms.image.library.theme.ios.PG	IOS theme for age category = PG.	FlatLightKidsiOS
cms.image.library.theme.ios.PG-13	IOS theme for age category = PG 13.	FlatLightKidsiOS
cms.image.library.theme.ios.NC-17	IOS theme for age category = NC-17.	FlatLightDefaultiOS
cms.image.library.theme.ios.R	IOS theme for age category = R	FlatLightDefaultiOS
cms.image.library.theme.android.default	Android default theme.	FlatLightDefaultAndroid
cms.image.library.theme.android.PG	Android theme for age category = PG.	FlatLightKidsAndroid
cms.image.library.theme.android.PG-13	Android theme for age category = PG 13.	FlatLightKidsAndroid
cms.image.library.theme.android.NC-17	Android theme for age category = NC-17.	FlatLightDefaultAndroid
cms.image.library.theme.android.R	Android theme for age category = R	FlatLightDefaultAndroid

System Properties for Configuring COMPUTRITION Food Ordering Vendor

Images used to represent the COMPUTRITION food ordering categories in the Food Menu feature of the Patient view app are uploaded into the Cisco Patient Connect Content Management System (CMS) For instructions on how to upload new COMPUTRITION meal category images or view existing images, refer to the *Cisco Patient Connect Content Management Guide*.

Table 13-21 System Properties for Food Ordering Vendor specific to COMPUTRITION

Name	Description	Default Value
computrition_host	Computrition IP address	localhost
computrition_port	Computrition port number	8080
language	Language.	en_US

Configuring a Food Ordering Vendor

Follow these steps to configure a food ordering vendor.

Step 1 Run PuTTY to access the VM where the Cisco Patient Connect application is installed.

Step 2 Login with your installer credentials. For example, username: **installer** and password: **installer**.

The Main Menu screen appears.

Step 3 Enter the **f** command to open the Patient Connect menu.

The Patient Connect screen appears.

Step 4 Enter the **d** command to open the Customize Patient Service.

The Environment Config file appears.

Step 5 Update the values for *# foodordering vendor*. Valid values are: **CBORD**, **COMPUTRITION**
foodordering_vendor=**COMPUTRITION**

System Properties for Outbound EPIC Order Update

You can configure the outbound EPIC order update using the following properties:

Table 13-22 System Properties for Outbound EPIC Order Update

Name	Description	Default Value
hl7.client.sendUpdatesOnAnyVideoProgress	Sends updates on any video progress.	false
hl7.client.sendUpdatesOnVideoComplete	Sends updates when a video is watched 100%.	false
hl7.client.sendUpdatesOnOrderComplete	Sends updates when Order completes	true
hl7.client.maxSendCount	Max send count for finished EMR order	5