Cisco Patient Connect Nurse Dashboard User Guide

Release 1.6

July 28, 2017

Overview

Care team view or Nurse Dashboard is a one stop place to view all the activities that the care team member or the nurse needs to view, track, or carry out. This guide provides instructions on all such activities that the care team member or the nurse needs to perform.

The topics in this guide include the following:

- Care Team View
  - Care Team View Login
- Open Items
  - Marking an Open Item as Complete
- My Patients
  - Patient View Settings
  - Managing Open Goals
  - Managing Pending Assigned Videos
  - Viewing Requests
  - Viewing Unread Messages
  - Viewing In Progress Activities
  - Managing Surveys
- All Patients
- Trends
  - Viewing the Trends

Care Team View

All the requests and messages placed through the Patient View screens by the patients are delivered to the specific care team user or nurse. As a care team member you can view all such information after logging in to the Care Team view.

You can also view and track admission details of the patients such as MRN, room number, admission date and time, estimated discharge, percentage of discharge readiness, if the auto and video answer features are configured/available, pending tasks, and presence status.

Additionally, you can view general trends of the patients including learning videos, relaxation videos, entertainment, feature usage, survey feedback, and report. Each of these segments under the Trends menu gives diagrammatic representation of the data, which enable you to plan your activities in future.

Care Team View Login

Follow these to log in to Care Team View:

Step 1 Open the Chrome browser.

> **Note** Although Chrome is the only supported browser for this application, Care Team View may run on other browsers.

Step 2 Enter **http://[CPC_Server_IP_Address]/ndb/** (for example, http://172.21.133.218/ndb/) and press the Enter key.

Step 3 In the login screen, enter your credentials.

> **Note** Ask your Cisco Patient Connect administrator for the CPC Server IP address and your credentials.

Step 4 Click the **Sign In** button.

Open Items

The Open Items page opens by default after you login. You can view the list of tasks or open items that are assigned to you. All the open items in the list are shown with a red, orange, or green color button in the first column to indicate the priority of the item as high, medium, or low respectively. You can also filter the list based on the priority by selecting the button on top of the table. Based on your selection from the **View** drop-down list on top-right, the page displays the number of open items on the page.

> **Note** Click the **Me** menu in the left pane from other pages to come to the Open Items page.

Marking an Open Item as Complete

Follow these steps to complete an open item:

Step 1 Click the **Me** menu in the left pane.

The Open Items page opens.

Step 2 Click the **Complete** button in the last column for an open item from the list to mark it as complete.

After a few seconds, the page gets refreshed and the item gets removed from the list automatically.

My Patients

You can view and track the following admission details of the patients that are assigned to you:

- Priority Status
- Patient Name
- MRN
- Room Number
- Admission Date and Time
- Estimated Discharge
- Discharge Readiness
- If the auto answer features is configured for the patient.
- If the video answer features is configured for the patient.
- Pending Tasks of the patient.
- Presence Status of the patient.

Patient View Settings

You can configure the following settings for Patient View of a patient after clicking the patient name from the My Patients page:

Table 1-1 Configuring Patient View Settings

Settings	Descriptions
Generate New Pin	The **Generate New Pin** button next to the patient name enables you to generate a new pin for the patient. Each time when you click the button, the new pin is displayed as Current Pin above the button. **Note** Patients need a pin to log in to Patient View when they are admitted.
Auto Answer	Enables you to turn on or off the auto answer feature for the patient. To turn the auto answer feature on, click the **OFF** button next to it. Click the **ON** button to turn the feature off. **Note** The auto answer feature helps you to receive an auto response when the patient is not available.
Video Answer	Enables you to turn on or off the video answer feature for the patient. To turn the video answer feature on, click the **OFF** button next to it. Click the **ON** button to turn the feature off. **Note** The video answer feature enables to receive video response when you call the patient.
Presence Status	Enables you to set the presence status for the patient. You can choose presence status of the patient as *Available* or *Do not disturb* from the **Presence Status** drop-down list. **Note** If you choose Presence Status as *Available*, the availability of the patients will be shown when you call them.
Satisfaction Score	Shows overall satisfaction score in number of stars. Click the details to list the details of the score in the drop-down list.
Refresh button	Refreshes the pane to reflect the latest changes.
Show More button	Shows more details pertaining to the patient such as the attending doctor, admission date, and estimated discharge.

Managing Open Goals

Follow these steps to manage open goals for a patient:

Step 1 Click the patient name on the My Patients page.

The overview page for the patient opens by default along with the sub-menus under the **My Patients** menu in the left pane. If any open goals are available for the patient, they are displayed as list in the **Open Goals** area on the overview page.

Note If you go to any sub-menu under the My Patients menu, click the **Overview** sub-menu to return to the overview page. You can view all the goals for the patient by clicking the **Goals** sub-menu.

Step 2 To add a new goal for the patient, click the **New Goal** button in the **Open Goals** area.

Step 3 Enter the new goal for the patient in the **Enter new goal** field and click the **Save** button.

Note The maximum number of characters for the new goal is 200 characters.

The new goal gets added in the list of Open Goals.

Step 4 To edit a goal, click the **Edit** button of the goal in the list of open goals.

Step 5 Make the changes in the goal displayed in the editable field, and click the **Save** button.

The edited goal gets displayed in the list of Open Goals.

Step 6 To mark an open goal as complete, click the **Complete** button of the goal in the list of open goals.

The list of open goals gets refreshed and the completed goal gets removed from the list. To view the completed goals, click the **Goals** sub-menu.

Step 7 To remove a goal from the list of open goals, click the **Remove** button.

The goal gets removed from the list of open goals.

Viewing Appointments

Appointments, such as, X-Ray or Scan for the patient are received from the hospital EMR application and display the same on the overview page of the patient.

Follow these steps to view appointments for the patient:

Step 1 Click the patient name on the My Patients page.

The overview page for the patient opens by default along with the sub-menus under the **My Patients** menu in the left pane. All the appointments for the patient are displayed as list in the **Appointments** area on the overview page.

Note If you go to any sub-menu under the My Patients menu, click the **Overview** sub-menu to return to the overview page. You can also view all the appointments for the patient by clicking the **Schedule** sub-menu.

Managing Pending Assigned Videos

All the pending videos that are assigned to the patient by you are displayed in the list of pending assigned videos on the overview page.

Follow these steps to manage pending assigned videos to the patient:

Step 1 Click the patient name on the My Patients page.

The overview page for the patient opens by default along with the sub-menus under the **My Patients** menu in the left pane. If any pending assigned videos are available for the patient, they will be displayed as list in the **Pending Assigned Videos** area on the overview page.

Note If you go to any sub-menu under the My Patients menu, click the **Overview** sub-menu to return to the overview page. You can also manage all the videos for the patient by clicking the **Learning** sub-menu.

Step 2 To assign a new video to the patient, click the **Assign Video** button in the **Pending Assigned Videos** area.

Assign Video interface displays in the main pane. All the videos are grouped and available under the respective category displayed on the left pane of the assign video interface. (For example, Recommended Videos, Education, Relaxation, and so on.)

Step 3 Click the video category to expand it. For example, Education.

The video category gets expanded and all the sub-categories belonging to the category are displayed under it.

Step 4 Click a video sub-category.

All the videos belonging to the sub-category are displayed in the main interface as a list. You can do the following on the videos:

1. Click the **View** button for a video to view it.
2. Click the drop-down from the column available in the list to choose if watching the video is required or suggested.
3. Click the **Assign to Patient** option in the list to assign specific video to the patient.
4. To assign multiple selected videos to the patient, select the check box from the list and click the **Assign Selected** button above the list.

   Note The **Select All** button helps you to select all the videos from the list at one click. To deselect all the videos from the list click the **Select None** button.

5. To remove an assigned video for the patient, click the **Remove** button in the list for that video.

   Note The **Remove** button is available only for the videos that are assigned to the patient.

Viewing Requests

All the open requests from the patient are displayed in the list of Open Requests on the overview page:

Follow these steps to manage requests from the patient:

Step 1 Click the patient name on the My Patients page.

The overview page for the patient opens by default along with the sub-menus under the **My Patients** menu in the left pane. If any open requests are available from the patient, they are displayed as list in the **Open Requests** area on the overview page.

Note If you go to any sub-menu under the My Patients menu, click the **Overview** sub-menu to return to the overview page. You can also view all the requests from the patient by clicking the **Requests** sub-menu.

Step 2 To complete an open request from the list, click the **Complete** button for the request.

The system gets refreshed and the request marked as complete gets removed from the list. You can view the completed requests when you go the Open Requests page individually by clicking the **Requests** sub-menu.

Viewing Unread Messages

All the unread messages from the patient are displayed in the list of Unread Messages on the overview page:

Follow these steps to view messages from the patient and respond to them:

Step 1 Click the patient name on the My Patients page.

The overview page for the patient opens by default along with the sub-menus under the **My Patients** menu in the left pane. If any unread messages are available from the patient, they will be displayed as list in the **Unread Messages** area on the overview page.

Note If you go to any sub-menu under the My Patients menu, click the **Overview** sub-menu to return to the overview page. You can also view all the messages from the patient by clicking the **Messages** sub-menu.

Step 2 Click the **Reply** button for a message for which you want to send a reply.

A text box opens.

Step 3 Enter the text that you want to reply and click the **Save** button.

Note The maximum number of characters for the reply is 200 characters.

The message gets removed from the list. You can view the completed requests when you go the Unread Messages page individually by clicking the **Messages** sub-menu.

Viewing In Progress Activities

All the in progress activities of the patient are displayed on the In Progress page.

Follow these steps to view in progress activities of the patient:

Step 1 Click the patient name on the My Patients page.

The overview page for the patient opens by default along with the sub-menus under the **My Patients** menu in the left pane.

Step 2 Click the **Progress** sub-menu.

The In Progress page opens showing progress on the pending assigned videos and discharge checklist feedback.

Managing Surveys

You can manage feedback from the patient in the form of surveys.

Follow these steps to manage surveys of the patient:

Step 1 Click the patient name on the My Patients page.

The overview page for the patient opens by default along with the sub-menus under the **My Patients** menu in the left pane.

Step 2 Click the **Feedback** sub-menu.

The Open Surveys page opens.

Step 3 To assign new survey to the patient, click the **Assign New Survey** button above the list of open surveys.

The Assign New Survey page opens. All the surveys are grouped and available under the respective category displayed on the left pane of the assigned new survey page. (For example, standards, painscore, and so on.)

Step 4 Click on a category to view all the surveys under it. For example, standard.

All the surveys belonging to the category are displayed as a list. You can do the following on the list of surveys:

1. Click the **View** button for a survey to view the questions of the survey.
2. Click the **Assign to Patient** option in the list to assign the specific survey to the patient.
3. To assign multiple selected surveys to the patient, select the check box from the list and click the **Assign Selected** button above the list.

Note The **Select All** button helps you to select all the surveys from the list at one click. To deselect all the surveys from the list click the **Select None** button.

4. To remove an assigned survey to the patient, click the **Remove** button in the list for that survey.

Note The **Remove** button is available only for the surveys that are assigned to the patient.

5. Click the **Exit** button above the list of surveys to close the Assign New Survey page and go back to the Open Surveys page.

All Patients

All the patients that are available in the system display on the All Patients page. Based on your availability, you can prioritize the tasks for patient. The My Patients page has all the patients that are assigned to you, while the All Patients page contains all the patients available in the system. After you assign a task for a patient from the All Parties page, the patient will be added in your My Patients page.

All the tasks on the All Patients page are same as the My Patients page as explained in the previous section.

Trends

You can view general trends of the patients including learning videos, relaxation videos, entertainment, feature usage, survey feedback, and report. Each of these segments under the Trends menu gives diagrammatic representation of the data, which enables you to plan your activities in future.

Viewing the Trends

Follow these steps to view the trends:

Step 1 Click the **Trends** menu in the left pane.

The page opens with the following segments:

- Learning Videos
- Relaxation Videos
- Entertainment
- Feature Usage
- Survey Feedback
- Report

Step 2 Click the segment name to view trends related to the category.

Learning Videos

You can view the learning video trends as most watched learning videos and least watched learning videos in Donut Chart, Bar Chart, and Table View.

Follow these steps to view the learning video trends:

Step 1 Click the **Learning Videos** icon on the Trends page.

Step 2 Click **Most Watched Learning Videos** or **Least Watched Learning Videos** to view the trends.

Step 3 Enter the total number of videos that you want to view in the **Number of Entries** field.

Step 4 Select any of the following filters from the drop-down list based on how you want to view:

- Arrange Videos Globally

- Arrange Videos by Department
- Arrange Videos by Room
- Arrange Videos by Room and Bed

Step 5 Click the any of the following chart type from the drop-down based on how you want to view:

- Donut Chart
- Bar Chart
- Table View

The chart displays on the page based on your selection.

Note To export the chart in a pdf file format, click the **Export pdf** button.

Step 6 Click the **Main Menu** button to go back to the main trends page.

Relaxation Videos

You can view the relaxation video trends as most watched relaxation videos and least watched relaxation videos in Donut Chart, Bar Chart, and Table View.

Follow these steps to view the relaxation video trends:

Step 1 Click the **Relaxation Videos** icon on the Trends page.

Step 2 Click **Most Watched Relaxation Videos** or **Least Watched Relaxation Videos** to view the trends.

Step 3 Enter the total number of videos that you want to view in the **Number of Entries** field.

Step 4 Select any of the following filters from the drop-down list based on how you want to view:

- Arrange Videos Globally
- Arrange Videos by Department
- Arrange Videos by Room
- Arrange Videos by Room and Bed

Step 5 Click the any of the following chart type from the drop-down based on how you want to view:

- Donut Chart
- Bar Chart
- Table View

The chart displays on the page based on your selection.

Note To export the chart in a pdf file format, click the **Export pdf** button.

Step 6 Click the **Main Menu** button to go back to the main trends page.

Entertainment

You can view the entertainment trends as most watched entertainment videos, least watched entertainment videos, most popular TV channels, and most popular premium movies in Donut Chart, Bar Chart, and Table View.

Follow these steps to view the entertainment trends:

Step 1 Click the **Entertainment** icon on the Trends page.

Step 2 Click **Most Watched Entertainment Videos**, **Least Watched Entertainment Videos**, **Most Popular TV Channels**, or **Most Popular Premium Movies** to view the trends.

Step 3 Enter the total number of videos that you want to view in the **Number of Entries** field.

Step 4 Select any of the following filters from the drop-down list based on how you want to view:

- Arrange Videos Globally
- Arrange Videos by Department
- Arrange Videos by Room
- Arrange Videos by Room and Bed

Step 5 Click the any of the following chart type from the drop-down based on how you want to view:

- Donut Chart
- Bar Chart
- Table View

The chart displays on the page based on your selection.

Note To export the chart in a pdf file format, click the **Export pdf** button.

Step 6 Click the **Main Menu** button to go back to the main trends page.

Feature Usage

You can view the feature usage trends as most used features and least used features in Donut Chart, Bar Chart, and Table View.

Follow these steps to view the feature usage trends:

Step 1 Click the **Feature Usage** icon on the Trends page.

Step 2 Click **Most Used Features** or **Least Used Features** to view the trends.

Step 3 Enter the total number of videos that you want to view in the **Number of Entries** field.

Step 4 Select any of the following filters from the drop-down list based on how you want to view:

- Arrange Feature Usage Globally
- Arrange Feature Usage by Department
- Arrange Feature Usage by Room
- Arrange Feature Usage by Room and Bed

Step 5 Click the any of the following chart type from the drop-down based on how you want to view:

- Donut Chart
- Bar Chart
- Table View

The chart displays on the page based on your selection.

Note To export the chart in a pdf file format, click the **Export pdf** button.

Step 6 Click the **Main Menu** button to go back to the main trends page.

Survey Feedback

You can view the survey feedback trends based on the specified categories in Line Chart, Donut Chart, Bar Chart, and Table View.

Follow these steps to view the survey feedback trends:

Step 1 Click the **Survey Feedback** icon on the Trends page.

Step 2 Click a category in the left pane to view its trends.

Step 3 Select any of the following filters from the drop-down list based on how you want to view:

- Arrange Metrics Globally
- Arrange Metrics by Department
- Arrange Metrics by Room
- Arrange Metrics by Room and Bed

Step 4 Click the any of the following chart type from the drop-down based on how you want to view:

- Line Chart
- Donut Chart
- Bar Chart
- Table View

The chart displays on the page based on your selection.

Note To export the chart in a pdf file format, click the **Export pdf** button.

Step 5 Click the **Main Menu** button to go back to the main trends page.

Reports

You can view the weekly reports based on the specified categories in Donut Chart, Bar Chart, and Table View.

Follow these steps to view the reports:

Step 1 Click the **Reports** icon on the Trends page.

Step 2 Click a category in the left pane to view its reports.

Step 3 Enter the number of entries for the report that you want to view in the **Number of Entries** field.

Step 4 Select **Show Top Entries** or **Show Bottom Entries** from the drop-down list that you want to view.

Step 5 Select any of the following filters from the drop-down list based on how you want to view:

- Arrange Reports Globally
- Arrange Reports by Department
- Arrange Reports by Room
- Arrange Reports by Room and Bed

Step 6 Select the **Group By Location** if you want to group the report by location.

Drop-down lists display to choose how you want to group the report.

Step 7 Click the any of the following chart type from the drop-down based on how you want to view:

- Donut Chart
- Bar Chart
- Table View

The chart displays on the page based on your selection.

Note To export the chart in a pdf file format, click the **Export pdf** button.

Step 8 Click the **Main Menu** button to go back to the main trends page.