



Cisco Patient Connect Release Notes

Software Release 1.6
Last Revised: July 28, 2017

Introduction

This document describes the features, capabilities, known issues, and limited support for Cisco Patient Connect solution release 1.6.

This document includes these topics:

- [New Features and Enhancements](#)
- [Known Caveats and Limited Support](#)

New Features and Enhancements

The following are the new features and enhancements for the Cisco Patient Connect (CPC) solution:

- **Native iOS app for CPC Patient View:** The Patient View now has a native iOS app for an iPad. This app has all the features of the web version of the Patient View.
- **Native android app for CPC Patient View:** The Patient View now also has an android app for a tablet. This app has all the features of the web version of the Patient View.
- **Ability to create surveys and to associate the surveys to key customer-defined HCAHPS metrics:** Surveys can be created and each question in the survey can be associated with one of the predefined HCAHPS metrics. Survey trends can be generated for the HCAHPS metrics. Patient satisfaction score can be calculated based on the patient's response to the survey questions,
- **Customizable queries and report generation:** CPC administrators can generate reports based on the historical trending data. Customized reports can be generated by defining new queries. Attributes can be selected to be displayed in the customized report. The generated reports can be exported to a specified storage medium. Automated reports can also be generated by setting up a predefined schedule.
- **Improved nurse/clinician dashboard:** The nurse/clinician dashboard can transmit the patient requests and feedback from the Patient View TV app to the appropriate recipients. The nurse dashboard supports multiple client forms including web, tablet, and smartphone. The nurse/clinician dashboard supports the following views:

- Dashboard view
- Room view
- Patient view
- Patient details view
- ME view
- Integration of EPIC with educational videos: This feature enables to assign educational videos based on the staff orders created in the EPIC. The care team staff can create education orders in the EPIC. Each education order assigns an educational video to a patient. The progress of the assigned video is monitored and reported by the CPC to the EPIC.
- Ability to customize Patient View TV app: The Patient View TV app can be customized depending on the department, gender, and age of the patient. The following features can be customized.
 - Channel lineup
 - Restrict live TV content
 - Premium movies
 - Color schemes
- Workflow integration for survey responses: This feature enables to invoke a custom workflow based on the patient's response to the survey questions. A default survey workflow is created and triggered when the patient's response to the survey questions is recorded. The default survey workflow makes the decisions based on the survey question ID, the HCAHPS metric, and the patient's response to the survey questions.
- Routing of messages and escalations to the appropriate department: The different types of messages such as patient assistance messages, patient requests, patient questions, and escalations will be routed to the appropriate department. The department can then look into the messages and resolve them.

Known Caveats and Limited Support

Table 1 contains the defect list for this release.

Table 1 **Known Defects and Limited Support**

CDETS	Description	Severity Level
DE5471	[Care Team View and Admin View]: Session timeout expiration happens prematurely.	2 - Major
DE6718	[Backend]: When Dual Mode AD is setup, nurse name is not appearing in staff visit.	2 - Major
DE6792	[Backend]: My care team API times out and shows no entries in TV app.	2 - Major
DE5511	[Patient View TV app and Co browsing]: When a relaxation video is being played and stopped on the mobile, the audio continues to play on the TV app.	3 - Minor
DE5603	[Admin View]: Unable to access the web elements using keyboard.	3 - Minor

CDETS	Description	Severity Level
DE5846	[Care Team View]: New PIN request does not get generated when requested through Privacy Lock window of Patient View TV app.	3 - Minor
DE6454	[Backend]: Should be able to open the Care Team View using <i>https://<hostname>/ndb</i> although it opens with <i>https://<hostname>/ndb/</i> .	3 - Minor
DE6687	[Backend]: Dynamic log configuration for Tomcat and Pathway is broken.	3 - Minor
DE6787	[Backend]: Kibana dashboards are not showing up on fresh install.	3 - Minor
DE6871	[Backend]: httpUri and thumbnailUri are populating wrong data in response while fetching external or staged videos.	3 - Minor
DE6963	[Care Team View]: PDF generated by exporting data has overlapping data for reports in Trends menu.	3 - Minor

