Cerner Patient Observer Upgrade

WHEN: **Tuesday, March 25, 2025**

WHERE: **The change will affect the following venue(s):**
- Acute/Inpatient (to include ED)

At the following NLH Member Organization(s):
- EMMC – Cerner Patient Observer observers at Cianchette

WHO: **The change will affect the following staff at the above noted locations:**
- Virtual Patient Observers

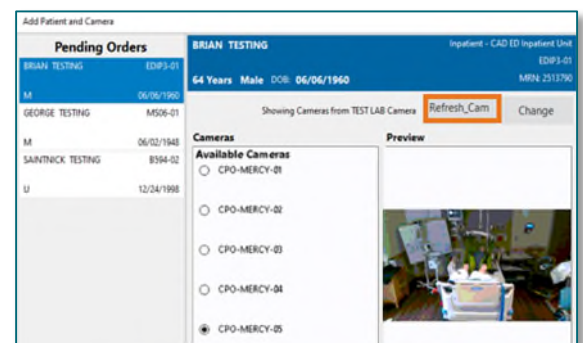**WHAT:** **Cerner Patient Observer (CPO)** is being upgraded to 2.9.

Task Tray Additions

- Buttons to activate **Night Vision** and the **STAT Alarm** are being added to the Task Tray for easy access.

Refresh Camera List Button

- **Add Patient and Camera** screen will have a **Refresh_Cam** button which refreshes the list of available cameras.
  - CPO observers will not have to close out of this screen and come back in when an off-line camera has been brought back on-line.
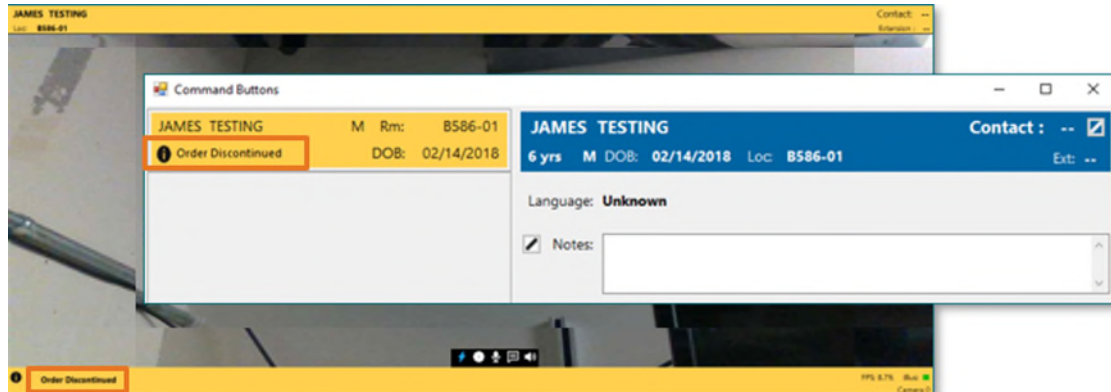
Order Discontinued Alert

- **Order Discontinued** will display on a banner below the **camera view tile** if the **Virtual Patient Observation (Nsg) Order** has been **Cancelled/DC'd**.
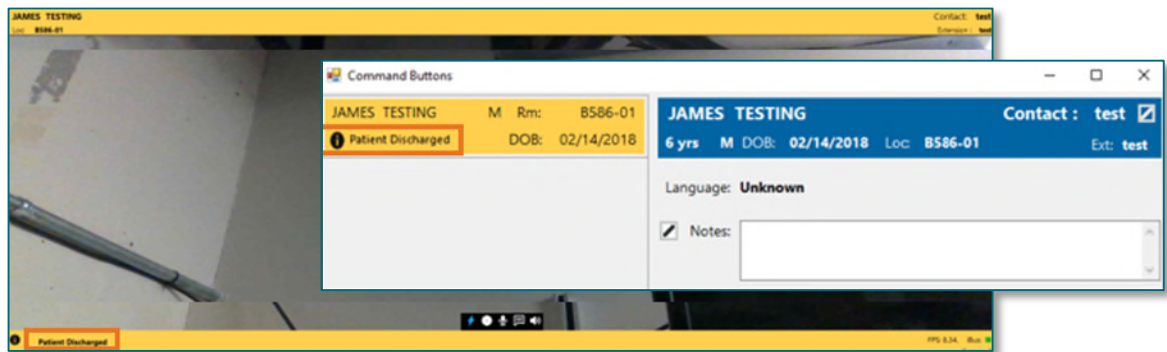
- **Order Discontinued** will also display beneath the patient's name in the **Command Buttons screen**.

NOTE: The CPO observer should follow the current workflow for discontinuing monitoring a patient.

Patient Discharged Alert

- **Patient Discharged** will display beneath the patient's name on the **Command Button screen** on the Touch Monitor and in a banner at the bottom of the **camera viewing tile**.

NOTE: The patient should continue to be monitored until physically discharged. The Patient Discharged Notification gives the CPO observer advanced notice the patient will be discharged, and a camera will be coming available.

WHY: The cameras and Central Monitoring Stations will be upgraded bringing new functionality increasing automated communication to the Cerner Patient Observer and efficiency in their workflow.

HOW: **Prior to 8:00am – All patients** should be **moved** over to **two Central Monitoring Stations**.

NOTE: Only 24 patients can be monitored during the upgrade.

- It will take **10 – 15 minutes** to upgrade each monitoring station and camera.

- The **analyst** will contact the **CPO observer** to **verify which Central Monitoring Station is available for the upgrade**. The analyst will remote into the Central Monitor Station and cameras to complete the upgrade.

- Once the **first Central Monitoring Station** is **upgraded**, the upgrade to the cameras will begin one at a time.

- The **analyst** and the **CPO observer** will work together **determining** which **patient camera** to upgrade.

- The **CPO observer** will **notify the nurse** for the first patient that the camera will be offline for an upgrade lasting 10-15 minutes.

  o Once each **camera is upgraded**, the camera will be moved to the upgraded Central Monitoring Station.

  o The **CPO observer notifies the nurse** the patient's camera is back online.

- Once all cameras on the Central Monitoring station have been upgraded and moved over to the upgraded Central Monitoring Station, the now empty monitoring station will be upgraded.

- This process repeats for the last Central Monitoring Station.

- Once all Central Monitoring Stations are upgraded, the patients can be divided between the three stations.

Click here for more information on the Cerner Patient Observer Workflow.