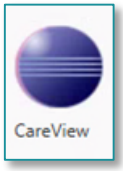
From the Office of Clinical Informatics

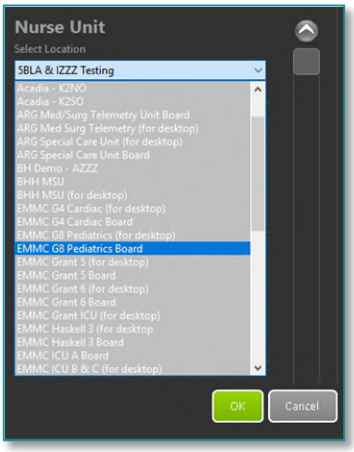
Oracle Operational Whiteboard (CareView Dashboard) Workflow Overview

March 21, 2025

The Oracle Operational Whiteboard (CareView Dashboard) is an interactive visual management tool used during Multidisciplinary Rounds (MDRs) to identify barriers to discharge. Research shows the longer a patient is hospitalized, the more likely they are to develop a hospital-acquired condition. Identifying barriers and assigning responsibility for resolution supports the high-quality care provided at Northern Light member organizations and promotes timely discharge.

Operational Whiteboard (CareView) Access

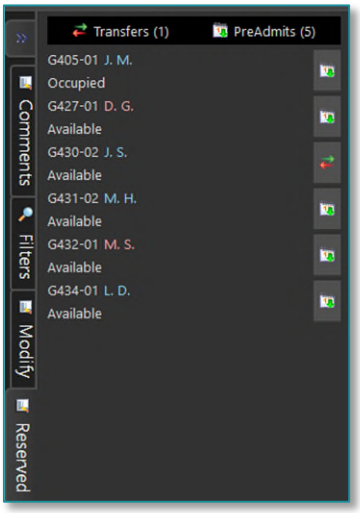




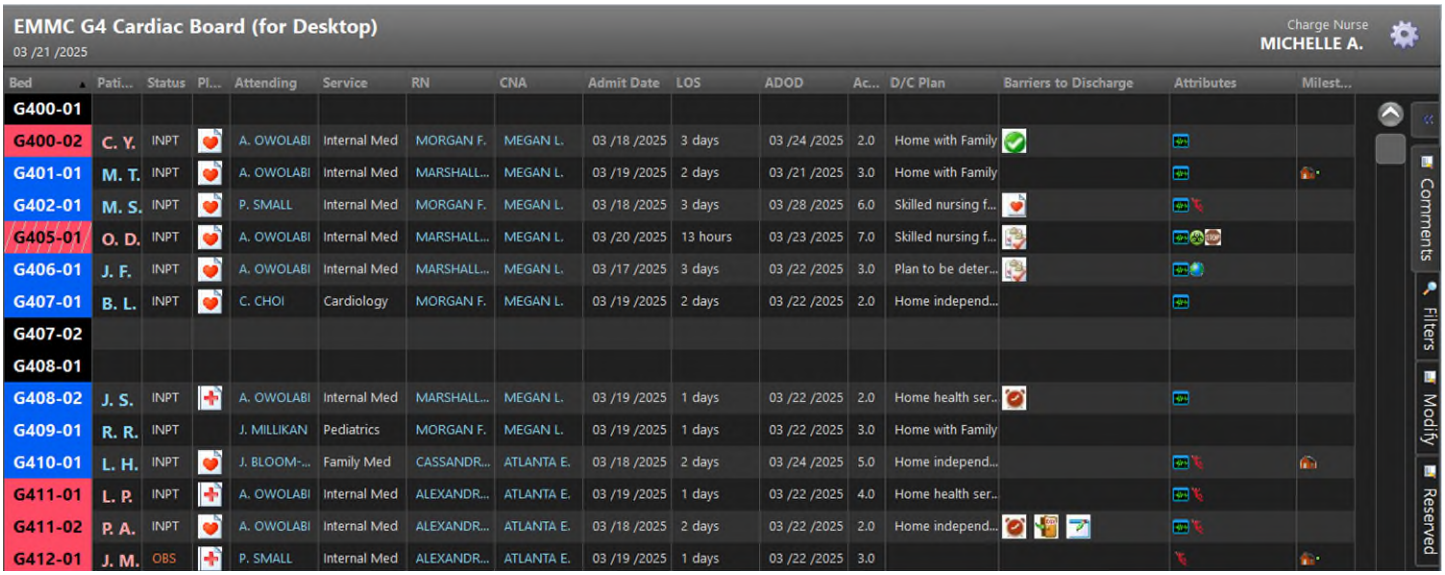
- To access the Operational Whiteboard from a personal workstation, click the **CareView** icon from the Cerner Storefront, and enter your Cerner credentials.
  - Once the solution is open, users can select the gear icon to display different units for review.
  - Select the appropriate unit, then select **OK**.

Dashboard Overview

- On the right side of the display, various tabs are available.
  - **Comments**: Comments can be entered to share information with staff that is appropriate to unit activities.
  - **Filter**: Used to identify patient icons within **Milestones**, **Patient Attributes**, or **Indicators**.
  - **Modify**: This is blank with the new automated boards placing tasks from the CMOT/MDR Tool.
  - **Reserved**: This tab provides information for unit-specific patient transfers and PreAdmit encounters.



Columns



Bed	Pati...	Status	Pl...	Attending	Service	RN	CNA	Admit Date	LOS	ADOD	Ac...	D/C Plan	Barriers to Discharge	Attributes	Milest...
G400-01															
G400-02	C. Y.	INPT		A. OWOLABI	Internal Med	MORGAN F.	MEGAN L.	03 /18 /2025	3 days	03 /24 /2025	2.0	Home with Family			
G401-01	M. T.	INPT		A. OWOLABI	Internal Med	MARSHALL...	MEGAN L.	03 /19 /2025	2 days	03 /21 /2025	3.0	Home with Family			
G402-01	M. S.	INPT		P. SMALL	Internal Med	MORGAN F.	MEGAN L.	03 /18 /2025	3 days	03 /28 /2025	6.0	Skilled nursing f...			
G405-01	O. D.	INPT		A. OWOLABI	Internal Med	MARSHALL...	MEGAN L.	03 /20 /2025	13 hours	03 /23 /2025	7.0	Skilled nursing f...			
G406-01	J. F.	INPT		A. OWOLABI	Internal Med	MARSHALL...	MEGAN L.	03 /17 /2025	3 days	03 /22 /2025	3.0	Plan to be deter...			
G407-01	B. L.	INPT		C. CHOI	Cardiology	MORGAN F.	MEGAN L.	03 /19 /2025	2 days	03 /22 /2025	2.0	Home independ...			
G407-02															
G408-01															
G408-02	J. S.	INPT		A. OWOLABI	Internal Med	MARSHALL...	MEGAN L.	03 /19 /2025	1 days	03 /22 /2025	2.0	Home health ser...			
G409-01	R. R.	INPT		J. MILLIKAN	Pediatrics	MORGAN F.	MEGAN L.	03 /19 /2025	1 days	03 /22 /2025	3.0	Home with Family			
G410-01	L. H.	INPT		J. BLOOM-...	Family Med	CASSANDR...	ATLANTA E.	03 /18 /2025	2 days	03 /24 /2025	5.0	Home independ...			
G411-01	L. P.	INPT		A. OWOLABI	Internal Med	ALEXANDR...	ATLANTA E.	03 /19 /2025	1 days	03 /22 /2025	4.0	Home health ser...			
G411-02	P. A.	INPT		A. OWOLABI	Internal Med	ALEXANDR...	ATLANTA E.	03 /18 /2025	2 days	03 /22 /2025	2.0	Home independ...			
G412-01	J. M.	OBS		P. SMALL	Internal Med	ALEXANDR...	ATLANTA E.	03 /19 /2025	1 days	03 /22 /2025	3.0				

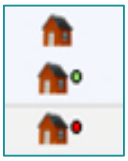
- **Room**: Color coding will pull in from Capacity Management.
- **Patient**: Only initials will display for HIPAA compliance.
- **Status, Placement, Attending,** and **Service**: The information pulls in from Registration documentation.

- **RN and CNA**: Names of assigned staff in Clairvia will display.
- **Admit Date and LOS**: Display based on Registration information.
- **ADOD**: Date will display documentation entered by Care Management or Staff Nurse.

  NOTE: For more information on ADOD documentation, view the flyer here.

- **Acuity**: Aligns with what is displayed on CareCompass and in Clairvia and is based on documentation.
- **D/C Plan:** This information pulls from the Care Management Discharge planning documentation within PowerChart.

- **<u>Barriers to Discharge</u>:** Automated tasks assigned though the CMOT/MDR tool during Multidisciplinary rounds. **Indicators** from the filters tab will display each icon and its name.
- **<u>Attributes</u>:** Patient attributes align with Capacity Management icons.
- **<u>Milestones</u>:** Icons related to discharge progression populate from Capacity Management.
  - *Anticipated* – no dot.
    - The discharge house milestone is applied in for patients who are anticipated to discharge.
  - *In progress* – green dot.
    - When a discharge order has been placed by the provider, the discharge house will appear with a green dot.



  - *Completed* – red dot.
    - A red dot will appear when the discharge is marked as completed in Capacity Management.

<u>NOTE</u>: To view more information related to the Capacity Management Discharge Process, see this flyer.