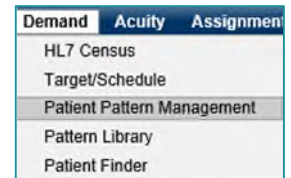


Entering a Patient Event allows units to modify the estimated care hours for a patient by capturing specific situations that significantly increase the workload for caregivers. Without Patient Events, care hours are automatically calculated using Demand and Acuity. Patient Events can be entered manually to help fine-tune productivity needs.

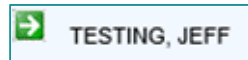
Creating a Patient Event

STEP 1: Open Clairvia Web. In the menu bar, hover over **Demand** then select **Patient Pattern Management** from the dropdown.



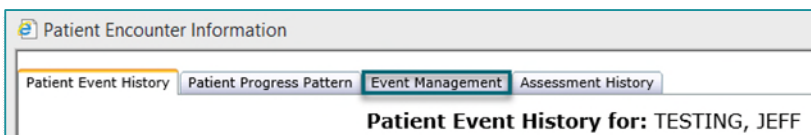
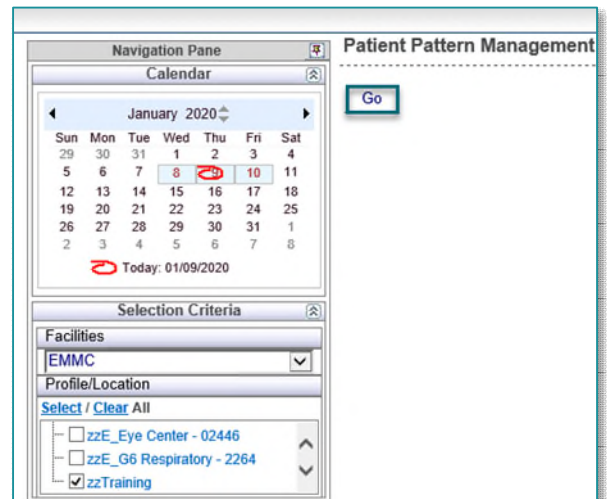
STEP 2: From the **Navigation Pane** on the left, choose the **Date**, **Facility**, and **Profile/Unit**, then click **Go**.

STEP 3: Click the arrow button beside the patient's name.



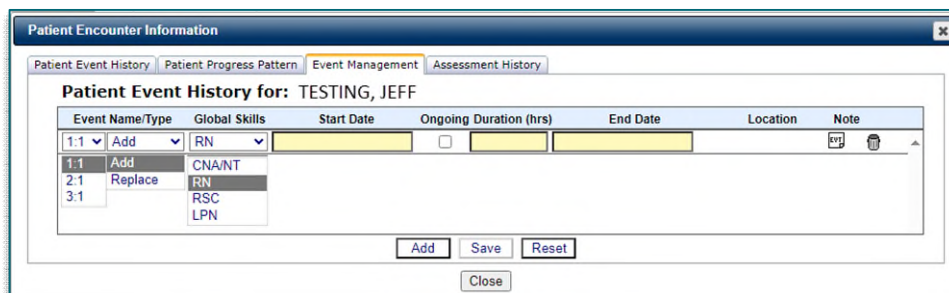
- This opens the **Patient Encounter Information** window. The **Patient Event History** tab is active by default.

STEP 4: Click the **Event Management** tab to open.



STEP 5: Click **Add** to create a new event row.

STEP 6: Fill out the information for the Patient Event.



NOTE: Use the mouse when navigating and making selections for patient events. Avoid the [Enter] button on the keyboard to prevent a pop-up error.

➤ **Event Names are 1:1, 2:1, or 3:1.**

- This indicates the caregiver to patient ratio needed for the event and is a factor in the number of care hours associated with the event. If more than three caregivers are needed, more events can be added.
- # Caregivers x Duration = Care Hours for Event
 - **Ex:** Selecting 1:1 for a 2-hour event results in 2 care hours for the event.
 - **Ex:** Selecting 2:1 for a 2-hour event results in 4 care hours for the event.
 - **Ex:** Selecting 3:1 for a 1-hour event results in 3 care hours for the event.

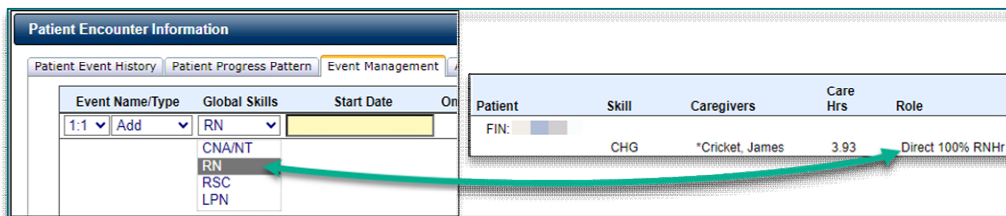
NOTE: When choosing a 2:1 or 3:1 event, patient assignments must be updated to reflect the additional caregivers involved in the event.

➤ **Event Types**

- **Add** – Care Hours that were generated automatically by Demand and Acuity are *increased* by the Care Hours for the Event.
 - **Ex:** Clairvia estimated 4.5 Care Hours based on Patient Demand and Acuity. A 1:1 Event required one hour of time. Selecting **Add** will increase total Care Hours to 5.5.
- **Replace** – Care Hours that were generated automatically by Demand and Acuity are *overwritten* by the Care Hours for the Event.
 - **Ex:** Clairvia estimated 1.26 Care Hours based on Patient Demand and Acuity. A 1:1 Event required 12 hours of time. Selecting **Replace** will overwrite the calculated hours and reflect 12 total Care Hours.

➤ **Global Skills**

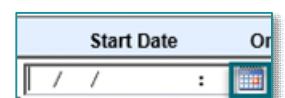
- Choose the skill from the dropdown that matches the employee’s caregiver role from patient assign.



NOTE: Only one skill can be chosen per Patient Event. If staff involved in the event have different roles (RN vs. CNA), then separate events need to be created. Events should only be added for caregiver roles assigned to patients in Clairvia.

➤ **Start Date**

- Click in the yellow field to display the calendar icon. Click the calendar icon to open and select the date.
- Update the start time by clicking 00:00 and use the keyboard to enter the time the event started.



➤ **Ongoing**

- Checked as default, this is used for events that have no known end and will persist into the next shift.

NOTE: A Patient Event is automatically ended when a patient is transferred to another unit. The receiving unit should enter a new Event if appropriate.

➤ **Duration (hrs.)/End Date**

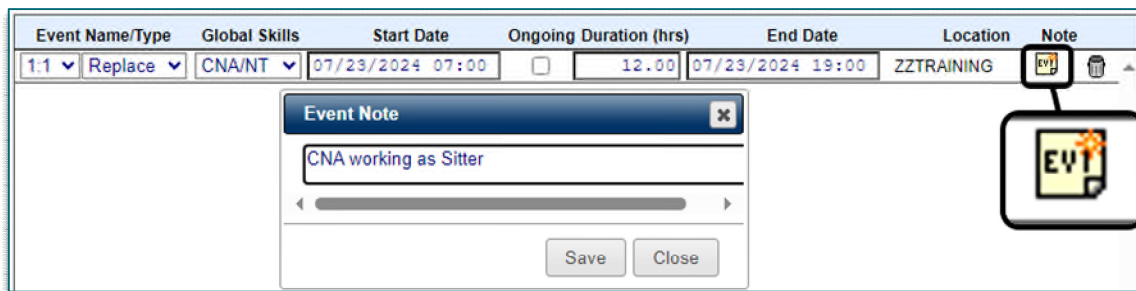
- Confirm the **Ongoing** option is unchecked, then either enter the duration of the event or the End Date. Entering one value updates the other field automatically.

➤ **Note**

- Click the **Event Note** icon to open a free text window.



- Enter details regarding the Event then click **Save**. The icon turns yellow to indicate a note has been added.



NOTE: Adding an Event Note is critical for understanding the impact to productivity, reporting, and audits.

STEP 7: Click **Save**. Click **Close** to close the Patient Encounter Information Window.

Editing a Patient Event

STEP 1: Return to the Event Management tab on the Patient Encounter Information window. (Steps 1-4 for Creating a Patient Event.)

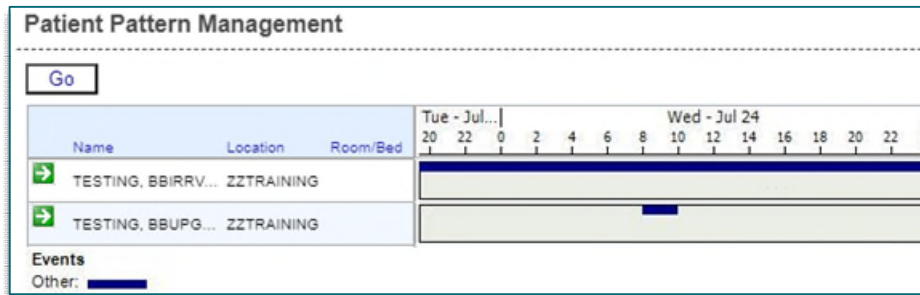
STEP 2: Modify an Event and select **Save**.

STEP 3: Click **Trash** icon to delete event.

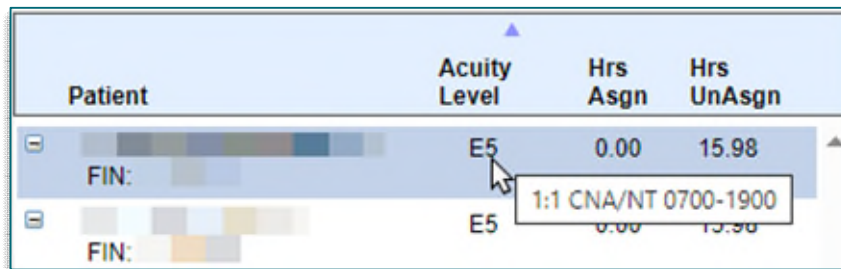
Viewing Events:

Visual clues appear on several screens to show if a Patient Event has been entered.

- On the **Patient Pattern Management** page, the list of patients will reflect a dark blue bar to represent the date and duration of an Event.



- On the **Patient Assign** page, a capital “E” is shown next to the Acuity Level and in the Utilization Table when a patient on the unit has an event.
 - Hovering over the event shows the Event Name, Global Skill, and Time.



Utilization	Total	CNA/NT	RN
Demand Hours	E176.83	E87.70	89.13
Available Hours			
Utilization %		1:1 CNA/NT 0700-1900	
Skill/Patient Ratio	1	1:1 CNA/NT 0700-1900	
		1:1 CNA/NT 0700-1900	