

The Cerner Patient Observer (CPO) solution allows NLH to virtually monitor patients identified as a high-fall risk using 3D cameras and sophisticated algorithms to track patient movement. Motion zones are defined to meet the unique needs of each patient and two-way communication helps virtual observation staff redirect the patient and potentially prevent an adverse event.

Start of Shift

- At the start of the shift, the off going Virtual Observation Technician needs to log out and the incoming Virtual Observation Technician needs to log in to **Cerner Patient Observer** from the desktop.
 - If patients are being monitored during change of shift, the monitoring screen is still available to watch patients during this time.
 - Interactions with the patient cannot occur during the Log In process.

Onboarding Workflow

The number to the right of **Add Camera From Orders** indicates the number of new orders in the queue.



The nurse calls the Central Monitoring Station and provides patient name, hospital name, nursing unit, room number, and bed.

STEP 1: Double-click **Add Camera From Orders**.

STEP 2: Select patient from **Pending Orders** list.

STEP 3: Select **Change** button.

STEP 4: Select correct hospital list.

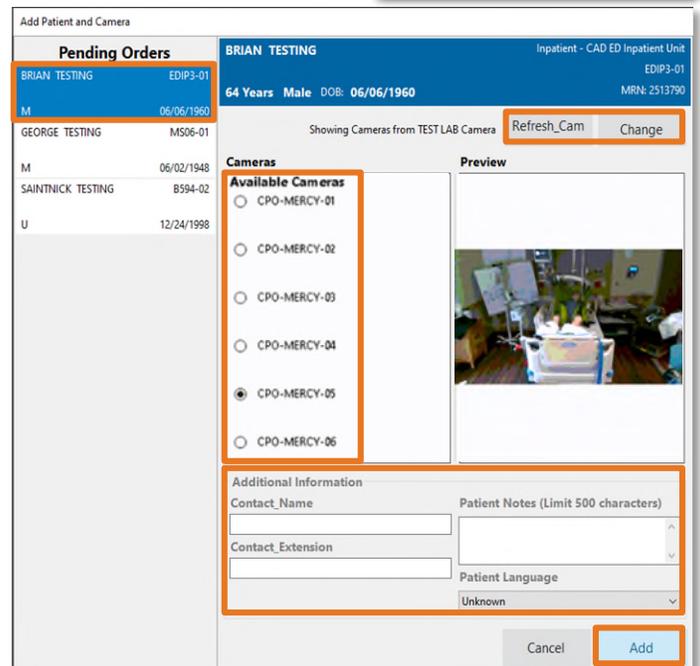
STEP 5: Select the camera number provided by the nurse from **Available Cameras**.

NOTE: Use the **Refresh_Cam** button as needed to get an updated list of available cameras.

STEP 6: Select patient again from **Pending Orders** list.

STEP 7: Confirm patient identity with nurse.

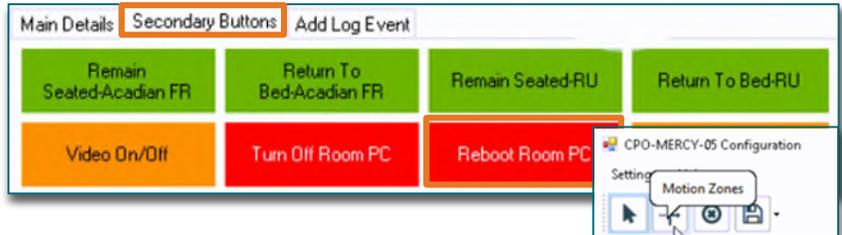
- Enter contact **phone number**.
- Enter secondary contact, if nurse is not available (CNA, etc.), add reason for monitoring and any other pertinent patient information in the **Patient Notes** section.
- Click **Add**.



STEP 8: On touch screen, select **patient**.

STEP 9: Check 2-way audio with nurse. Ask nurse to stay in the room until the camera is fully set up.

STEP 10: Navigate to **Secondary Buttons** tab.



STEP 11: Select **Reboot Room PC** button.

STEP 12: Navigate to **Main Details** tab.

- Select **Edit Patient Zones**.
- Select the **Motion Zones** icon .

STEP 13: Draw **Motion Zones** using the click and let go method.

- Measure **From Depth** at the foot of the bed and the **To Depth** at the head of the bed or top of the mattress by right clicking each area.

NOTE: Write down the **From Depth** and **To Depth** numbers, these are needed for next steps.

STEP 14: Double-click the rectangle within the created motion zones to set distances.

- Set **From depth** (Foot of the bed).
- Set **To depth** (Head of the bed).
- Change **Min Blob Size** to 100 (increase by increments of 25 for zone fine tuning).



NOTE: Do not change **Max Blob size** and **tolerance percentage**.

STEP 15: Click **Save**.

STEP 16: Navigate to **Add Log Event** tab.

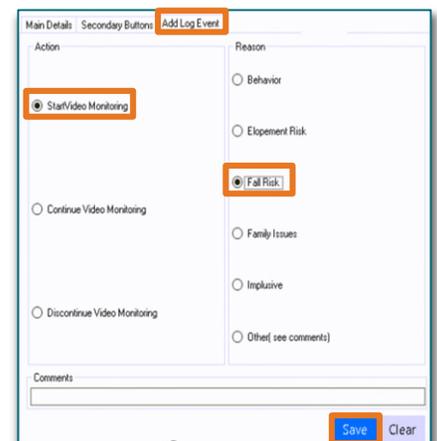
STEP 17: Select **Start Video Monitoring** and the reason for monitoring.

STEP 18: Click **Save**.

STEP 19: Return to **Main Details** screen.

STEP 20: Test **Motion Zones** with Nurse.

STEP 21: Virtual Observation Technician introduces themselves to the patient and reminds them to wave at the camera or use the call bell for assistance.



Task Tray

The **Task Tray** is located at the center bottom of the camera tile and is used to perform different functions quickly.



- **Blue Lightning Bolt** icon : click to turn the camera off.
- **Settings** icon : used by analysts only.
- **Microphone** icon : unmute to speak into a room, mute so the room does not hear sound from the Central Monitoring Station room.
- **Note** icon : use this icon for text to speech.
- **Sound** icon : click to listen or to mute the room.
- **Sun** icon : click the sun activate **night vision**, click again to turn off night vision.
- **Warning Triangle** icon : click to sound the **Stat Alarm**.

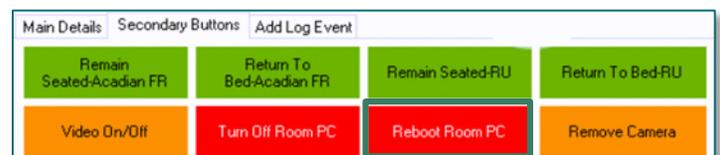
Change of Shift

- The Observation Technician validates the nurse and CNA assigned to the patient and contact number using Clairvia.
 - Introduce his/herself to the patient and remind the patient to wave at camera if they need assistance.
 - Verify the **Motion Zones** are functioning.
 - Update **Nurse Name** and **phone number** from Clairvia. For more information see the [Clairvia](#) flyer.
 - Document in iView under **Patient Observer Interventions: Virtual observer introduced**.
 - If needed, update the Nursing contact information at any time by first selecting the camera to update, then selecting the  button in the banner bar or the  by the Notes box.



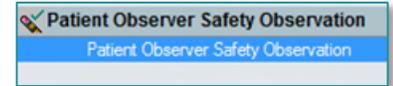
Weekly Camera Reboot

- Confirm Nurse is in the room, and they know they cannot leave until they are notified.
 - Select camera to reboot on touch screen.
 - Navigate to **Secondary Buttons** tab.
 - Select **Reboot Room PC**.
 - Confirm camera restarts.
 - Check **Motion Zones** are accurate.
 - Notify Nurse in the room when finished so they can exit.



iView Shift Documentation

Patient Observer Safety Observation is documented when interaction occurs with the patient and at a minimum, every hour in iView.

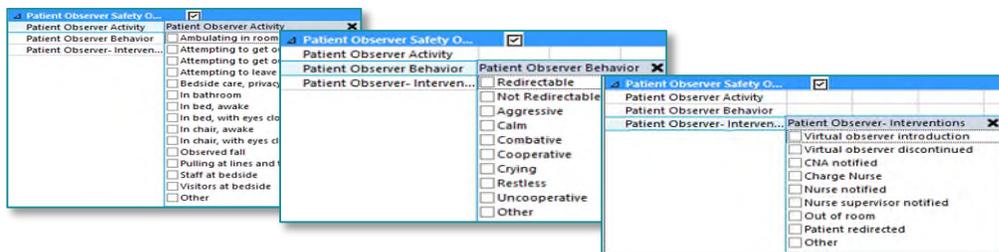


STEP 1: On the laptop, navigate to the **Multi-Patient Task List** in the toolbar and double-click the patient row of the patient to be documented on.

STEP 2: **Patient Observer Activity** – Document what the Virtual Observation Technician is observing for activity.

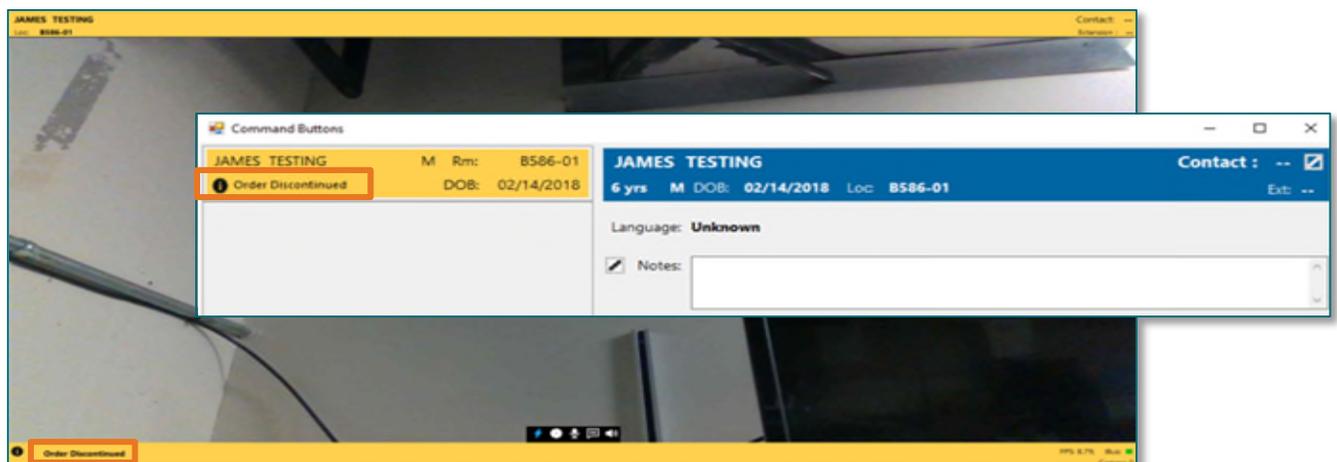
STEP 3: **Patient Observer Behavior** – Document what Virtual Observation Technician is observing for behavior.

STEP 4: **Patient Observer Interventions** – What interventions did the Virtual Observation Technician use.



Discontinuing Virtual Observation Workflow

Order Discontinued will display on the **Touch Screen** monitor banner and at the bottom of the camera viewing tile when the **Virtual Patient Observation (Nsg)** order has been **cancelled/discontinued**.



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

Patient Discharged will display on the **Touch Screen** monitor below the patient's name and on a banner and at the bottom of the camera viewing tile when the patient has a **discharge order**.

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.

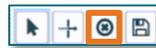
STEP 1: Receive call from nurse, virtual observation is being discontinued, see Order Discontinued, or Patient Discharged in the banner.

STEP 2: Select patient on touch screen or monitor.

STEP 3: Select **Edit Patient/Zones**.

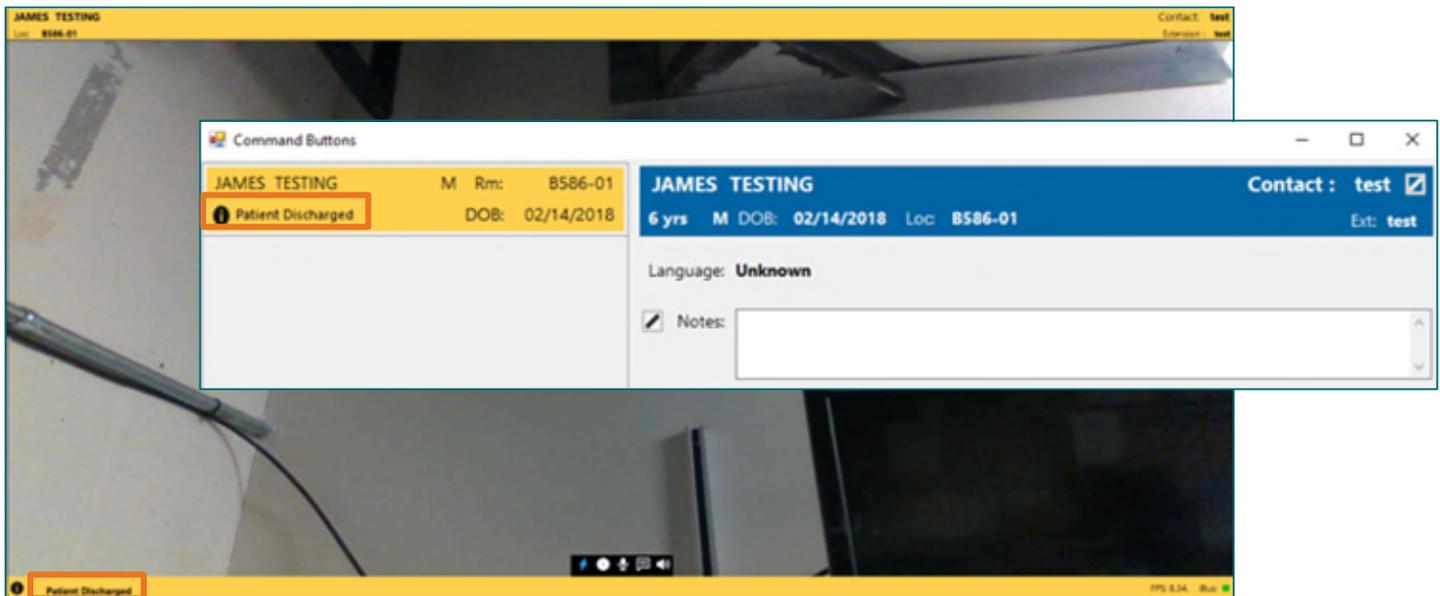
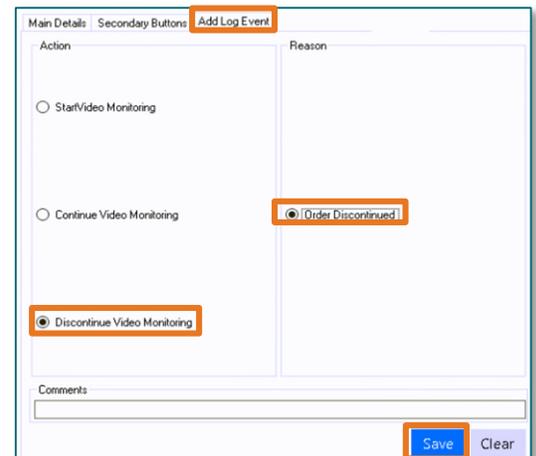


STEP 4: Click the **Clear Motion Zones** icon.



STEP 5: Navigate to **Add Log Event** tab.

STEP 6: Select **Discontinue Video Monitoring** and **Order Discontinued** under Reason.



STEP 7: Navigate to **Secondary Buttons** tab.

STEP 8: Select **Remove Camera**.



STEP 9: **Clear Patient Data** is default selected, click **Remove Camera** button.

STEP 10: Document in iView under **Patient Observer Interventions: Virtual observer discontinued**.

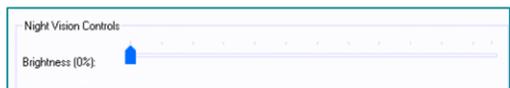
Nursing Unit Notification Escalation

The escalation process varies from hospital to hospital.

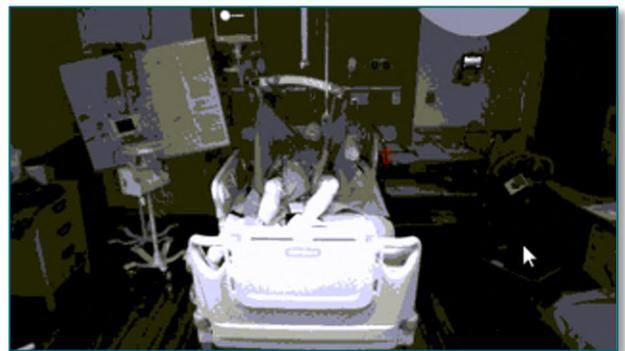
- **AR Gould, Blue Hill, and Inland** hospitals – call the charge nurse first.
- **CA Dean and SVH** – contact the nurse using Voicera (973-9900).
- **EMMC** – contact the nurse using the CareAware Connect Messenger Application.
- **Mercy** uses Ascom phones.
- **Escalation for all Member Organizations**
 - **Level 1:** Contact the identified primary contact which could be the CNA, nurse, or charge nurse.
 - **Level 2:** If unable to contact the primary contact, call the nurse or charge nurse.
 - If the charge nurse is the primary contact and clinical staff have not arrived in the room and the patient is about to get out of bed, is out of bed, or has pulled out an IV or tube, use the **STAT Alert** button.
 - **Level 3:** If unable to contact the nurse, call the charge nurse
 - **Level 4: STAT Alert** is used if clinical staff have not arrived in the room after calling and the patient is getting out of bed, is out of bed, or has pulled out an IV or tube.
 - The alert will sound for ten seconds and cannot be turned off by nurse or Virtual Observation Technician.
 - If no one responds after ten seconds, click **STAT Alert** again and repeat, as necessary.

Night Vision

When the room becomes dark, switch to night vision and adjust brightness as needed.



NOTE: **Night Vision and Privacy Mode cannot be used at the same time. Click the Night Vision button to turn it off.**



Privacy Mode

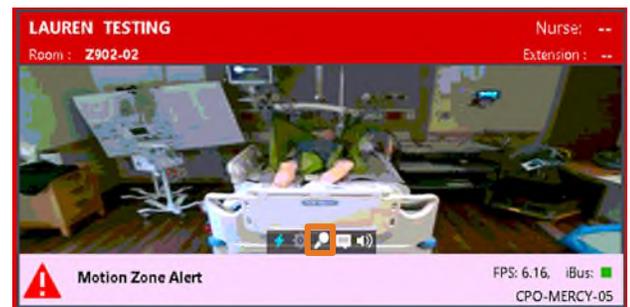
- Use **Privacy Mode** when patient care or procedures are being performed.
- When in **Privacy Mode**, the room, patient, and clinical staff will have pencil outline.
- Turn **Privacy Mode** off when care or procedure has been completed.
- **Privacy Mode** can be turned on when the patient is out of the room for period of time.
 - Patient's tile can be moved by clicking and dragging to desired position on screen.
 - e.g., Sleeping patients or patients out of the room can be moved to the bottom row and keep the more active patients in the center of the monitor.



Motion Zone Alert

When established motion zones are triggered by the patient, Virtual Monitor Technician will see the **Motion Zone Alert**.

- If the **Motion Zone Alert** fires and the patient is trying to get out of bed, click the **microphone** and ask the patient to stay in bed.
- If the patient continues to try to get out of bed, follow the hospital's **Nurse Unit Notification Escalation**.
- If the patient continues to try to get out of bed or gets out of bed before nursing arrives in room, use the **STAT ALERT** button.



STAT Alert

When patient is engaged in unsafe behavior and the Virtual Observation Technician is unable to redirect patient and unable to reach the Clinical Staff in time, click the **STAT Alert** button once.

- The alert sounds from the camera for ten seconds and indicate to staff on the floor there is an emergency.
- Once **STAT Alert** is clicked it cannot be turned off.



Manual Onboarding Workflow

➤ This workflow is to be followed if the **Virtual Patient Observation (Nsg)** order has not been entered yet.

STEP 1: Click **Add Camera Manually**.



STEP 2: Select **Change**.

STEP 3: Select correct hospital list.

STEP 4: Select the camera number provided by the nurse.

STEP 5: Select **Location Lookup** and click down to the bed level, then click **Save**.

STEP 6: Confirm patient identity.

STEP 7: Add **Nurse Name** and **Nurse Phone**.

STEP 8: In **Patient Notes** enter reason patient is being monitored, secondary and tertiary contact information, and other pertinent information for example speaks French Acadian.

STEP 9: Click **Add**.

