

Clairvia Standardizing Caregiver Roles and Patient Event Skills

WHEN: Thursday, December 19, 2024

WHERE: The change will affect the following venue(s):

- Acute/Inpatient

At the following NLH Member Organization(s):

- All NLH Locations using Clairvia

WHO: The change will affect the following staff at the above noted locations:

- Staff responsible for maintaining patient assignments in Clairvia.

WHAT: **Caregiver Roles**

- Optimizing caregiver roles to standardize across the NLH system.
 - RN Care
 - CNA Care
 - Patient Observer (Sitter) Care

Patient Events

- Optimizing skills available for selection when creating a patient event.

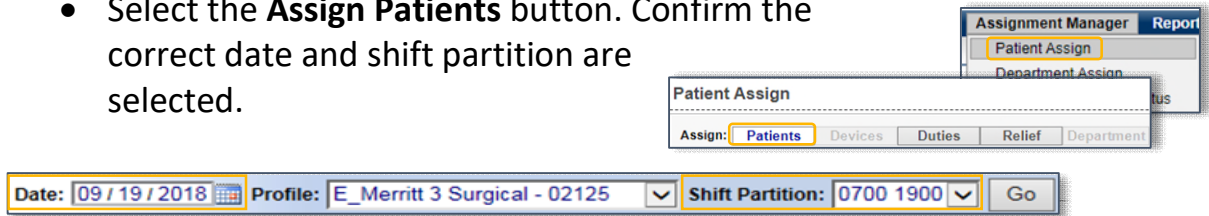
WHY: This will ensure that patient care hours can always be assigned to a caregiver, making utilization, productivity, and patient assignment more accurate.

HOW: **Caregiver Assignment**

The **Daily Assignment** is used to assign Caregivers to the unit's patients for the oncoming shift. The assignment is intended to be completed prior to the oncoming shift's start time.

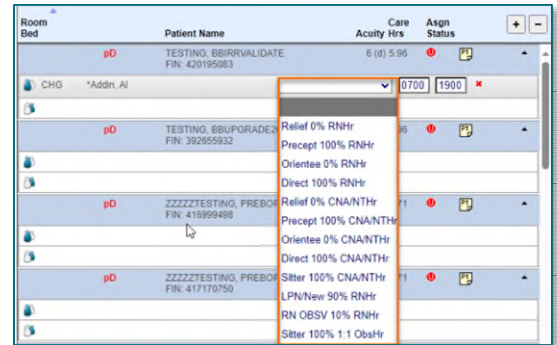
- Select **Assignment Manager** from the toolbar, then click **Patient Assign**.

- Select the **Assign Patients** button. Confirm the correct date and shift partition are selected.



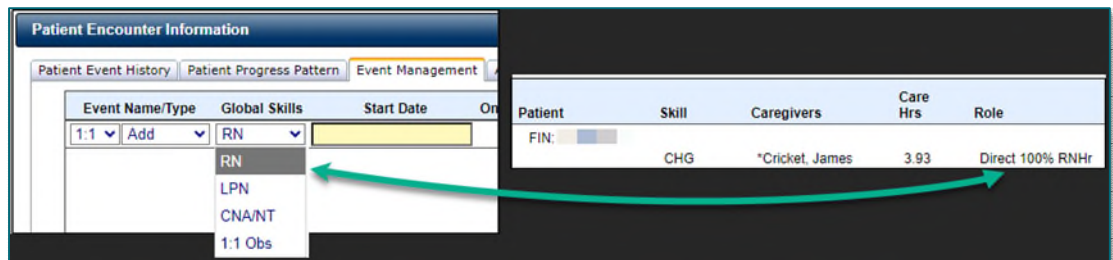
- To assign a caregiver to a patient, hold down the caregiver's name and drag to the box below the patient's name. Repeat the process until all nursing staff have been appropriately assigned.

- Validate that the default caregiver role is correct. If not, modify by using the dropdown.



Patient Events

- If a patient event is necessary, 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.

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