

 **Provider**<sup>®</sup> 790 Application Brief

## PC Console Display for 'Everywhere Access' to Manage Call Activity and Workflow Events

### Application Overview:

Provider 790 evolves nurse call from being a closed system for just patient calls and intercom into a system with integrations and tools for monitoring and proactively managing patient calls, workflow events, and emergencies. Leveraging the facility's LAN, from any networked Windows® computer the Provider 790 PC Console software gives managers and staff access to real-time routine and critical information upon which to act.

Each users' PC Console display can be customized to match the information they need to monitor. For example, a nurse manager may choose to see only service requests and overtime calls from their Unit, the housekeeping manager may choose to only see "Room Dirty" and "Room Clean" workflow events throughout the entire facility, while the switchboard would want to see all Code Blue calls across the entire facility. Each user can choose if their PC Console displays specific call priorities, service requests, staff locations, and/or workflow events for one, several, or all Units.

The PC Console includes a list view display (similar to the nurse console display), a White Board display showing all events associated with a room including staff assignments and patient information, and for those facilities that want a graphical view of activity in their area, the optional Map display shows the call activity, service requests, and staff locations on a floor plan. The List and Map Views can be configured to operate associated with a specific Nurse Console to enhance the operation of the Nurse Console.

### Features/Benefits:

- **Activity Display Options** – Gives users the choice of view that best meets their needs:
  - **List View** – Select which Nursing Units (one, several, or all) and which call priorities and workflow events to display. Also displays the active staff in the selected Unit(s) and which wireless devices they are carrying.
  - **White Board View** – Within a specific Unit, the White Board lists all rooms/beds and any associated information (patient information, assigned staff), call activity, roundings, reminders, or workflow events.
  - **Map View (optional)** – Within a specific Nursing Unit, the map shows activity associated with each room (call with count-up timer, staff present, and service requirements) on a graphical floor layout. For Units that can't be covered with a single map view, up to 4 unique floor views are supported. The map view automatically switches to the map with the highest priority active call.
- **LAN Access** – From any Windows computer on the facility LAN, users can sign in and access the PC Console. No local software, except for Windows.NET functionality, is required on the local computer.

- **Associated Operation** – The Map and List Views can be configured to work with an associated nurse console so that clicking (with a mouse or a touchscreen monitor) on the room in the Map or List View calls the room or answers an active call in that room.
- **Facility-Wide Monitoring** – Building on the Provider 790 network for integrations and reporting, the PC Console allows activity from any or all Provider 790 systems to be monitored from anywhere on the facility's LAN.
- **Unlimited Concurrent Users** – There are no limits on the number of users or “seats” that can access the PC Console software at the same time.

## Key Users and Managers:

Floor Staff/Ward Clerk – The PC Console Whiteboard display gives caregivers a complete view of all activity and events associated with each patient. One or more Whiteboard displays can be mounted in areas that give caregivers a snapshot view of their rooms. With the patient information option (using the 7977 ADT Integration Software) the Whiteboard also includes the patient name, gender, admitting doctor, and select information; to comply with HIPAA a whiteboard with patient information should only be visible in staff only areas. For the Ward Clerk (or other staff answering calls at the Nurse Console), the associated operation of the software with a Nurse Console gives them an even broader view of all the activity within their unit to manage and prioritize their responses.

Nursing Managers/Charge Nurses – The PC Console display lets managers step away from the nursing station while still being able to monitor their unit's activity from the desktop computer on the LAN. They can choose which events to monitor, such as overtime calls that could lead to patient satisfaction issues. They may also choose to monitor any higher call priorities, such staff emergency and code calls, which have liability issues if not responded to as quickly as possible. Each manager can choose what information they want displayed on their PC Console.

Department Managers – The workflow options in Provider 790 extend beyond the traditional users of nurse call and work across departments such as housekeeping and transportation. The workflow stations in the patient room trigger events such as “Transport” (requiring a person from transportation to come to the room and assist the patient) or “Room Dirty” (requiring housekeeping to clean the room to make it ready for the next patient). Managers from these other departments can use the PC Console to monitor the events specific to them and then dispatch their staff to respond.

Telephone Switchboard – If the facility uses the telephone operators to dispatch the code blue crash team, the PC Console can be configured to show Code Blue calls throughout the facility over a large display near the operators. As soon as a Code Blue call is placed on any of the networked Provider 790 systems, the telephone operators are notified by a tone, room number, bed (if applicable), and an incrementing timer for how long the call has been waiting.

IT/Biomed – The Microsoft.NET access to the PC Console software means there are no software components to load and maintain on each user's PC. Because the PC Console software is not integral to the life safety and alerting components of the Provider nurse call system, any issues with the facility's LAN or the software itself will not adversely affect the operation of the core nurse call system. Technicians can use the PC Console to monitor only nurse call supervision events so they can be remotely notified of any issues and quickly address them.