

Nursecall

User's Guide



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1 Introduction

Questek CareView Clinical is a complete care management system designed specifically for aged care facilities and hospitals. It centralises resident records, work scheduling and communication.

CareView can be used as two modules. They are connected to the same centralised data, but provide different levels of access and functionality.

- CareView for Managers

This is the system you are using now. It provides access to all features and all data. It is intended for use by people with responsibility for planning, scheduling and supervising activities. As a manager you can view the schedules and activities of all CareView users in your facility.

- CareView for Carers

This provides access to data that relates only to the person who has logged on, such as their own tasks. It is intended for use by people with responsibility for monitoring residents.

1.1 How to Access Clinical Records

To access clinical records, you have to Login.

1.1.1 Logging in versus signing on

You can only use very basic functions of CareView until you login. Clinical records are private and confidential documents that can only be accessed by authorised persons. Logging in gives you access to clinical information stored in CareView.

There are three ways to login:

- Using an access card,
- Using the fingerprint reader or
- Using your password

When you login you identify yourself to the system so that clinical records can be signed with your 'electronic signature'. No-one can access these records without first logging in.

Signing on records that you have reported for work. Not everyone has to sign on. Generally, whether or not you must sign on depends on whether CareView needs to know if you are on duty, and for the purposes of payroll.

1.1.1.1 Start CareView Management Console

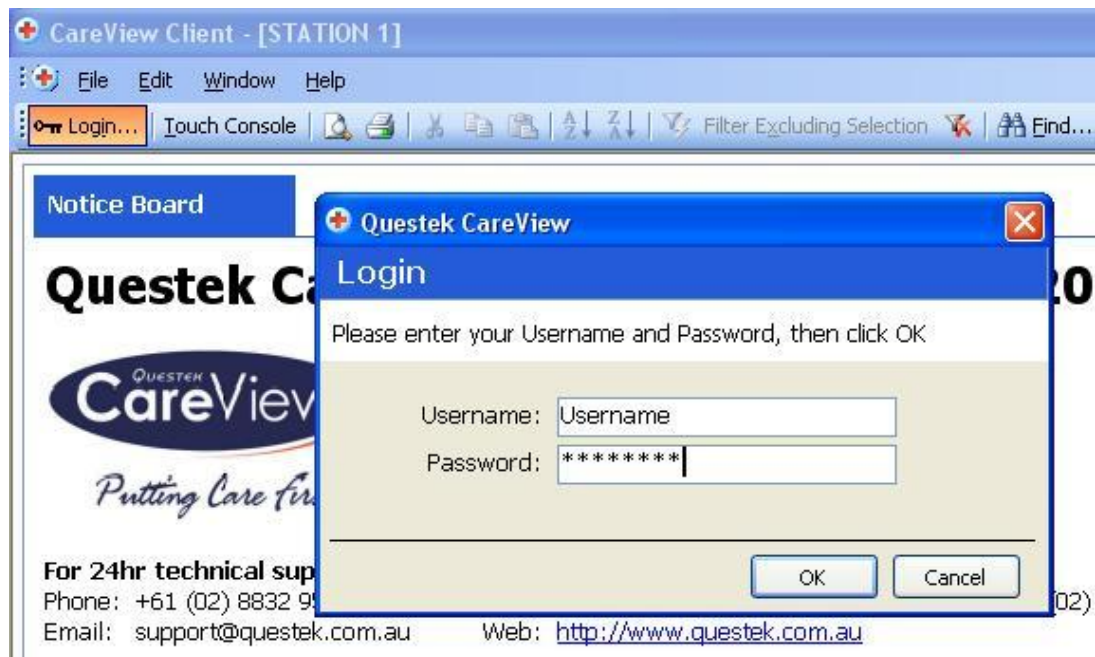
This procedure explains how to start the CareView Advanced Console/ touch console and log in. You can view all information in the system when you log in.

To log in to CareView management options:

- 1 Double-click the CareView icon to start CareView.



- 2 Click **Login**.
- 3 Enter your Username and password, then click **OK**.



By default, Information is selected in the navigation bar on the left of the screen. The other options are Personal Shortcuts, Management and Other Shortcuts.

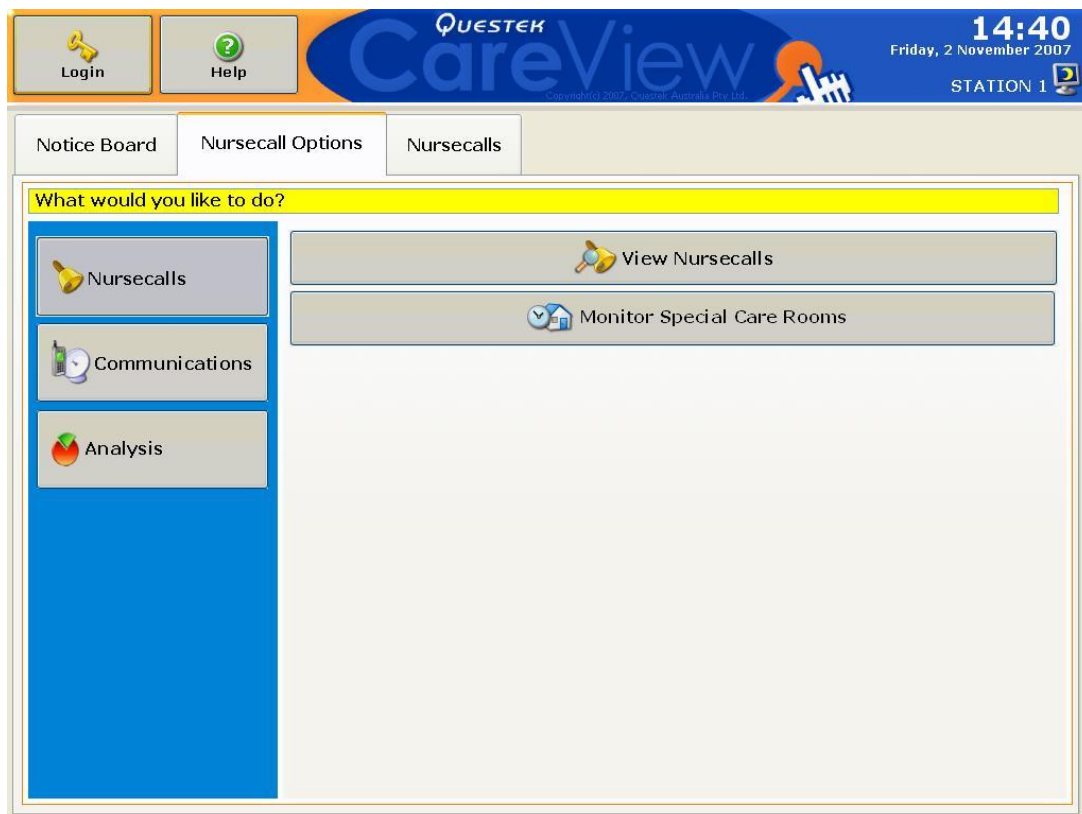
2 During the shift

This section shows common tasks that you will likely have to do most days.

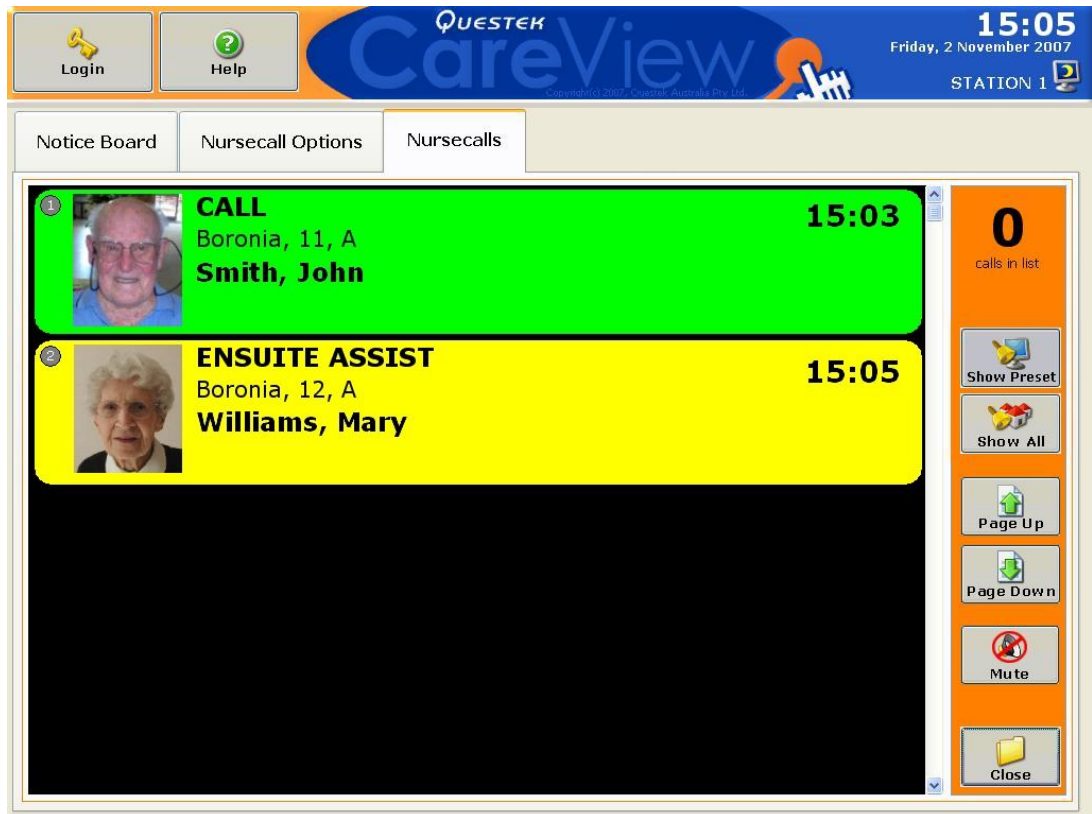
2.1 View Nursecalls

This is one of the two main options available on the default screen after you start CareView. You can get back to default screen at any time by touching Nursecalls on the left of the screen.

Touch Nursecall options – Nursecalls - View Nursecalls



This screen displays a list of nursecalls, in the order in which they came in. The list is constantly updated. Calls continue to display until they are cancelled.



The following information is displayed for each call:

- A picture of the resident, if the call can be tied to a particular resident.
- The type of call (call, assist, emergency, presence etc.). Different types are displayed in different colours.
- The location of the call (area, room, bed).
- The time the call came in.

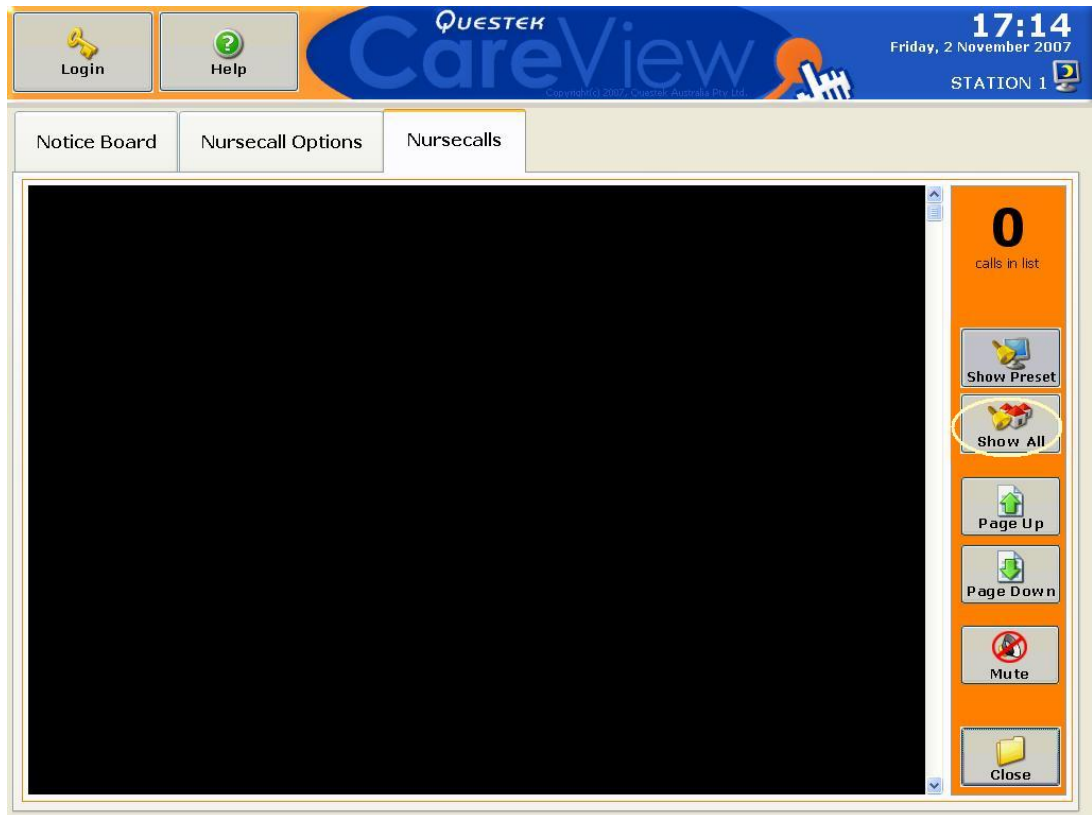
2.1.1 If There are More than Four Calls

Four calls can be displayed at once on the screen. If there are more than four, the latest calls will not be displayed. So they are not overlooked, the total number of calls is clearly displayed on the right. Touch **Page Up** and **Page Down** to move up and down the list.

Note: The list of calls is continually updated. Touching **Page Up** or **Page Down** will pause the updating for a short time, to give you a chance to look at the calls.

2.1.1.1 See All Nursecalls

- 1 To see all nursecalls (not just the ones for this workstation), touch **Show All**.



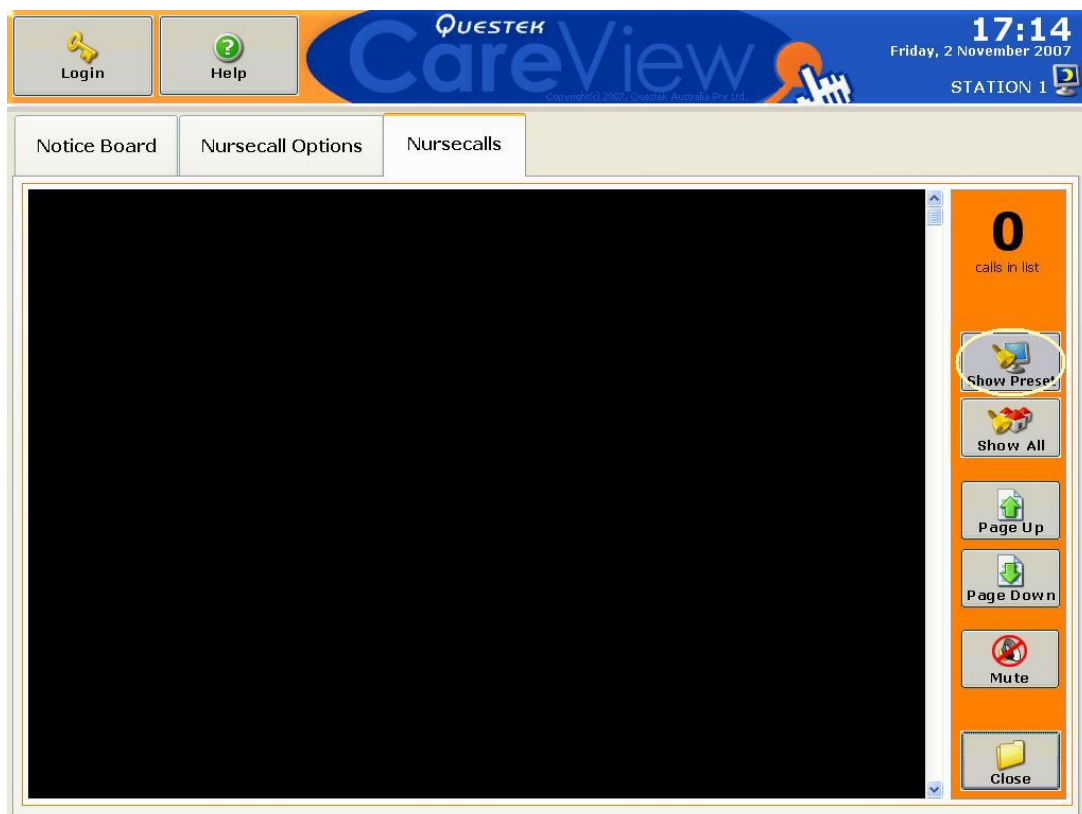
- 2 Touch the **Mute** button to mute and unmute nursecall(s). When it is muted, the word "Muted" will appear on the screen.
- 3 Use **Page Up** and **Page Down** to see rooms that don't fit on the screen.
- 4 To close this screen, touch **Close**.

2.1.1.2 See Only Nursecalls for this Workstation

This is what you see by default. If you've switched to all nursecalls, you can come back to just the calls for this workstation by touching **Show Preset**. These calls can be viewed by anybody who uses the workstation.

Note: The areas that send calls to this workstation may change depending on the time of day.

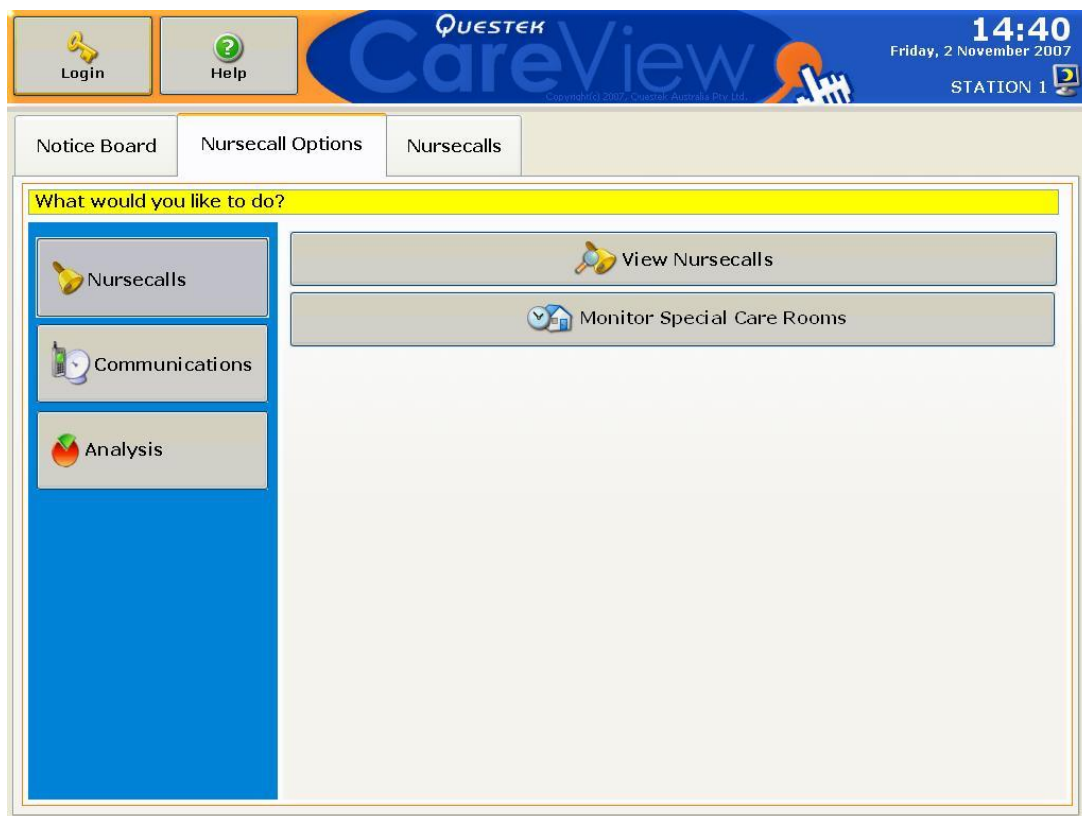
To close the Nursecalls screen, touch **Close**.



2.1.2 Monitor Dementia Rooms

This is one of the two main options available on the default screen after you start CareView. You can get back to default screen at any time by touching Nursecalls on the left of the screen.

1 Touch Nursecall options - Nursecalls - Monitor Special Care Rooms.



You can see the location of your special care residents at a glance. Sensors in the rooms can report the following:



In bed



Out of bed (when a resident gets out of bed, their location will change to 'out of bed' for a short while, then change to another location, such as 'in room')



In room



Out on patio



In ensuite



Out of room



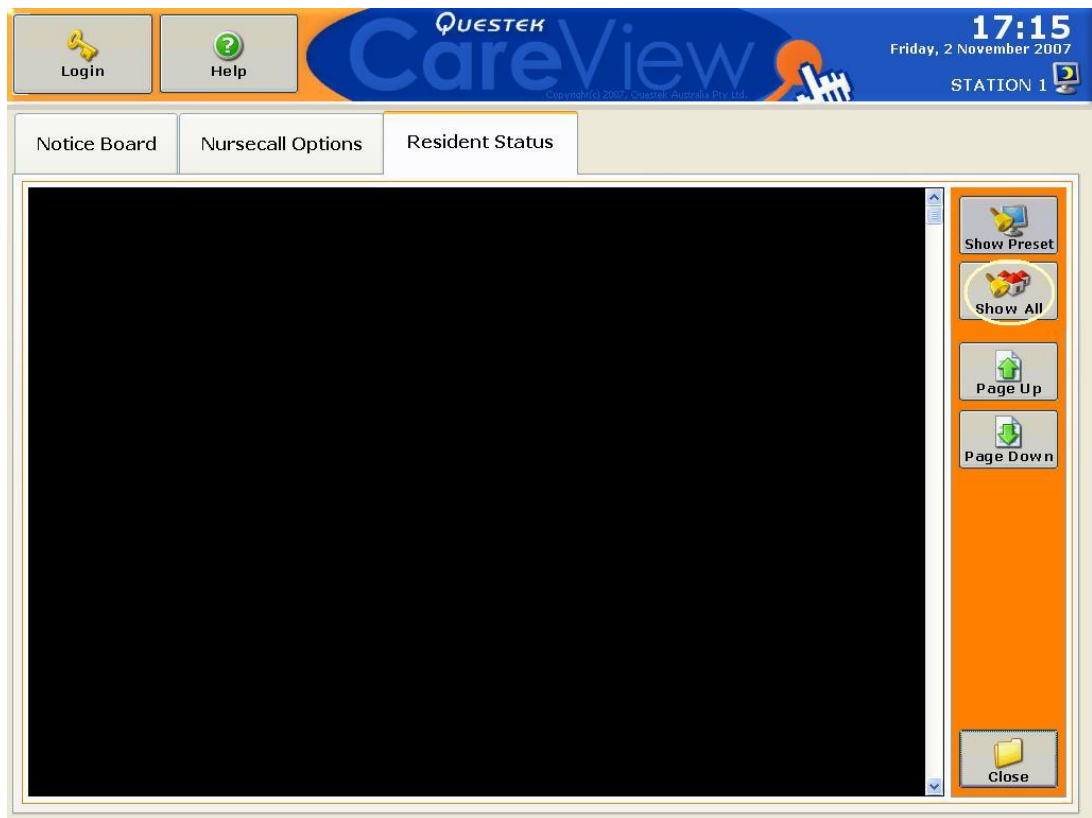
Unknown (the system cannot accurately determine the location of one or more residents in the room)

The following information is displayed on this screen:

- The resident's location.
- The resident's name and area/room/bed.
- The time that the resident moved to that location (for example, it might tell you that a resident has been 'in bed' since 9:00).

2.1.2.1 See All Special Care Rooms

- 1 To see all dementia rooms (not just the ones for this workstation), touch **Show All**.

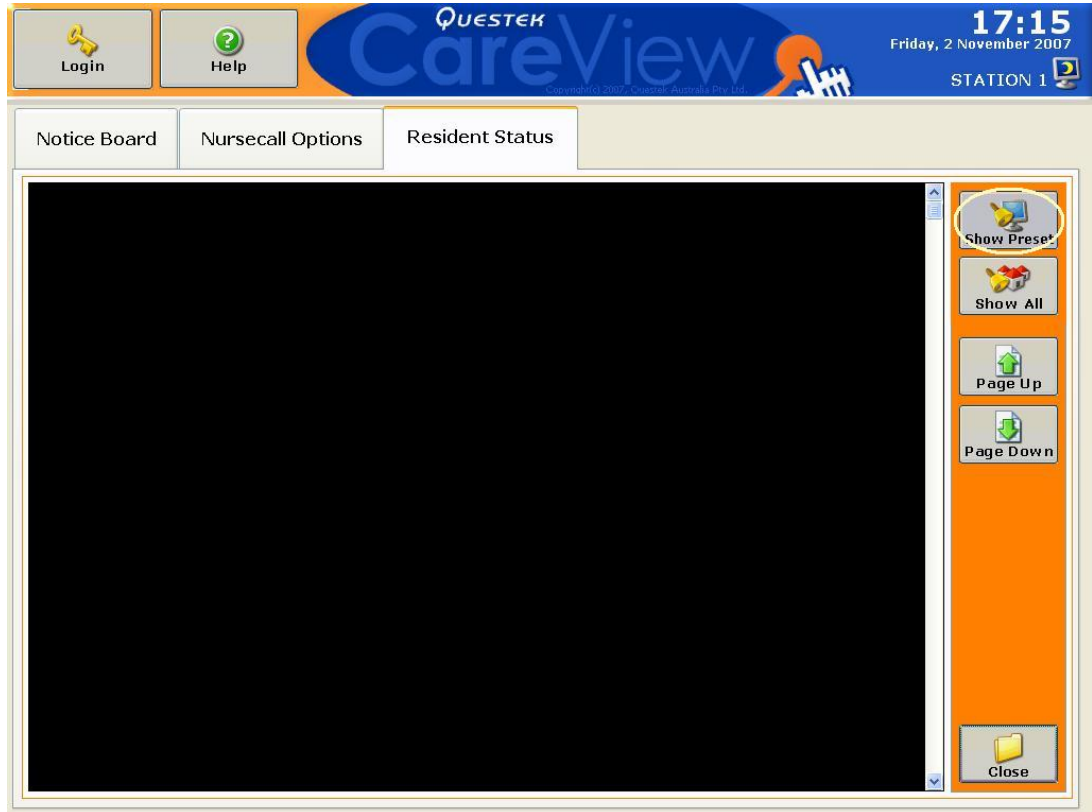


- 2 Use **Page Up** and **Page Down** to see rooms that don't fit on the screen.
- 3 To close this screen, touch **Close**.

2.1.2.2 See Only Dementia Rooms for this Workstation

This is what you see by default. If you've switched to all dementia rooms, you can come back to just the rooms for this workstation by touching **Show Preset**.

- 1 To see only special care rooms that are assigned to you, touch **Show Preset**.



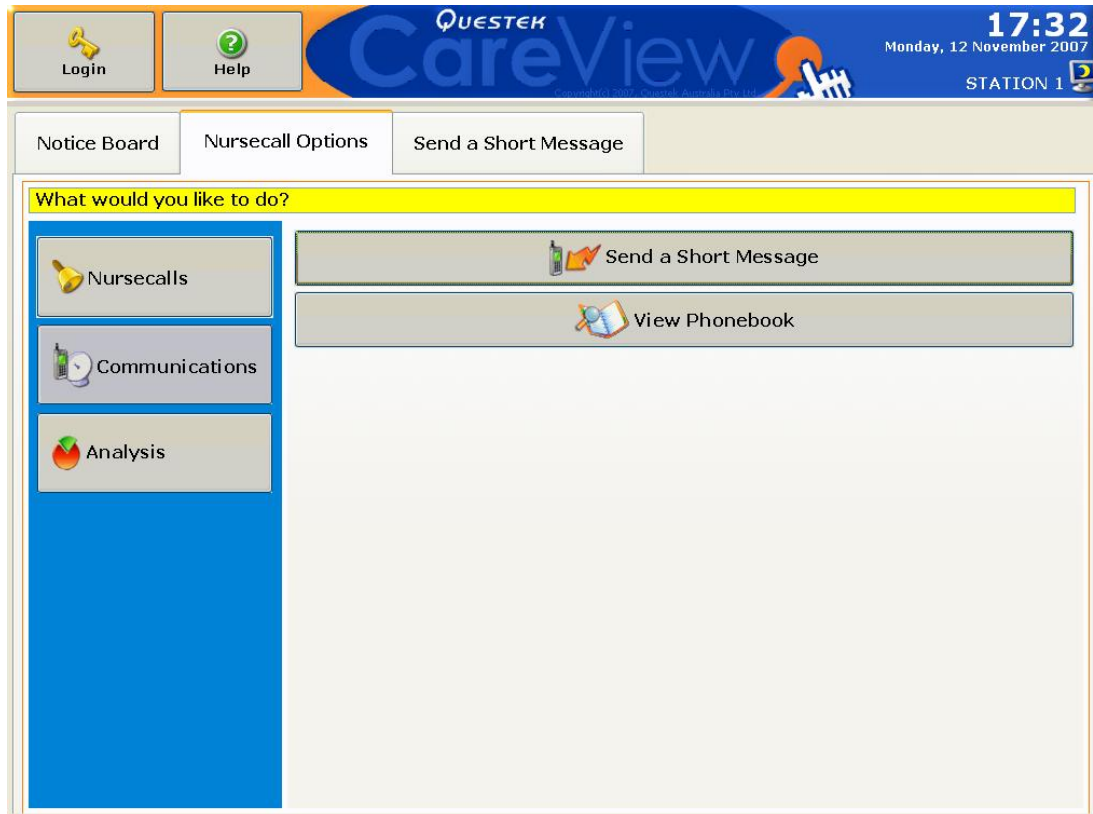
- 2 Use **Page Up** and **Page Down** to see rooms that don't fit on the screen.
- 3 To close this screen, touch **Close**.

2.2 Send a Short Message

You can send a short message to a DECT phone, pager or annunciator.

Touch **Nursecall options - Nursecalls - Communications - Send a Short Message**.

It's a two step process. The first step is to choose whom it goes to.



2.2.1 Send a Message to an Individual

A list of staff members, who are currently signed in, is displayed. The message will be sent to the DECT phone or pager which is assigned to them at the moment.

Use the navigation bar to scroll through the list, or use the on-screen keyboard to enter the first letter(s) of the person's surname.

When you have found the person, touch their name, then **Continue** (or **Cancel** to back out).

The screenshot shows the Questek CareView interface. At the top, there's a header with 'Questek CareView' logo, a clock showing 17:33, and the date Monday, 12 November 2007. Below the header, there's a navigation bar with buttons for 'Login', 'Help', 'Notice Board', 'Nursecall Options', 'Send a Short Message', and 'Send a Short Message'. The main content area is titled 'Step 1 of 2, Please select a Recipient(s) then press 'Continue''. It features a search bar labeled 'Search by Name' with a prompt 'Please enter the first letter of the User's Name.' and an on-screen keyboard. To the right of the keyboard is a list of staff members under the heading 'Name / Designation'. The list shows 'Diaz, Cameron CSE' and 'Simpson, Jessica CSE'. At the bottom, there are buttons for 'Page up', 'Page down', and 'Cancel'. A status bar at the very bottom shows 'Record: 14 2 of 2'.

2.2.2 Send a Message to a Group

To send a message to a group of people, touch the Work Group button. The groups you can send a message to are displayed. The message will be sent to all the members of that group who are currently signed in.

Use the navigation bar to scroll through the list, or use the on-screen keyboard to enter the first letter(s) of the name of the group.

When you have found the group, touch it, then **Continue** (or **Cancel** to back out).

The screenshot shows the Questek CareView interface. At the top, there's a header with 'Login', 'Help', and 'Questek CareView' logo. The date and time are 'Monday, 12 November 2007 17:34' and 'STATION 1'. Below the header, there's a navigation bar with 'Notice Board', 'Nursecall Options', and 'Send a Short Message'. The 'Send a Short Message' screen is active, showing 'Step 1 of 2, Please select a Recipient(s) then press 'Continue''. On the left, there's a vertical menu with 'Individual', 'Workgroup', and 'Messaging' options. The 'Workgroup' option is selected. In the center, there's a 'Search by Name' section with a text input field and a keyboard overlay. The keyboard has letters A-Z, a backspace key, and an 'ABC 123' key. To the right of the search section, there's a list of groups with columns 'Name / Group No.' and 'Description'. The list includes 'Careworkers' (All Careworkers on duty) and 'Demo kit' (All nurse calls from the demo kit). At the bottom, there are 'Page up' and 'Page down' buttons. On the far right, there's a vertical orange bar with 'Step 1 of 2', a 'Continue' button, and a 'Cancel' button.

Name / Group No.	Description
Careworkers	All Careworkers on duty
Demo kit	All nurse calls from the demo kit

2.2.3 How to Send a Preset Message

Touch the **Presets** button. The preset messages you can send are displayed.

Use the navigation bar to scroll through the list and select a preset message (highlighted in yellow). The short message will be set to the selected preset message.

Questek CareView

Monday, 12 November 2007 17:47 STATION 1

Login Help

Notice Board Nursecall Options Send a Short Message

Recipient(s): Diaz, Cameron

Short Message: Staff meeting in 10 minutes

Priority: silent low medium high

Keyboard Presets

Preset Message	Priority
Call office	Medium
See supervisor	Medium
Staff meeting in 10 minutes	High
Call switchboard	Medium
Come to office	Medium

Page up Page down

Record: 3 of 5

Step 2 of 2

Back

OK

Cancel

2.2.4 Send a Message to an Annunciator, or a Particular DECT Phone or Pager

To send a message to an annunciator, or a particular DECT phone or pager, touch the Messaging button. A list of annunciators, phones and pagers is displayed. You can use the navigation bar to scroll through it, or use the on-screen number pad to enter the unit number of the device.

When you have found the annunciator, phone or pager, touch it, then **Continue** (or **Cancel** to back out).

The screenshot shows the Questek CareView interface. At the top, there's a header with 'Login' and 'Help' buttons, the 'Questek CareView' logo, and the date/time 'Monday, 12 November 2007 17:34' and 'STATION 1'. Below the header, there's a navigation bar with 'Notice Board', 'Nursecall Options', and two 'Send a Short Message' buttons. The main content area is titled 'Step 1 of 2, Please select a Recipient(s) then press 'Continue''. It features a 'Search by Unit No' section with a text input field and a numeric keypad. To the right, there's a table listing recipients:

Unit No / Type	Description
1 Phone	DECT 1
2 Phone	DECT 2

At the bottom, there are 'Page up' and 'Page down' buttons, a 'Record' status bar showing '1 of 2', and a 'Cancel' button. A 'Continue' button is also visible on the right side of the screen.

2.2.5 Writing the Message

The second step is to write your message. You can write your own message, or send a preset message to save time.

The screenshot shows the Questek CareView interface. At the top, there's a navigation bar with 'Login', 'Help', and 'CareView' branding. Below this is a 'Notice Board' section with tabs for 'Notice Board', 'Nursecall Options', and 'Send a Short Message'. The 'Send a Short Message' tab is active, showing a form for composing a message. The form includes a 'Recipient(s)' field with 'Diaz, Cameron', a 'Short Message' field with 'Call office', and a 'Priority' slider set to 'medium'. Below the form is a virtual keyboard with 'Keyboard' and 'Presets' tabs. The keyboard has buttons for letters, numbers, symbols, and a 'Backspace' key. On the right side of the form, there is a vertical orange bar with 'Step 2 of 2' and three buttons: 'Back', 'OK', and 'Cancel'.

What you can do when writing a short message:

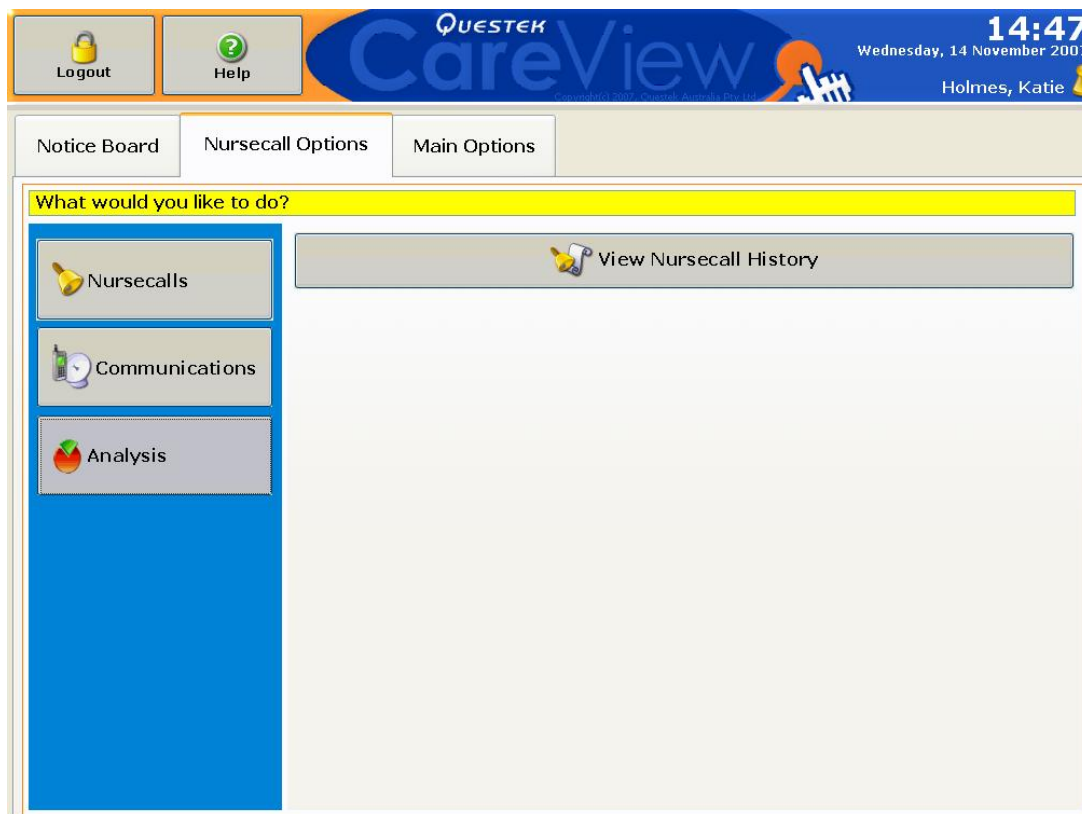
- Set the priority of the message using the slider. See [How to set the priority of the message or note](#)
- Use the touch screen keyboard to write a message. See [Using the On-Screen keyboard](#)
- Use preset messages. See [How to Send a Preset Message](#)

When you are ready to send the message, touch **OK** to confirm that you want to send the message. (touch **Cancel** to back out, or **Back** to return to step one)

2.3 View 48-hour Nursecall History

You can look up a list of all nursecalls in the past 48 hours.

Touch **Nursecall Options - Analysis - View Nursecall History**.



Touch **Page up** and **Page down** to move up and down the list. When you have found the information you want, touch **Close**.

For each nursecall, the following information is displayed:

- The type of call (call, assist, emergency).
- The time of the call, and the location (area, room, bed).
- The time the call was cancelled.
- How long it took to cancel the call.
- How many times the call was sent (repeats).

2.3.1 See All Nursecalls

To see all nursecalls (not just the ones for this workstation), touch **All**.

2.3.1.1 See the Latest Nursecalls

If you've had the list of nursecalls on the screen for a while, you may not be seeing the most recent ones. Touch **Refresh** to get the latest calls.

2.3.1.2 See Only Nursecalls for this Workstation

This is what you see by default. If you've switched to all nursecalls, you can come back to just the calls for this workstation by touching **Preset**.

2.3.1.3 See Who Received the Nursecalls

If you would like to know who received a particular nursecall, touch that call, then touch **Recipients**. A list of all staff members who received the call is displayed. If the list is long, use **Page down** to see more staff members. When you have found the information you want, touch **Close**.

3 Resident admission and transfer

To assess a resident's record you can go to **Management - Residents** or **Personal Shortcuts - My Residents**

You will be able to:

- Create, update or delete residents.
- Create, update or delete resident contacts.
- Assign resident with user(s) so that they will receive tasks, notes and messages regarding to the residents they are assigned to.
- View, create or review assessments, forms and charts created for residents.
- View or create tasks for residents.
- View or create notes for residents.
- View or create profiles for residents.
- View logs and comments relating to the resident.

Note: What you are allowed to do depends on your access security.

3.1 Find a resident's record

Use this procedure to find a record that has already been created.

- 1 Select **Management** in the side bar.
- 2 Select **Residents** to view a list of residents names and details.
- 3 Select a resident from the list (click anywhere in the line showing their details).

If there are too many residents, you can filter the list using any combination of the filters (Show, Resident Category, Admin Type).

- 4 Click anywhere in the line for a resident to select that record, then click **Open**.



The screenshot shows a web interface titled "Residents". At the top, there are two buttons: "New Resident..." and "Open". Below these are three filter dropdowns: "Show:" with "Current Residents" selected, "Resident Category:" with "(all)" selected, and "Admin Type:" with "(all)" selected. A "Search" button is located below the filters. Below the filters is a table with the following columns: "Clinical Record No", "Surname", "Given Names", "Site", and "Area". The table contains three rows of data.

Clinical Record No	Surname	Given Names	Site	Area
10003	Aniston	Jennifer	Site A	Area A
10002	Hanks	Tom	Site A	Area A
10000	Kidman	Nicole	Site A	Area A

3.2 Admit a new resident

A new record must be created for each new resident that is admitted. To admit a new resident:

- 1 Select **Management** in the side bar.
- 2 Select **Residents** to view a list of residents names and details.
- 3 Click **New Resident**.
- 4 You must enter the following mandatory information under the General tab. Other details can be entered as they become available.
 - Resident Category
 - Clinical Record No.
 - Surname
 - Given Name(s)
 - Admin Type
- 5 If possible enter the resident's Preferred Name now.
- 6 Click **Assign Bed** when you have finished.

Note: you need to assign the resident to a bed (see Assign resident to a bed) and you can optionally add a photograph (see Add or change the photograph), but both of these can be done later.

CareView Client - [Gilbert, Brett]

File Edit Window Help

Logout... Touch Console Filter Excluding Selection End... Refresh

Information

Personal Shortcuts

Management

Users

Residents

Messages

Tasks

Notes

Care Plans

Assessments, Forms, Charts

Workgroup Assignments

Resident Profiles

Shift Logs

Analysis

Reports

Automatic Messages

Automatic Tasks

Automatic Alerts

Other Shortcuts

Residents

New Resident... Open

New Resident

General User Assignments Contacts Documents Tasks Notes Profile Log Comments

Resident Category: Resident Status: Current

Clinical Record No:

Surname: Given Name(s): Preferred Name:

Title: Gender:

DOB: Admin Date: Admin Type: Discharge Date:

Photo...

Site: Area: Room: Bed: Pendant (optional):

Assign Bed... Release Bed

Medicare No: Medicare Expiry: Pension Type: Pension Expiry: Pension No: Heath Fund Name: No: Ambulance Fund Name: No:

Close

Record: 1 of 4

NUM

3.2.1 Assign resident to a bed

From the resident's record:

- 1 Select the **General** tab (if it is not already selected).
- 2 Click the **Assign Bed** button.
- 3 Select an available bed from the list.
- 4 Click **OK**

The screenshot shows the 'Aniston, Jennifer - 10003' resident record window. The 'General' tab is selected. The resident's details are as follows:

- Resident Category: Area A
- Resident Status: Current
- Clinical Record No: 10003
- Surname: Aniston
- Given Name(s): Jennifer
- Preferred Name: Jenny
- Title: Mrs
- DOB: 06/Jan/1925
- Admin Date: 02/Feb/2007
- Admin Type: Full - High care
- Discharge Date:
- Site: Site A
- Area: Area A
- Room: 01
- Medicare No: 405188384
- Pension Type: Full
- Pension No: 205-796-675
- Heath Fund Name: Medibank Pri
- Ambulance Fund Name:

The 'Assign Bed...' button is visible. A dialog box titled 'Please select a Bed' is open, displaying a table of available beds:

Site	Area	Room	Bed
Site A	Area A	05	A
Site A	Area A	06	A
Site A	Area A	07	A
Site A	Area A	08	A
Site A	Area A	09	A
Site A	Area A	10	A
Site A	Area B	01	A
Site A	Area B	02	A
Site A	Area B	03	A
Site A	Area B	04	A
Site A	Area B	05	A
Site A	Area B	06	A
Site A	Area B	07	A
Site A	Area B	08	A
Site A	Area B	09	A
Site A	Area B	10	A
Site A	Area C	01	A
Site A	Area C	02	A
Site A	Area C	03	A

The dialog box has 'OK' and 'Cancel' buttons. The main window has a 'Close' button at the bottom right.

3.2.2 Add resident's contacts

You can do this at any time after the resident's record has been created From the resident's record:

- 1 Select the **Contacts** tab.
- 2 Click the **New contact** button.
- 3 Enter all available contact information.
- 4 click **Close** to close the contacts page.
- 5 Repeat steps 2—4 for each new contact.

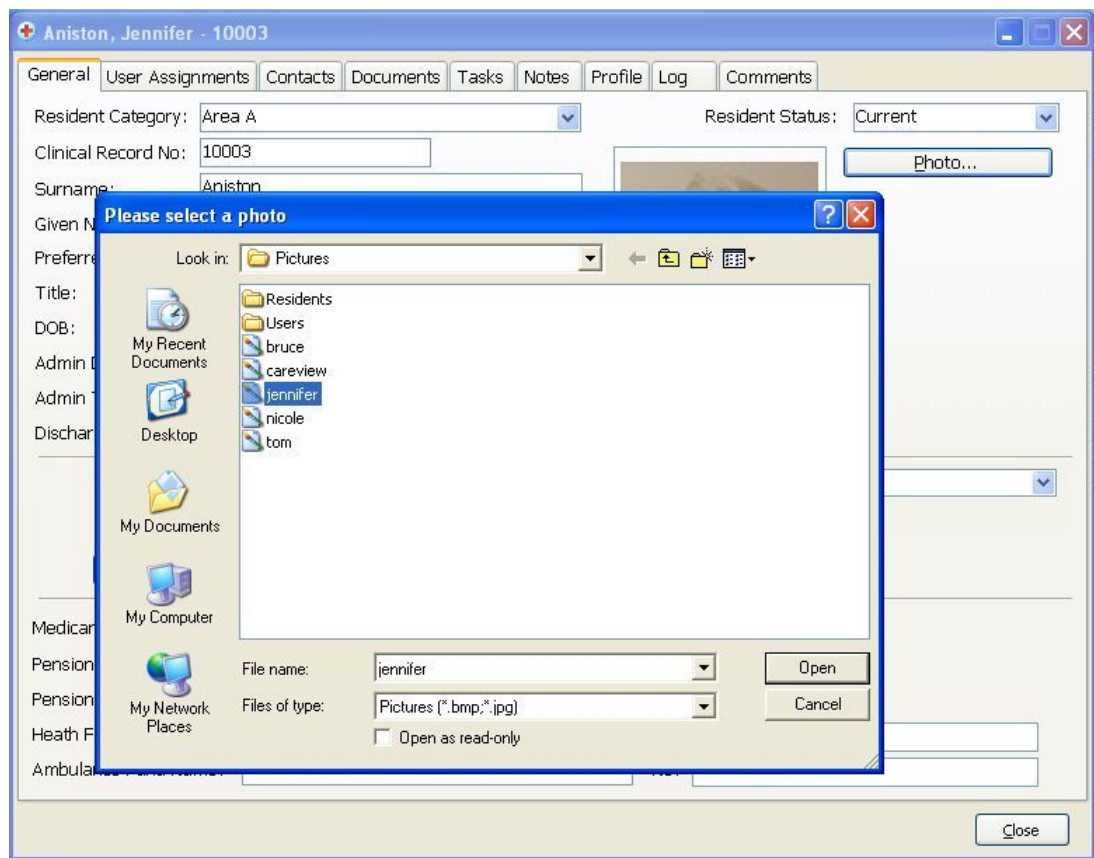
The screenshot shows a software application window titled 'Aniston, Jennifer - 10003'. The 'Contacts' tab is selected in the top menu. Below the menu, there are buttons for 'New Contact...' and 'Open'. A 'New Resident Contact' dialog box is open, featuring a 'Contact' tab and a 'Notes' tab. The 'Contact' tab contains the following fields: Surname, Firstname, Relationship (dropdown), Authority (dropdown), Next of Kin (checkbox), Work Phone, Home Phone, Mobile Phone, Address (three stacked text boxes), and Email. A 'Notify of Death' checkbox is located to the right of the phone number fields. A 'Close' button is at the bottom right of the dialog box. The background window shows a table with columns for 'Next of Kin', 'Work', and 'Mobile', with some data visible.

3.2.3 Add or change the photograph

From the resident's record:

- 1 Select the **General** tab (if it is not already selected).
- 2 Click the **Photo** button.
- 3 Browse for the desired photo from the appropriate picture file.
- 4 Click **Open**.

Make sure that you are aware of the policies and strategies for Managing photographs.



3.3 Transfer / discharge a resident

When a resident is discharged or transferred, the record is kept in CareView but its status is changed. This makes it easier to set up the resident if he or she is re-admitted.

- 1 Select **Management** in the side bar.
- 2 Select **Residents** to view a list of residents names and details.
- 3 Select the resident to be transferred/discharged and click **Open**.
- 4 Click the **General** tab.

Aniston, Jennifer - 10003

General | User Assignments | Contacts | Documents | Tasks | Notes | Profile | Log | Comments

Resident Category: Area A | Resident Status: Discharged

Clinical Record No: 10003

Surname: Aniston

Given Name(s): Jennifer

Preferred Name: Jenny

Title: Mrs | Gender: F

DOB: 06/Jan/1925

Admin Date: 02/Feb/2007

Admin Type: Full - High care

Discharge Date:

Site: | Pendant (optional):

Area: | Room: | Bed:

Assign Bed... | Release Bed

Medicare No: 405188384 | Medicare Expiry: 01/Feb/2009

Pension Type: Full | Pension Expiry: 01/Mar/2008

Pension No: 205-796-675K

Health Fund Name: Medibank Private | No: 12660393L

Ambulance Fund Name: | No:

Close

To transfer the resident:

- 1 Click Resident Status and select Transferred.
- 2 Click **Release Bed**.
- 3 Click **Close**.
- 4 Click **OK** when prompted to save the changes.

To discharge the resident:

- 1 Click Resident Status and select Discharged.
- 2 Click **Release Bed**.
- 3 Click **Close**.
- 4 Click **OK** when prompted to save the changes.

3.4 Re-admit a resident

- 1 Select **Management** in the side bar.
- 2 Select **Residents** to view a list of residents names and details.
- 3 Select Transferred / Discharged for the **Show** list and click the **Search** button.
- 4 Select a resident from the list (click anywhere in the line showing their details).
- 5 If there are too many residents, you can filter the list using any combination of the filters (Show, Resident Category, Admin Type).

The screenshot shows a web application interface for managing residents. At the top, there's a blue header bar with the text 'Gilbert, Brett]' and a 'Help' link. Below this is a toolbar with various icons and a search bar. The main section is titled 'Residents' and contains two buttons: 'New Resident...' and 'Open'. Below these buttons are three filter dropdowns: 'Show:', 'Resident Category:', and 'Admin Type:'. The 'Show:' dropdown is currently set to 'Current Residents'. The 'Resident Category:' dropdown is set to '(all)'. The 'Admin Type:' dropdown is set to 'Transferred Residents'. Below the filters is a table with columns: Clinical Record No, Site, Area, Room, Bed, and Gender. The table contains four rows of data:

Clinical Record No	Site	Area	Room	Bed	Gender
10003	Site A	Area A	01	A	F
10002	Site A	Area A	02	A	M
10000	Site A	Area A	04	A	F
10001	Site A	Area A	03	A	M

- 6 Click **Open**.
- 7 Select **Resident Status** and set it to Current.
- 8 Click **Assign Bed** and assign a bed to the resident.

Note: Only Beds that are available will be displayed

4 Planning and implementation

This set of functions in CareView supports creating plans and putting them into practice, based on assessments of each resident.

4.1 Profile

This lists the profiles that have been created for the resident. Each profile specifies the conditions for automatic nurse call, such as the number of minutes delay before creating an alarm for an "out of bed" event. Profiles are quite detailed and most resident's only need one or two, such as day and night.

Depending on permissions you may also be able to edit profiles when you open them.

Care Plan: Aniston, Jennifer - Area A, 01

Resident: Aniston, Jennifer - Area A, 01

Date: 14/Feb/2007

Next Review: 15/Mar/2007 ...

Diagnosis Allergies Attributes Documents Tasks Notes Care Needs Contacts Profile Audit History

New Setting... Open

Enabled	Setting	Multiple al
<input checked="" type="checkbox"/>	Night alarms	<input checked="" type="checkbox"/>

Record: 1 of 1

Log resident's movements (within room) between: ... and ...

Close

4.1.1 Resident Profiles

A profile describes how closely a resident is monitored by the automatic systems of CareView. It is determined by two things:

- the resident's normal level of health and independence
- the optional sensors that have been fitted to the resident's room

When you set all of the sensors to their most sensitive level, alerts are triggered very easily. For this reason, only the most at risk residents should have sensitive settings. Until you have determined the settings that provide best coverage, it is recommended to start with less sensitive settings and gradually increase them. Otherwise, staff will be constantly attending to non-critical situations and therefore not providing adequate care for resident's who have the greatest need.

Each resident can have multiple profiles, although it is rare to have more than two – one for daytime and one for night time. Schedules must have a colour other than white (white is reserved for times with no schedule).

Aniston, Jennifer - Area A, 01, Night alarms

Resident: Aniston, Jennifer - Area A, 01

Name: Night alarms Colour: [Blue] [View/Edit Times...]

Enable alarms ☒ Multiple alarms ☒

Alarm Conditions

The resident is out of bed longer than:	<input checked="" type="checkbox"/>	[Slider]	Immediately
The resident is in the ensuite for longer than:	<input checked="" type="checkbox"/>	[Slider]	On entry
The resident's bed is wet for longer than:	<input type="checkbox"/>	[Slider]	Immediately
The room is entered and not departed within:	<input checked="" type="checkbox"/>	[Slider]	On entry
The room is departed and not entered within:	<input checked="" type="checkbox"/>	[Slider]	On departure
The staff switch is OFF for longer than:	<input checked="" type="checkbox"/>	[Slider]	15 min(s)
The resident is motionless for:	<input type="checkbox"/>	[Slider]	5 min(s)
Resident restless sensitivity:	<input type="checkbox"/>	[Slider]	Highest
The room is entered from the patio and not departed within:	<input type="checkbox"/>	[Slider]	On entry
The resident departs to the patio and does not return within:	<input type="checkbox"/>	[Slider]	On departure
The patio door is open for longer than:	<input type="checkbox"/>	[Slider]	Immediately

[Close]

4.1.1.1 Two ways to access profiles

Profiles can be accessed either by the list of profiles, or through a resident's record. If you access the profile through the resident's record, there is an additional control available. This enables logging of all movement between specified dates (Log resident's movement (within room) between). If dates are set for this, a log record is created and can be included in reports. An entry is triggered every time the resident moves, so this should only be used in exceptional conditions.

4.1.1.2 Types of alarms

Alarm	Type/location of sensor
The resident is out of bed longer than	Bed exit sensor
The resident is in the ensuite for longer than	Motion sensor on ensuite entrance
The resident's bed is wet for longer than	Bed wet sensor
The room is entered and not departed within	Motion sensor at doorway of room
The staff switch (Presence button) is OFF for longer than	Switch / Presence station outside the room
The resident is motionless for	Motion sensor in the room
Resident restless sensitivity	Motion sensors in the room
The room is entered from the patio and not departed within	Motion sensor at patio door
The resident departs to the patio and does not return within	Motion sensor at patio door
The patio door is open for longer than	Switch on patio door

4.1.1.3 Overview of Automatic Nurse Call

Nurse calls are generated automatically by a variety of events that are specified in residents' profiles. The actual events depend on your settings in the profiles.

When staff respond to a call and attend the resident's room, they must press the Presence button outside the room. This disables monitoring for 15 minutes so the staff member can attend to the resident without causing false readings.

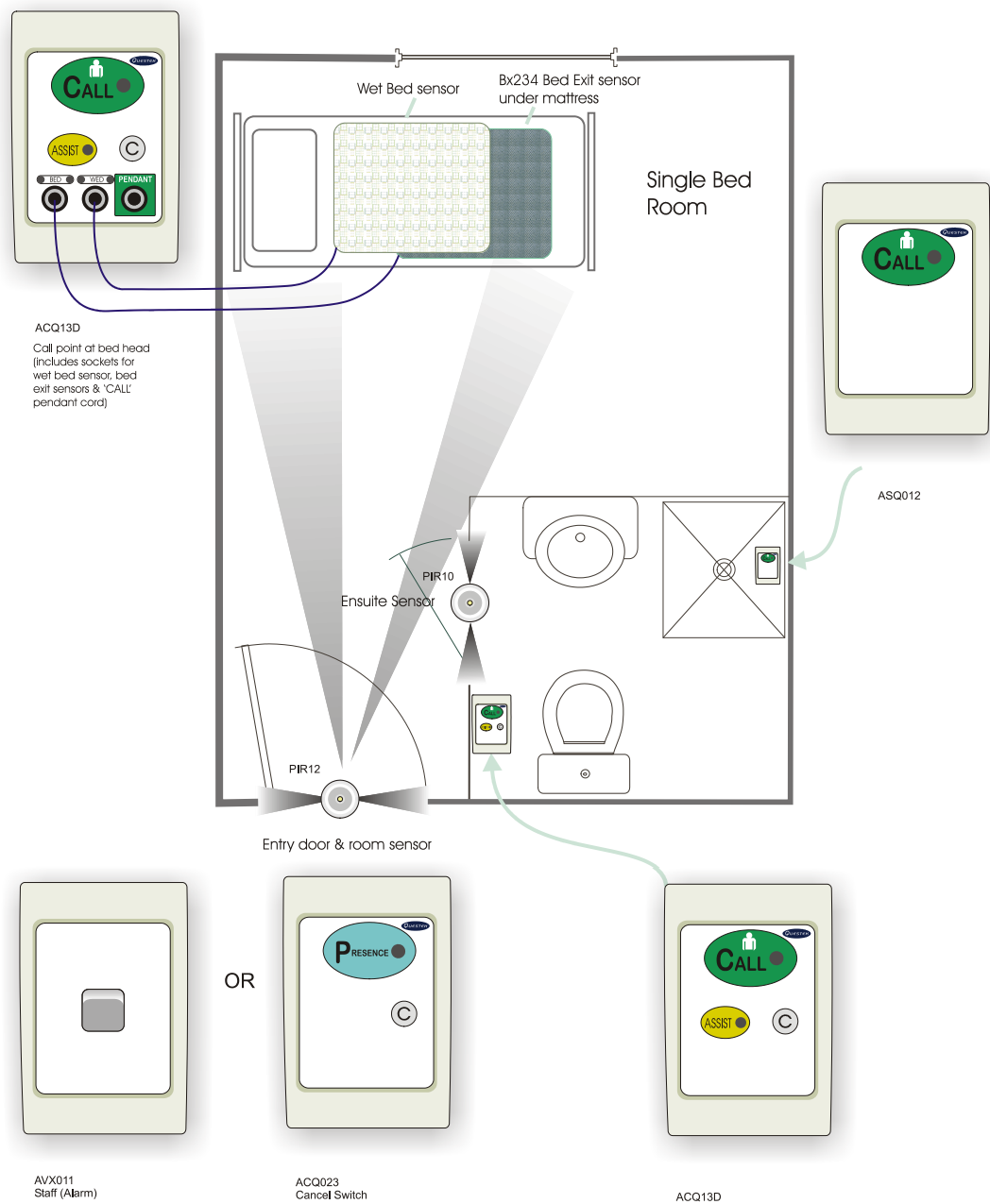
The Presence button must be pressed again as the staff member leaves, which restores normal monitoring.

Note: if the Presence switch is not reset within 15 minutes, another alarm is triggered and continues until it is reset.

A log entry is created by each alarm event and can be used in the resident's report.

Many organisations initially set up profiles that are too sensitive and have too many alarm conditions. Because staff must attend to every alarm event, this can actually reduce the overall quality of care. It is preferable to start with less sensitive alarms and fewer alarm conditions, except for residents with a high risk. The sensitivity and range of alarms can be gradually increased.

4.1.1.4 Typical room layout



4.1.1.5 The alerts explained

The types of alerts that can be generated are:

- Room entered alert
- In Ensuite alert
- Room departed alert
- Out of bed alert
- Wet bed alert
- Resident restless alert
- Resident motionless alert

4.1.1.5.1 Room Entered Alert

This alert indicates that someone has entered a resident's room. This alert is always alarmed instantly. The room entered alert is helpful in finding a resident who may have wandered from their room and into another resident's room.

This alert is usually always active, even in an occupied room.

4.1.1.5.2 In Ensuite alert

This alert indicates that the resident has been in their ensuite longer than the allowed time. This alert would be set to alarm:

- Instantly for a resident who requires assistance in the ensuite.
- After three or four minutes if the resident does not usually require assistance in the ensuite.

4.1.1.5.3 Room Departed alert

This alert indicates that a resident has left their bedroom for longer than the allowed time. This alert would be set to alarm:

- Instantly, to monitor a wandering resident.
- After one minute to allow a resident to have a 'sticky beak', where the resident may leave the room for a short period to have a look outside, then return to the room within one minute without causing an alarm.

4.1.1.5.4 Out of Bed alert

This alert operates with the use of a Questek Bed Exit Sensor. This sensor mat is placed in the bed, underneath the mattress. It is usually located under the resident's hips, however this may vary due to a resident's sleeping habits. The bed exit sensor connects to the "BED" socket on the bed head call station. There are indicators on the call station to show when the resident is on the mat.

This alert would be set to alarm:

- Instantly for a resident who is a falls risk and requires staff assistance.
- After an extended period of time (10 to 15 minutes) for a mobile resident.

4.1.1.5.5 Wet Bed alert

This alert operates with the use of a Questek Wet Bed Sensor. This sensor mat is placed on top of the mattress, above any protective bedding. The Wet Bed sensor connects to the "WET" socket on the bed head call station. There are indicators on the call station to show when the sensor is wet.

The Wet Bed alert is used to monitor the resident's incontinence and establish a general time pattern. Following this, their care plan can be altered to include toileting prior to the time when the incontinence episode would normally occur.

4.1.1.5.6 Resident Restless alert

This alert uses information from all of the Vigil® sensors to monitor restless behaviour from the resident. Restlessness in dementia sufferers may indicate that they are uncomfortable or in pain, and require some assistance.

This alert counts a number of sensor activations within a time period. A restless resident who is tossing and turning in bed may activate the movement sensors 5 times in one minute. If the programmed sensor count has been reached at the end of the programmed time period, then the "Resident Restless" alarm is activated.

Particular care and consideration is required when setting up the resident restless alert, as the definition of restlessness can vary significantly from one resident to another. If the resident restless alert is being broken and the resident has not been restless, then the "Restless Count" should be increased.

4.1.1.5.7 Resident Motionless alert

This alert indicates that a resident has left their bed, and has stopped moving within their room. This may indicate that the resident requires some assistance, or perhaps they have fallen asleep in their armchair or are lying on the floor.

This alert is normally used in conjunction with an Out of Bed alert that is set for an extended period, such as ten minutes.

A Questek Bed Exit Sensor is required when using the “Resident Motionless” alert.

4.1.1.5.7.1 Example scenario 1

A mobile, capable resident. Mrs Baker is a mobile resident who is fairly steady on her feet. She is capable of using the toilet without assistance, but may wander during the night. A suitable profile for this resident would be:

Alert	Delay
Room Entered	0 min
Room Departed	0 min
In Ensuite	10 min
Out of Bed	15 min

This profile would allow Mrs Baker to get out of bed, go into the ensuite for up to ten minutes, and return to bed within fifteen minutes without raising a call to staff. If Mrs Baker was in the ensuite for longer than ten minutes, or was not back to bed within fifteen minutes, then an alert would be triggered and a staff member would be called. If Mrs Baker departed the room, or another person entered the room, a staff member would also be called.

4.1.1.5.7.2 Example scenario 2

A mobile resident requiring toileting assistance.

Mr Jones is a mobile resident who is active and steady on his feet. He often gets out of bed during the night and moves around his room before going back to bed. He is able to make it to the ensuite unassisted, however requires assistance during toileting. A suitable profile for this resident would be:

Alert	Delay
Room Entered	0 min
Room Departed	0 min

In Ensuite	0 min
Out of Bed	20 min

This profile would allow Mr Jones to get out of bed for up to twenty minutes, and move around his room without causing alarm. If he does not return to bed within twenty minutes, the Out of Bed rule would be broken and a staff member called. If Mr Jones walked into the ensuite, the In Ensuite alert would be triggered, and a staff member will be called. If Mr Jones departed the room, or another person entered the room, a staff member would also be called.

4.1.1.5.7.3 Example scenario 3

A frail resident who is a falls risk.

Mrs Smith is a frail resident who is a falls risk when she is tired. She requires assistance to move around during the night, and requires assistance in the ensuite. A suitable profile for this resident would be:

Alert	Delay
Room Entered	0 min
Room Departed	0 min
In Ensuite	0 min
Out of Bed	0 min

This profile would alarm as soon as the Mrs Smith leaves the bed, as there is a risk of her falling.

4.1.2 Create a profile

To create a profile:

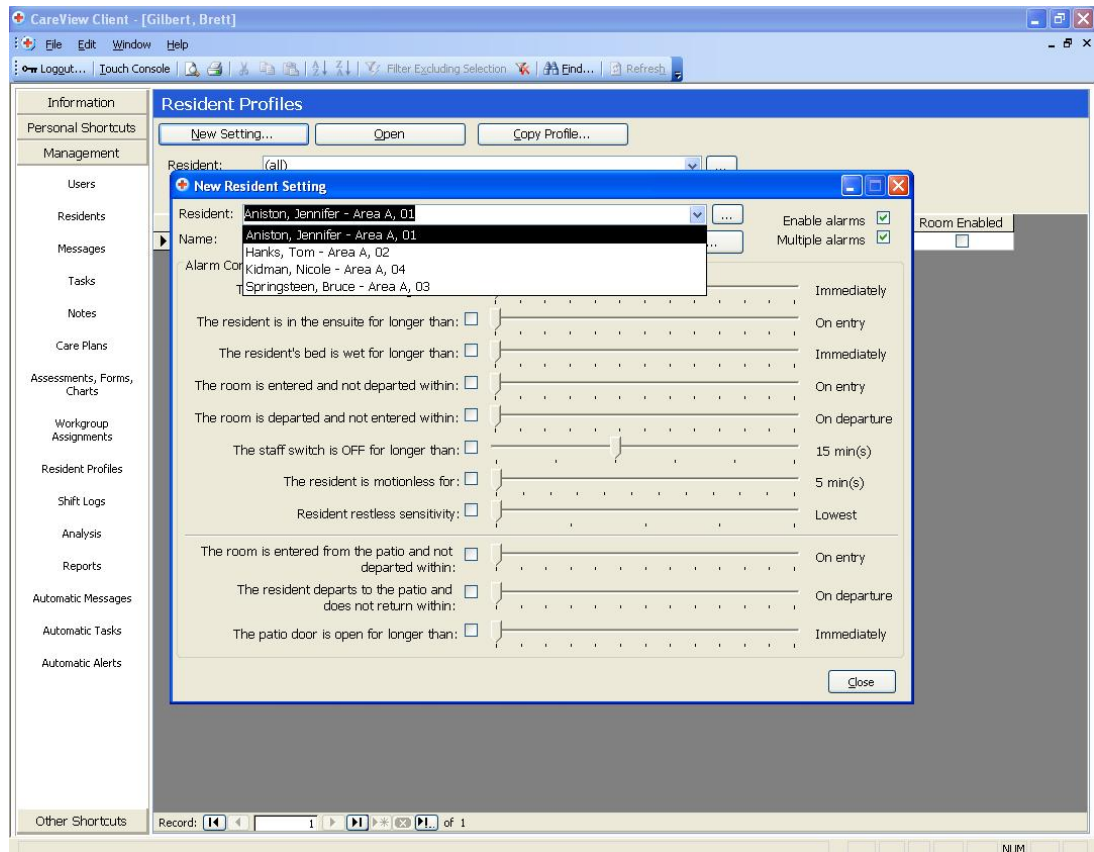
- 1 Select **Management - Resident Profiles**.
- 2 Click **New Setting**.
- 3 Select a resident from the pulldown list.
- 4 Choose a colour for the profile.
- 5 Stick to a convention for colours (such as blue for night and yellow for day).
- 6 Enter a name such as All Day, Night, Day, Post Surgery.
- 7 Make appropriate settings for Alarms and Multiple Alarms.
- 8 Select each alarm monitor that is appropriate for the resident and the room (selected alarms have a tick next to them).
- 9 Drag the slider for each selected alarm to give the required sensitivity.

The further you drag to the right, the more sensitive the alarm becomes.

Optional: click View/Edit Times to set the hourly breakdown.

By default, each new profile is 24 hours.

- 10 Click **Close**.



4.1.3 Copy a profile

When you have created a profile that is successful, you can copy it to other residents. You can also copy it to all residents, or any filtered list of residents. This is much faster than creating the profile again for each resident.

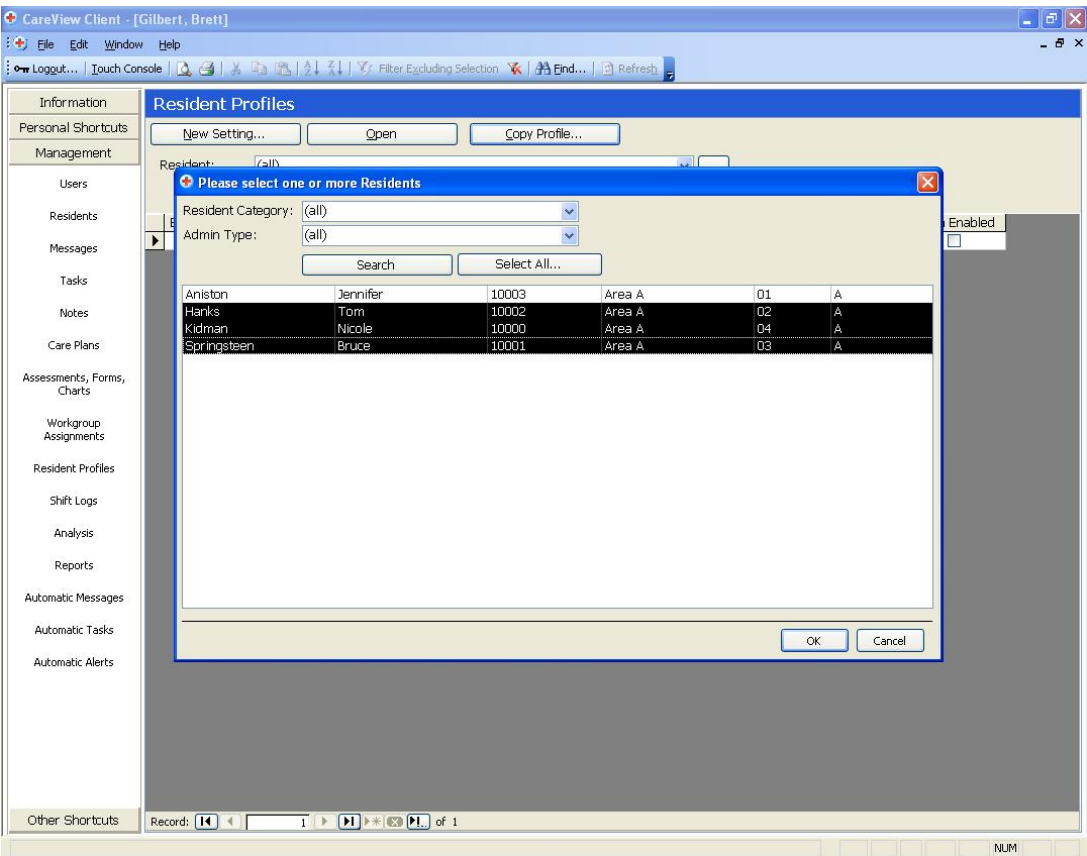
Note: when you copy one profile from a resident who has multiple profiles, all of those profiles are copied. This avoids problems with schedules that clash for other residents.

To copy a profile:

- 1 Select **Management - Resident Profiles**.
- 2 Locate the resident whose profile you want to copy.
- 3 Click **Copy Profile**.
- 4 Select the resident(s) to whom you want to copy the profile.
- 5 Click on a resident name, or drag across multiple resident names.

You can filter by category, admin type or a combination of these if you need to.

- 6 Click **OK**.



4.1.4 Profile schedule

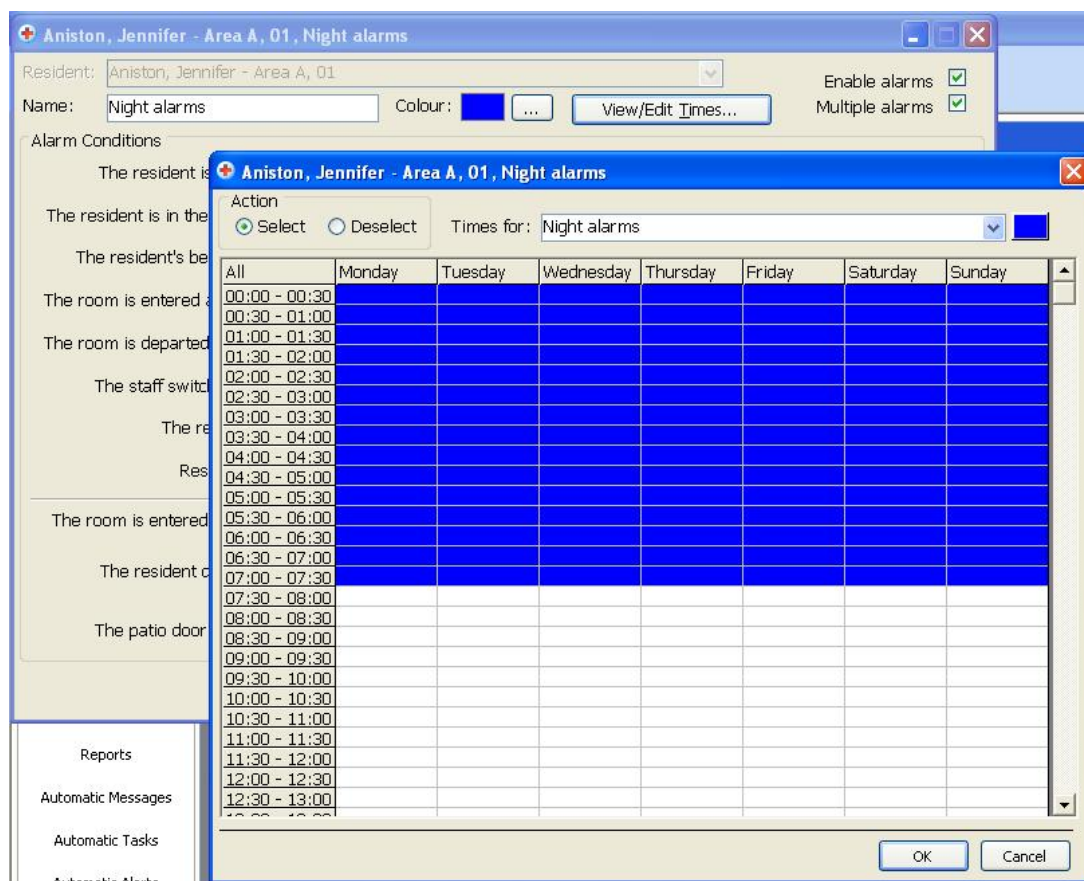
By default, each new profile applies for 24 hours, every day. You can reduce the period of cover, such as night time or day time. There is no limit to the number of schedules that can be applied, but they cannot overlap. There can be periods of the day that have no profile – this is the same as turning off all the alarms.

You apply the schedule to times and days by dragging across the calendar. From a profile:

- 1 Click the **View/Edit Times**.
- 2 Select time periods by either:
- 3 Clicking in individual cells; Dragging across block of cells; or Clicking **All**.

If you make a mistake, choose the Deselect option (top left of the screen) and repeat step 2.

- 4 Click **OK**.
- 5 Click **Close**.



5 Administration and setup

CareView has sophisticated management features that support streamlining of procedures and help to ensure that the best quality of care is provided for residents.

Please ensure that you understand the consequences of management features before you begin making changes.

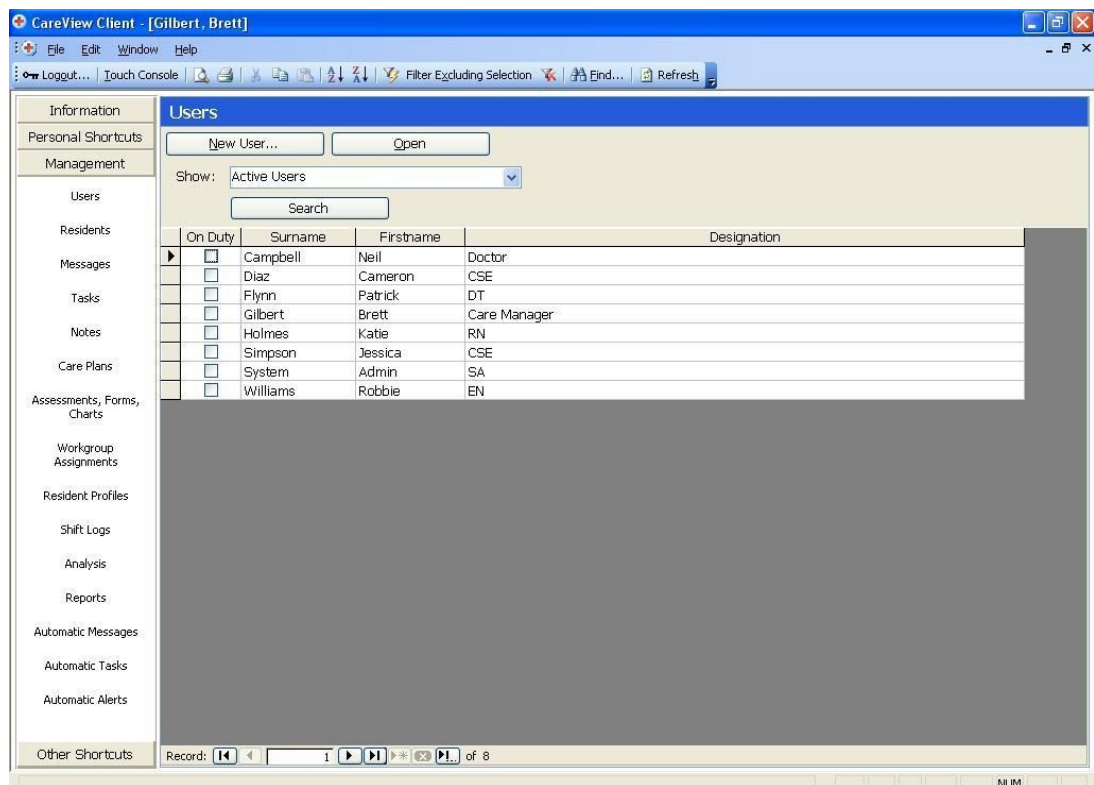
5.1 Find a user's record

Use this procedure to find a record that has already been created.

- 1 Select the **Management** option from the side bar.
- 2 Select **Users** option from the side bar.
- 3 Select a User from the list.

If there are too many users you can filter the list using the **Show** option.

Click anywhere in the line for a resident to select that record, then click **Open**.



5.2 Create user accounts

- 1 Select the **Management** option from the side bar
- 2 Select the **Users** to display the user tab
- 3 Click the **New User** button
- 4 Under the **General** tab enter all information available about the User.
- 5 The required fields include:
 - Surname, First name
 - Designation
 - Username
 - Status (Active)
 - Security Group
- 6 Click **Close** when you are finished.

You need to provide a means of identification for the the user. This can be either using and ID card (see Assign the user an ID card) or using a fingerprint scanner (see Enable fingerprint reader).

You can also set sign-on options.

Note: Inform the new user that they must change their password the first time they log onto the CareView System.

Campbell, Neil - Doctor

General | Group Membership | Resident Assignments | Comments

Surname: Campbell Status: Active
Firstname: Neil
Designation: Doctor
Start Date: ...
Cessation Date: ...

Username: doc ID Card...
Security Group: Guest Fingerprint... (not acquired)
Password...

Contact Phone: (02) 8832 9500
Home Phone: (02) 8832 9400
Mobile Phone: 0402 123 456
Address: 5 Friendship Street
Carlingford, NSW
2117
Email: neil@questek.com.au

Photo...

Picture not available...

☐ The user is required to sign on/sign off the system
☐ Phone/pager: The user is required to assign a phone or pager
☐ Pendant: The user is required to carry a pendant during their shift

Pendant (optional):

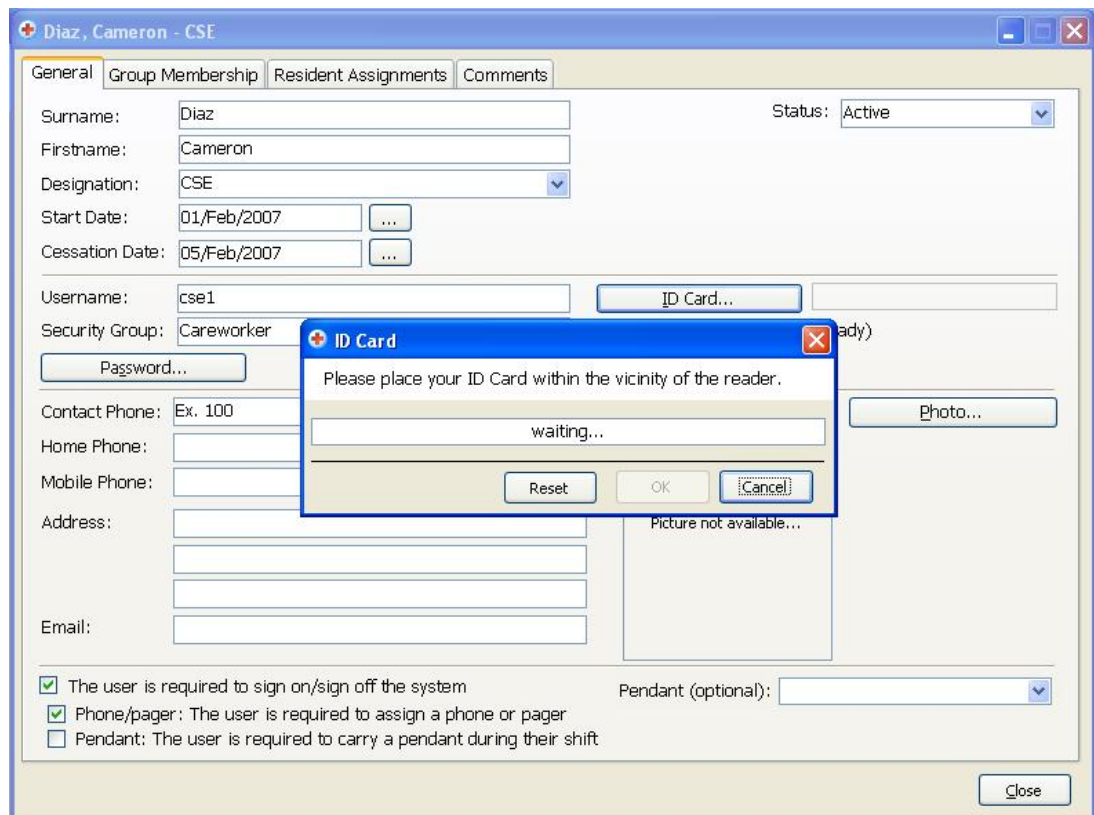
Close

5.2.1 Assign the user an ID card

You need to obtain a card for the user. This is normally assigned to the user for the duration of their employment.

You can enable fingerprint identification (see Enable fingerprint reader) instead of using a card, provided that you have a fingerprint scanner attached to each PC the user might need to access.

- 1 Click the **ID card** button.
- 2 Place the ID card on the card reader.
- 3 Wait until the ID Card dialog displays "verified OK".

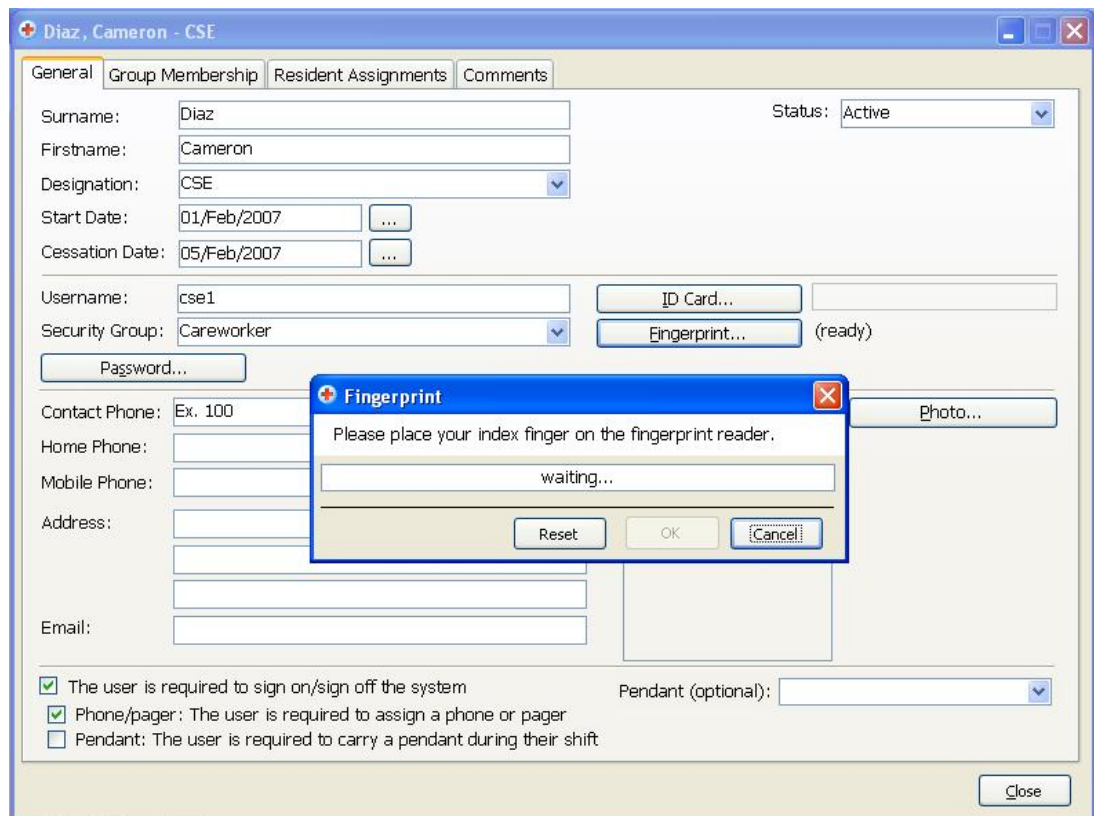


- 4 Click **OK** when the read is finished.

5.2.2 Enable fingerprint reader

You can provide the user with an ID card (see Assign the user an ID card) if you do not have a fingerprint reader attached to each PC that the user needs to access.

- 1 Click the **Fingerprint** button.
- 2 Place your index finger on the fingerprint reader.
- 3 Wait until fingerprint dialog displays a high quality or medium quality fingerprint is captured.



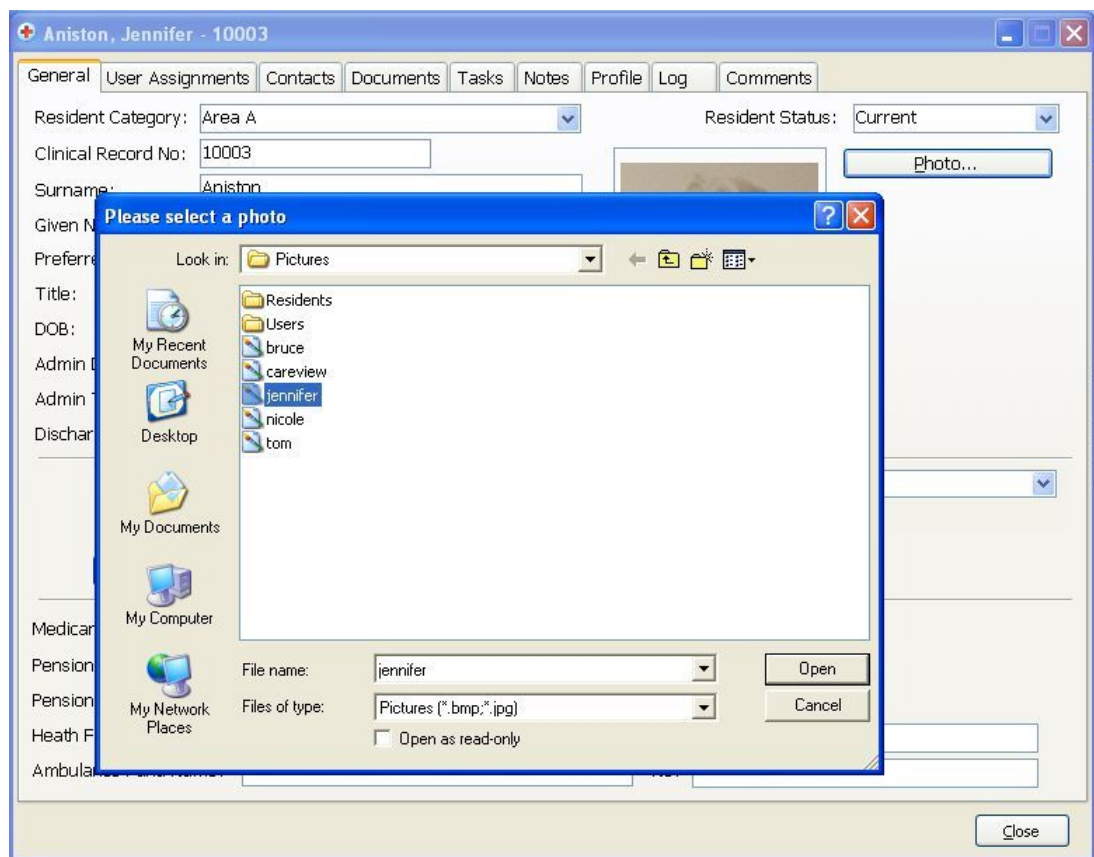
- 4 Click **OK** when the scan is finished.

5.2.3 Add or change the photograph

From the resident's record:

- 1 Select the **General** tab (if it is not already selected).
- 2 Click the **Photo** button.
- 3 Browse for the desired photo from the appropriate picture file.
- 4 Click **Open**.

Note: Make sure that you are aware of the policies and strategies for Managing photographs.



5.2.3.1 Managing photographs

It is important to store resident photograph files in an agreed location. Do not store the files on your C drive, or any other location that is specific to a particular PC.

The suggested location is:

\\careviewserver\Data\Pictures\Residents

Your system administrator will need to map careviewserver as a path on each PC.

5.2.3.1.1 Getting good quality images

If your camera has a zoom lens, be consistent with the amount of zoom. Do not zoom all the way in for some photos and all the way out for others. About half-way gives the most natural result.

If you are using the flash, keep the resident away from a solid background like a wall. Also try to avoid having shiny objects like a mirror or bedpan behind the resident.

Try to fill about three quarters of the viewfinder with the resident's face.

Always use portrait shape (i.e. rotate the camera sideways so the picture is higher than it is wide).

5.2.3.1.2 Naming conventions

Digital cameras give each image a numeric file name. When the files are copied onto the CareView server, it is helpful to rename each file to the resident's name. For example, you could use JanelleSmith.jpg. It does not matter whether you use capital or lower-case letters. You can use spaces.

Be consistent with the naming convention: use either FirstName LastName, or LastName FirstName. Do not mix the two, otherwise it becomes difficult to find the required file. Also be consistent with the use of spaces between the name (either use them always, or not at all).

5.2.4 Set sign-on options

You can set the following options in any combination:

- The new user is required to sign on and off.

Place a tick in the Must sign on box.

- The user is required to assign a phone or pager at the start of a shift.

Tick the Phone/ Pager box

- The user is required to assign a Pendant at the start of a shift.

Tick the Pendant box

Diaz, Cameron - CSE

General | Group Membership | Resident Assignments | Comments

Surname: Diaz Status: Active

Firstname: Cameron

Designation: CSE

Start Date: 01/Feb/2007 ...

Cessation Date: 05/Feb/2007 ...

Username: cse1 ID Card... (ready)

Security Group: Careworker Fingerprint...

Password...

Contact Phone: Ex. 100 Photo...

Home Phone:

Mobile Phone:

Address:

Email:

☒ The user is required to sign on/sign off the system

☒ Phone/pager: The user is required to assign a phone or pager

☐ Pendant: The user is required to carry a pendant during their shift

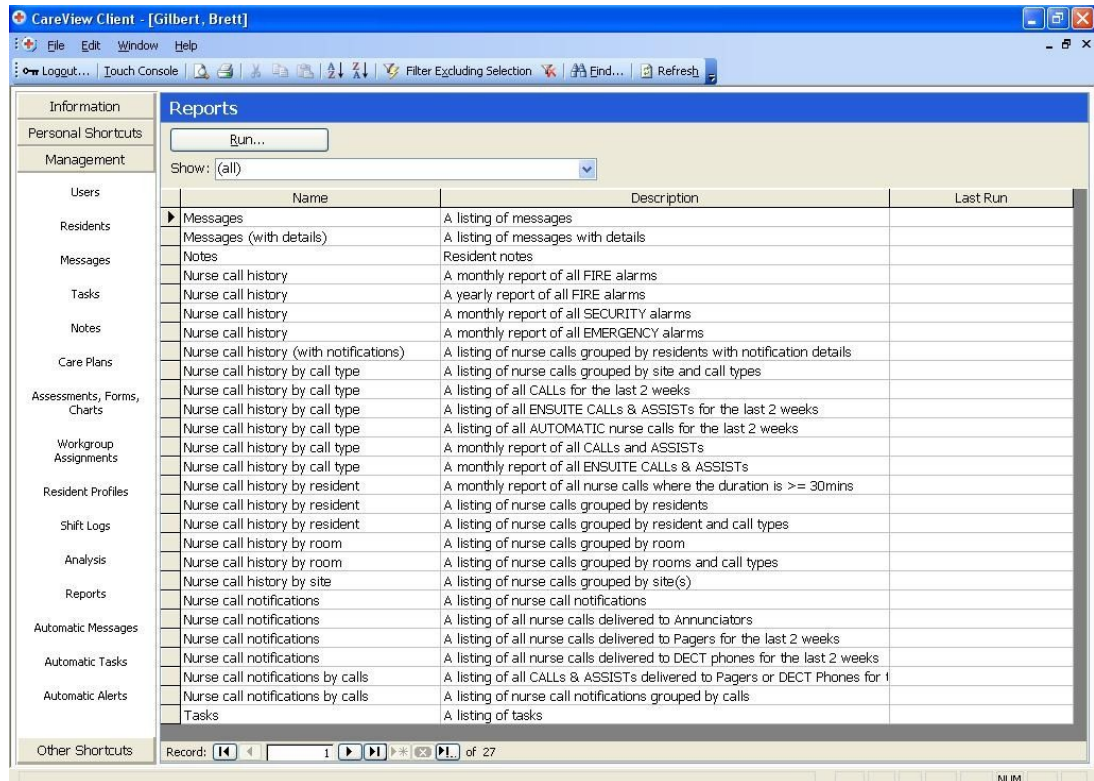
Pendant (optional):

Close

5.3 Reports and Analysis

To run a report:

1 Select **Management - Reports**.



2 If necessary, filter the list using **Show**.

3 Select the required item and click **Run**.

Note: each report uses a wizard to prompt you for the required settings. The wizard is different for each type of report.

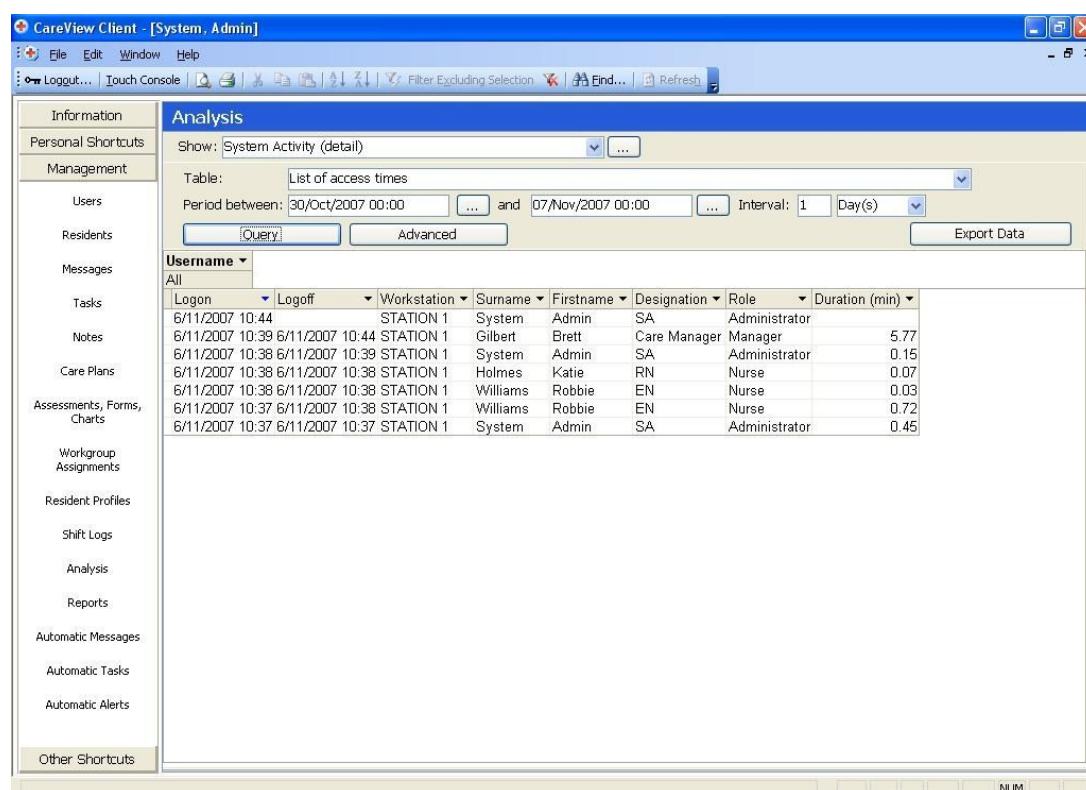
Make sure you select one or more resident's when prompted by the wizard.

5.3.1 Use pivot charts & pivot tables for Analysis

CareView Clinical enables you to create tables or graphical charts, showing many different types of information.

There are two ways to complete this activity: using a built-in query, or by using the advanced features to create your own query.

1 Select **Management - Analysis**.



2 Select the level of detail in **Show**.

This will determine your choices for the next step.

3 Select the type of chart.

4 Select the period (start date and end date).

5 Click the **Query** button.