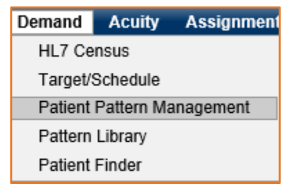
From the Office of Clinical Informatics

Workforce Management: Clairvia Web
Creating a Patient Event

January 24, 2020

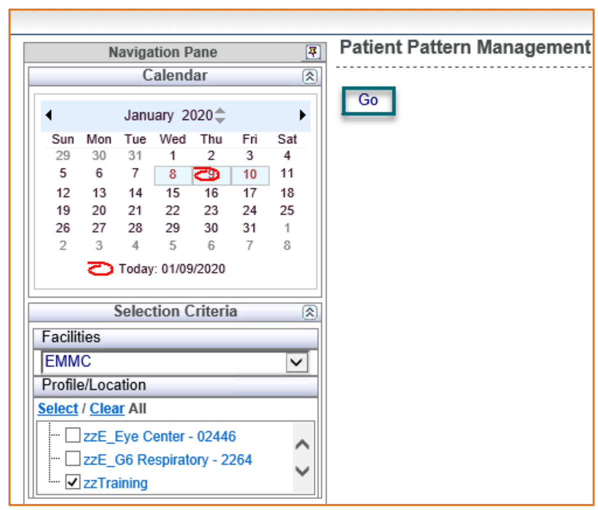
There are situations, such as extensive wound dressing changes or rapid responses, where the amount of patient care required cannot be accurately reflected by entering discrete documentation within Interactive View bands. Entering a Patient Event will update the care hours associated with the patient. We understand this is a manual process requiring extra steps. However, this is the only way to accurately reflect productivity needs.

Creating a Patient Event



STEP 1: Select **Patient Pattern Management** from the **Demand** header.

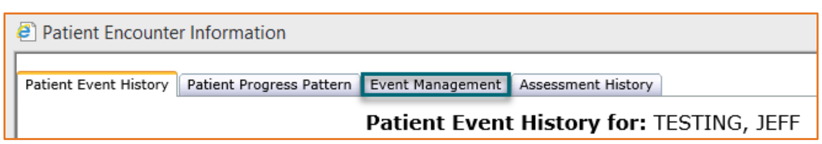
STEP 2: Enter details for date, facility, and location in Navigation Pane and click **Go**. This information will be retained by the system for the next use.



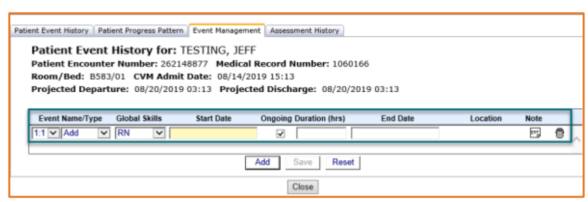
STEP 3: Click the arrow button beside the patient's name.

- 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.



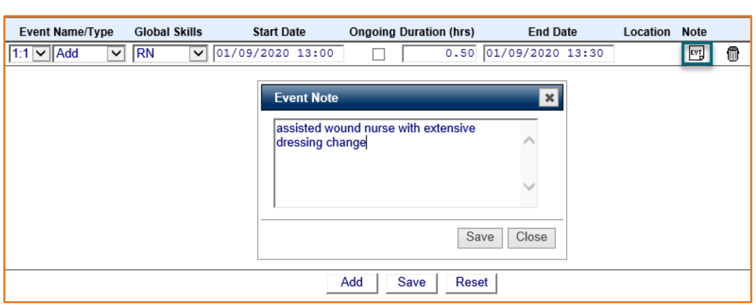
STEP 6: Select an **Event Name/Type**.

- **Event Names are 1:1, 2:1, or 3:1**
  - This indicates the caregiver to patient ratio needed for the event. In the event more than 3 personnel are involved with the event, more events would need to be created.

- **Event Types**
  - **Add** – creates the workload for the event and *increases* the current staffing workload.
    - **Ex:** Clairvia Patient Assignment shows the Care Hours of 4.5 hours based on Patient Acuity. An Event occurs that required one hour of time. Selecting ***Add*** will increase in Care Hours to 5.5.
  - **Replace** – overwrites the current staffing workload to reflect *only* the workload for the new event.
    - **Ex:** Clairvia Patient Assignment shows the Care Hours of 9.5 hours based on Patient Acuity. A patient event requires 5 hours of care team member's time, selecting ***Replace*** will reflect 5 hours instead of 9.5.
- **Global Skill**
  - RN
  - CNA/NT
- **Start Date**
  - Click in the yellow field to display the calendar icon. Click to open and select the date.

- **Ongoing**
  - Will default as checked. If this is a single event with specific start and end times, remove checkmark and the Duration/End Date options will become interactive.
- **Duration**
  - Enter amount of time needed to complete event. This will populate the End Date/Time.
- **End Date**
  - Calculated based on Start Date/Time and Duration.
- **Location**
  - This will default once the event is saved.

NOTE: **Click the sticky note to open the Event Note window. Enter details regarding the event and Save. This note does not save to the patient chart.**



- **Delete**
  - If the event was entered incorrectly, click the Trash icon to remove.

STEP 7: Click **Save**.

Editing a Patient Event

STEP 1: Select **Patient Pattern Management** from the Demand header.

STEP 2: Enter details for date, facility, and location in **Navigation Pane** and click **Go**.

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

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

- Enter necessary changes in appropriate windows and Save.

NOTE: **Some windows are linked, and information will automatically update, such as Duration and End Date/Time.**

Canceling a Patient Event

STEP 1: Select **Patient Pattern Management** from the Demand header.

STEP 2: Enter details for date, facility, and location in **Navigation Pane** and click **Go**.

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

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

STEP 5: Click **Trash** icon to delete event.

STEP 6: **Save** changes.

NOTE: If an event is created on one unit, then the patient is transferred to another, the event will automatically complete. The receiving nurse should assess for the need to create the event again.