

From the Office of Clinical Informatics Cerner Patient Observer Central Monitoring Troubleshooting Flyer December 12, 2022

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.

Onboarding

- Camera is seen but offline.
 - Instruct the nurse to unplug the camera from the power pack and plug back in.
 - Nurse should hear several beeps from camera when it is plugged back in.

Cannot See Patient.

- Ask nurse to remain in the room.
- Click Reboot Camera.
- If not successful, click Secondary tab and select Reboot Room PC.
- Ask for a different camera to be brought to the patient room if none of the above work and ask nursing to place a HelpDesk ticket to have the camera fixed.

Motion Zone

- > Motion zones too sensitive and are triggering false movement.
 - Click Edit Patient Zones.
 - Click **plus** sign icon. 🕂
 - Double-click inside rectangle.
 - Increase **Min Blob Size** by increments of 25 to decrease the motion sensitivity.
 - Click Save.
 - Re-evaluate the location of the motion zones to determine if they are too close to the patient.

<u>Mouse</u>

- > The mouse pointer cannot be located.
 - Touch the screen on the small monitor to bring the mouse pointer to that location.

<u>Headset</u>

- Headset is not working, not able to hear.
 - Click the **Microphone** button in the upper left side of the large monitor.
 - If it defaults to **None**, click the available **Headset** option.
 - Click Save.

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Microph	ones	
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<u>IBUS</u>

- The iBus (communication system that transfers data between components or computers) square is red with an X instead of being green and red eyeglasses display.
 - Call to notify the nurse video feed has been lost and someone needs to be with the patient until the issue is resolved.
 - Call the HelpDesk.

How can I tell when iView documentation was done last?

The Last Done Date and Time column in the Multi-Patient Task List (MPTL) displays when documentation was last documented in iView.

How can I complete documentation on a patient that fell off the MPTL?

- **<u>STEP 1</u>**: Select **Options** in the toolbar at the top of the screen.
 - Then click **Task Display**.
- **STEP 2:** Under **Status**, check the box next to **Discontinued/Canceled**.
- STEP 3: Click OK.
- STEP 4:Patients with orders that have
been discontinued will have red
in the first column and
Discontinued under Task
Status.

Location/Room/Bed	Name	Task Statu	Scheduled Date and Time	Task Description	Order Details	Last Done Date and Tim
5BLA / B584 / 01	*TESTING, WILLI 01/06/1960 "Name Alert	Discontin	11/21/2022 13:15 EST	Virtual Patient Observation	Start: 11/21/22 13:15:00 EST, History of falls	
5BLA / B583 / 01	*TESTING, OLLIE 06/07/2001 *Name Alert	Pending	PRN	Virtual Patient Observation	Start: 11/21/22 14:22:00 EST, History of falls	
🗊 58LA / BHAL / 03	*TESTING, ROMAN 07/23/1985 "Name Alert	Pending	PRN	Virtual Patient Observation	Start: 10/31/22 12:38:00 EDT, History of falls	11/21/2022 13:39 EST

- **<u>STEP 5</u>**: To sort discontinued orders from active orders, double-click **Scheduled Date and Time** column.
- **<u>STEP 6</u>**: To document in iView, double-click anywhere in the patient row.
- **<u>STEP 7</u>**: Once the Virtual Observation Technician is done documentation, remove patients with discontinued orders by following Step 1.
 - Under Status, uncheck the box next to Discontinued/Canceled.
 - Click **OK**.

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.



Last Done Date and Time

11/21/2022 13:39 EST

 Task Edit View Patient Chart Links Task List Options Help

 28 Multi-Patient Task List ∲ Patient List ↓ 1 Links ↓ 10

 % Change ∰ Suppend ± Exit ↓ Patient Education ↓ P

 Task Display...

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