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.

Mouse

➢ The mouse pointer cannot be located.

- Touch the screen on the small monitor to bring the mouse pointer to that location.

Headset

➢ 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**.
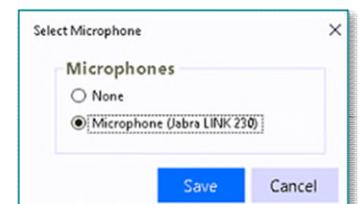
IBUS

➢ **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.
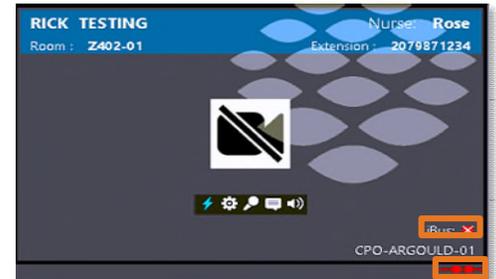
How can I tell when iView documentation was done last?
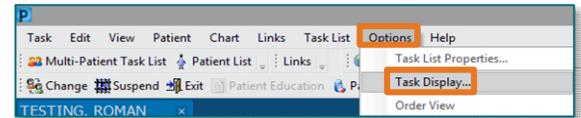
➢ The Last Done Date and Time column in the Multi-Patient Task List (MPTL) displays when documentation was last documented in iView.
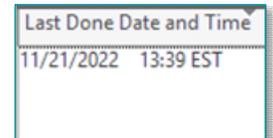
How can I complete documentation on a patient that fell off the MPTL?

STEP 1: 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**.

STEP 5: To sort discontinued orders from active orders, double-click **Scheduled Date and Time** column.

STEP 6: To document in iView, double-click anywhere in the patient row.

STEP 7: 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**.