**Northern Light Health** sm

The Cerner Patient Observer (CPO) solution allows NLH to virtually monitor patients identified as 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.

Nursing Workflow

STEP 1:   A patient has been identified as appropriate for **Virtual Patient Observation** and discussed with the Charge Nurse. Contact the House Supervisor/Nursing Supervisor for camera availability and prioritizing of patients needing virtual observation.

IMPORTANT: Patients who not redirectable or have C-Diff are contraindicated for Virtual Observation.

STEP 2:   Nursing selects the **Virtual Patient Observation (Nsg)** order from the **NSG Nurse Patient Care Protocol** PowerPlan.
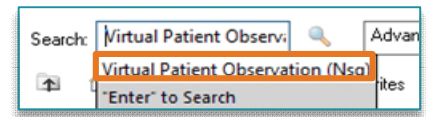
STEP 3:   Request camera be delivered or retrieve from storage.

STEP 4:   Place camera at the foot of the patient's bed, as centered as possible.

STEP 5:   Plug in the camera, minimizing any tripping hazards. Green light on side of camera will turn on.

STEP 6:   Place call to Virtual Observation Technician **973-9300**. Phone number is attached to camera pole.

- Provide Hospital Name and Nursing Unit
- Room Number and Bed
- Patient Name
- Reason for Monitoring

STEP 7:   While Virtual Observation Technician is working on setting up the camera, educate the patient and/or family regarding virtual patient observation, using the onboarding script attached to the camera pole.

STEP 8:   Virtual Observation Technician will ask to test the patient's motion zones and may ask nursing to adjust camera location. Once **confirmed** with the Virtual Observation Technician, nursing may leave the room.

Virtual Observation Technician Documentation

➤ Nursing can review documentation completed by the Virtual Observation Technician under the **Assessments** section on the Handoff MPage or in iView.

Discontinuing Virtual Observation

<u>STEP 1:</u>   Nurse discontinues the **Virtual Patient Observation (Nsg)** order and notifies the Virtual Observation Technician by phone or camera.

<u>STEP 2:</u>   Once confirmed with Virtual Observation Technician, unplug camera from wall.

<u>STEP 3:</u>   Clean camera, utilizing cleaning instructions attached on the camera pole.

<u>STEP 4:</u>   Return camera to storage and plug into wall.

Downtime Workflow

➢ If Cerner goes down, verify with the Virtual Observation Technician that they are still able to see the patient. If they are not able to see the patient, nursing must stay with the patient until a sitter for 1:1 observation can be arranged.

➢ The Virtual Observation Technician has downtime workflow for paper documentation of patient interactions.

➢ Nursing workflow remains unchanged unless Code Black or internet failure when Central Monitoring Station would be inoperable.

➢ It is recommended to NOT onboard a patient to Virtual Observation during a Millennium Downtime.

➢ If there are issues with the Central Monitoring Station, the Virtual Observation Technician will call the nursing unit and notify them virtual monitoring of patients cannot be performed.

Cleaning Instructions

➢ **To avoid damaging the camera, please follow these guidelines:**

- Never spray or squirt liquids directly onto the camera or its components.

- **NEVER USE BLEACH** or **BLEACH PRODUCTS** on any part of the CPO camera.

- **Gently** wipe the device with a piece of soft dry cloth or cloth slightly moistened with water or alcohol.

- Keep fluids away from the interior of the camera.

- Never drop any objects or liquids through the openings of the camera.

➢ For more information on cleaning, refer to the **[CPO Camera Cleaning flyer](#)**.