



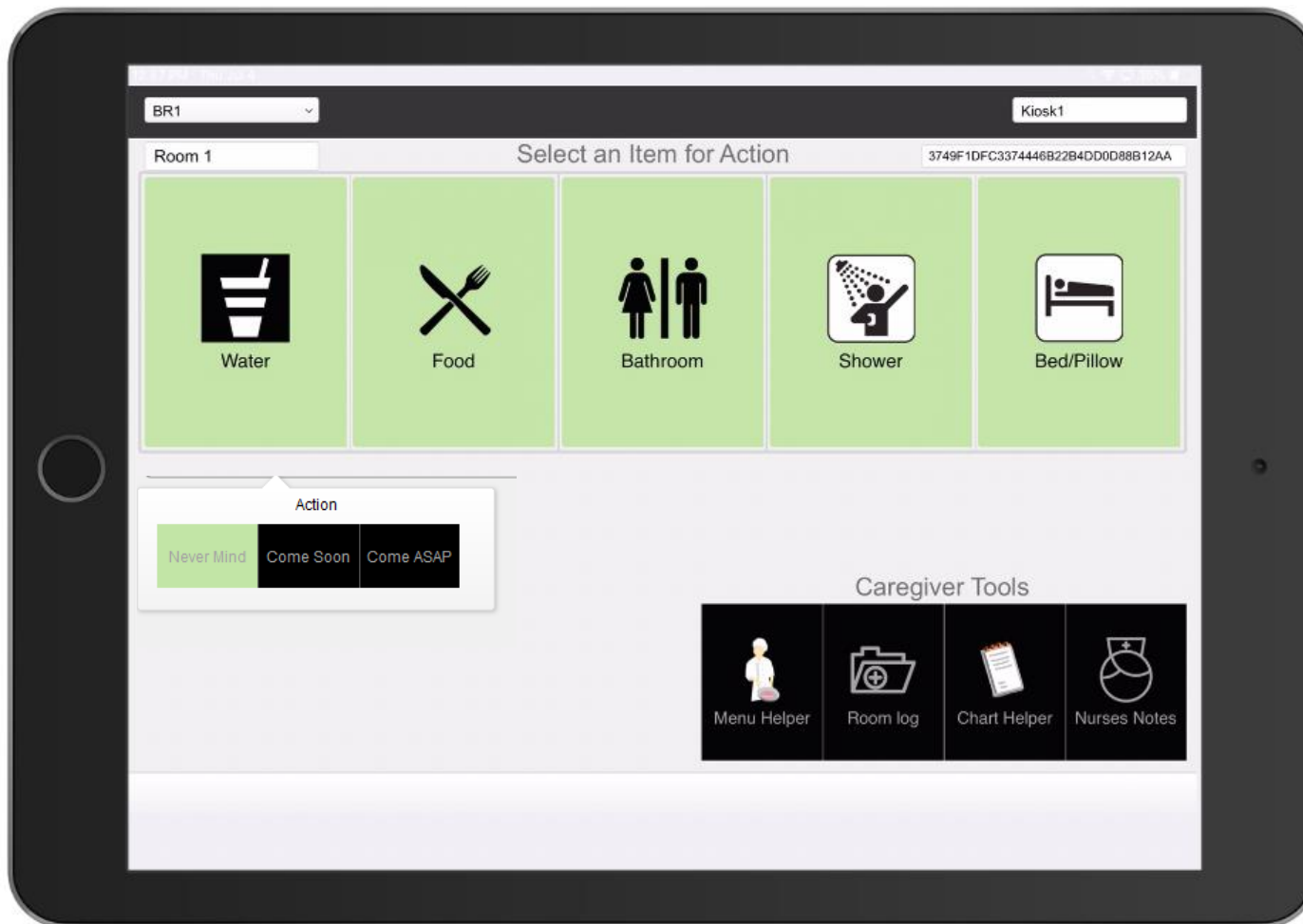
JudE – Patient Request Workflow

JudE Objective: Improve the care experience, care responsiveness, and care peace of mind -- for patients, caregivers, facilities, and family members -- *by leveraging modern and mobile technology to improve the notification, workflow, and resolution of patient, caregiver and facility requests.*



Patient Request

- It all starts with the Room iPad Kiosk



Patient Request

Basic Steps



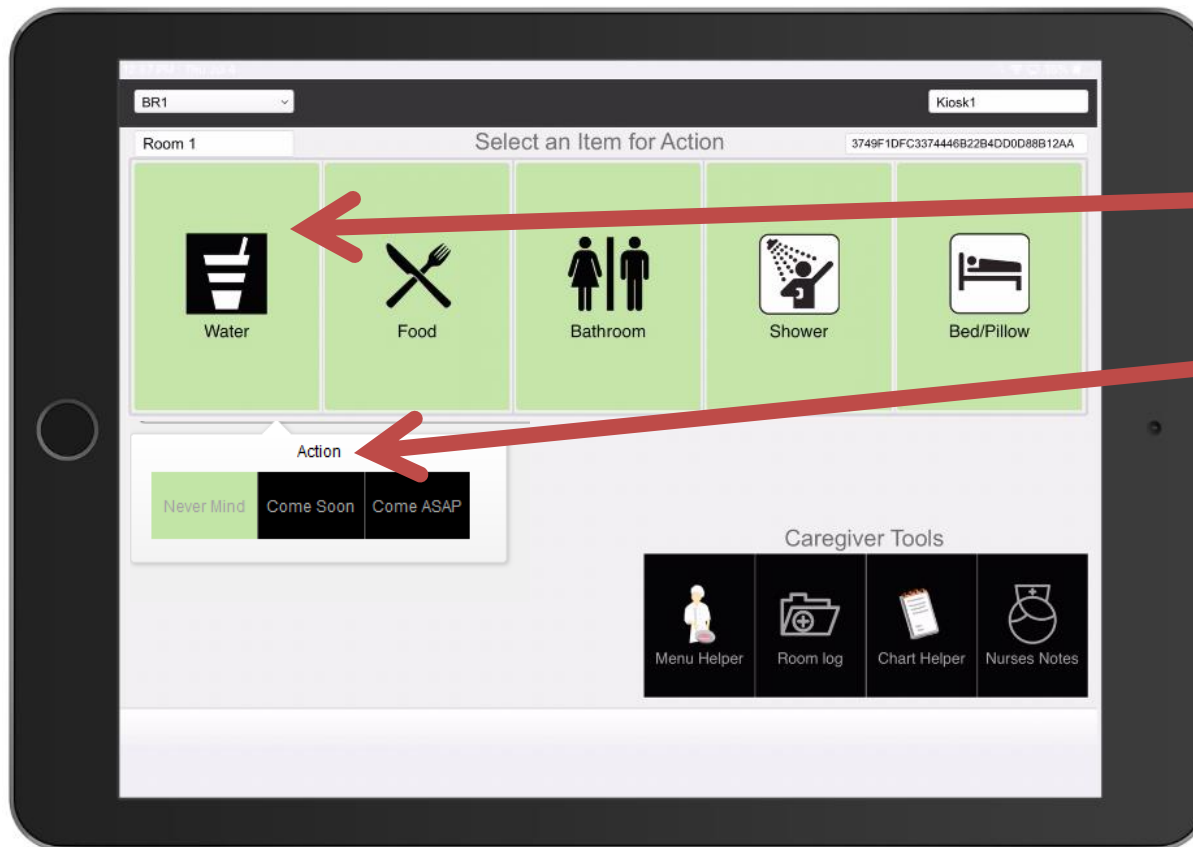
- The patient pushes one of the icons (Water, Food, Bathroom, Shower, Bed/Pillow) on the Room Kiosk (ipad)
- The Timer starts on the Kiosk and at the Nurses Station/Central Monitor. The Response Time is tracked and visible
- A SMS text (optional) will be sent to alert the relevant staff (per the Staff Schedule and Staff Type) The text content is Generic (room x needs assistance with x-category) and does not contain personal or sensitive data
- The staff responds and touches the “OK” button on the Room Kiosk to end the Task and the Timer. The staff must sign in with their unique ID and Passcode
- An automatic Chart Log will be generated (Who, What, When) Also, optional chart MDS measures and notes can be added
- A summary of Requests & Response times can be viewed



Patient Request



- Patients or Caregivers can interact with icons to start a request



- Press to request Water



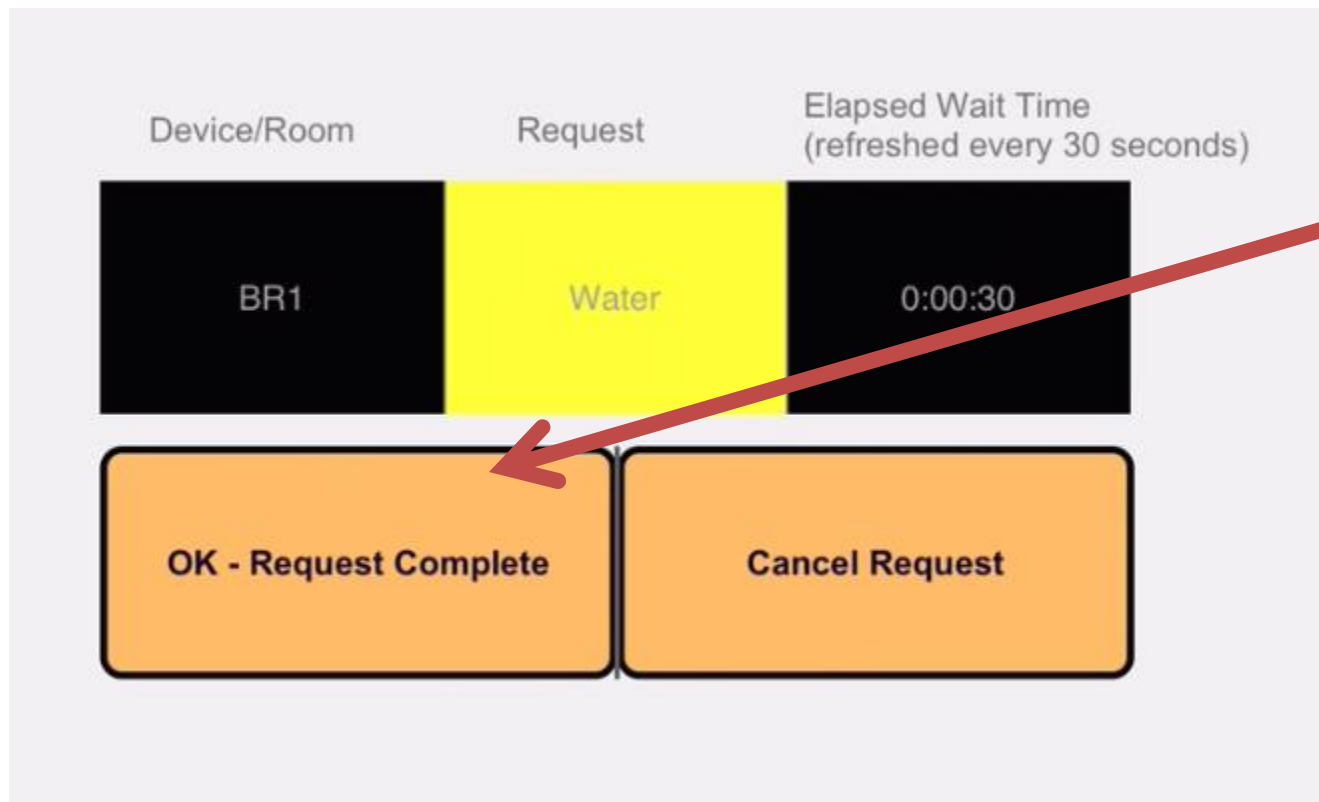
- A popup menu appears for the patient to confirm their request



Patient Request



- The Room Kiosk goes to a timer screen showing what was requested and how long the patient has been waiting



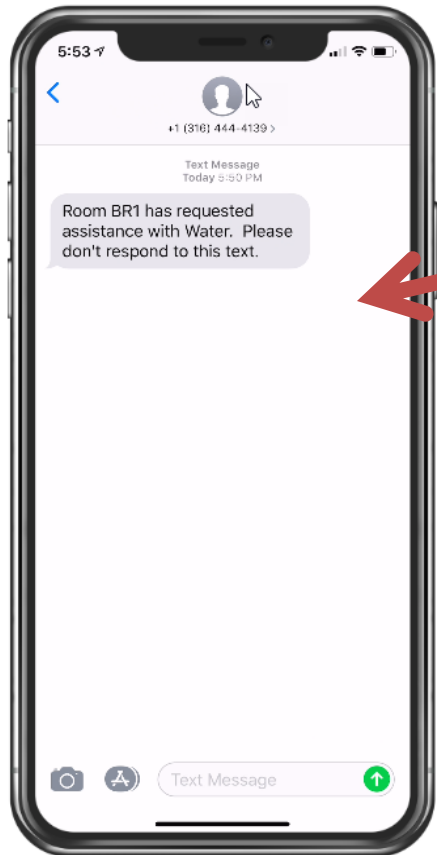
- The Caregiver must push the "OK-Request Complete" button icon on the room Kiosk to stop the timer



Patient Request



- At that same time, an SMS text can go to the Caregiver(s) assigned to that room.



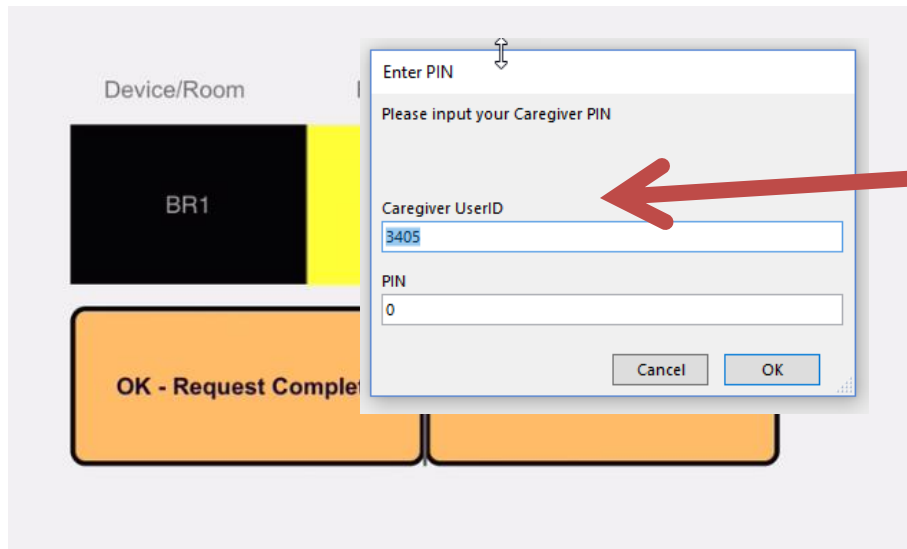
- Messages from the app are kept generic. No Personal or Identifiable information is sent.
- The text feature is optional, however a room text can be sent to one or many phone numbers depending on your staff and communication needs



Patient Request



- Once the caregiver pushes OK, the app makes the Caregiver digitally sign in



- The Caregiver must enter their unique ID and Pass Code
- Now the app knows who responded and how long it took



Patient Request

Device/Room	Request	Elapsed Wait Time (refreshed every 30 seconds)
BR1	Water	0:00:30
OK - Request Complete		Cancel Request

- A chart log is automatically created, and the Caregiver can also add optional information

The screenshot shows the 'Patient Request' interface. At the top, there are three columns: 'Device/Room', 'Request', and 'Elapsed Wait Time (refreshed every 30 seconds)'. Below these columns, there is a table with one row: 'BR1' under 'Device/Room', 'Water' under 'Request', and '0:00:30' under 'Elapsed Wait Time'. Below the table, there are two buttons: 'OK - Request Complete' and 'Cancel Request'. A dialog box titled 'Add Chart Notes?' is open, asking 'Would you like to add a note to the log item?'. The dialog box has 'No' and 'Yes' buttons. A red arrow points from the 'Elapsed Wait Time' column to the 'Add Chart Notes?' dialog box.

- While a basic Chart Log is automatically created, the caregiver can also add some Optional Notes and ADL Performance Measures and Support Measures for the task.



Patient Request



- Saying “Yes” to add notes takes the caregiver to a log screen

Room: BR1 Caregiver: 3405 Date/Time: 7/4/2019 4:33:42 PM

Category/ ADL Self Performance ADL Support Provided

Eating 1 1

Notes: 0 Independent
1 Supervision and Encouragement
2 Limited Assistance
3 Extensive Assistance
4 Total Dependence
9 None Selected

Manually type notes here.

OK

- The Caregiver can add ADL Performance measures and Support Measures for the task by selecting the dropdown
- The Caregiver can also add additional notes



Patient Request



- A caregiver can pull up a running Chart Log for the room by selecting Room Log under Caregiver Tools

<< Back to Kiosk

Chart TimeStamp	Chart Category	Self Perf / Support Needed		Chart Notes		Response Time	Chart ID	Caregiver
Room 1								
7/4/19 4:33 PM	Eating	1	1	Manually type notes here.	Auto	0:00:10	238	3405
6/29/19 6:31 PM	Eating	1	1	You can add some manual notes here...	Auto	0:00:09	227	3405
6/29/19 5:58 PM	Eating	9	9		Auto	0:07:57	226	3405
5/26/19 4:10 PM	zz - Take Vitals	9	9	Temp: 101	Manual		225	3405
5/26/19 4:10 PM	Food Delivery			Steakburger: with American Cheese, Ketchup, Mayo	Auto	0:00:26	224	3405
5/26/19 4:08 PM	Dressing	2	2	Buttons needed help	Manual		223	3405
5/26/19 4:07 PM	Eating	1	0	Test	Auto	0:00:44	222	3405
4/19/19 5:12 PM	Eating	1	1	Test not	Auto	0:01:13	220	3405



Patient Request

Recap



Through the functionality of the Room Kiosk...

— **Happier patients!**

- Knowing their requests are tracked

— **Happier staff!**

- Caregivers can be more organized and productive knowing what is needed before they get to the patient's room
- Caregivers can use the Summary Log to update the facility record keeping systems

— **Happier families!**

- Transparency to see their loved ones' requests and response times

— **Happier facilities!**

- Obtaining accurate records, happier staff, happier patients, happier families



Watch Next



Recommendations of What to Watch Next

- Review the *Caregiver Tools Videos* for additional functionality available from the Kiosk
 - *Menu Helper*: for food/kitchen requests
 - *Room Log*: a summary read-out of everything that happens in a room for a day
 - *Chart Helper*: additional chart logs
 - *Vital Signs Helper*: to log readings
 - *Nurses Notes*: to send secure requests to a RN/LPN

