



# JudE – Patient Request Workflow

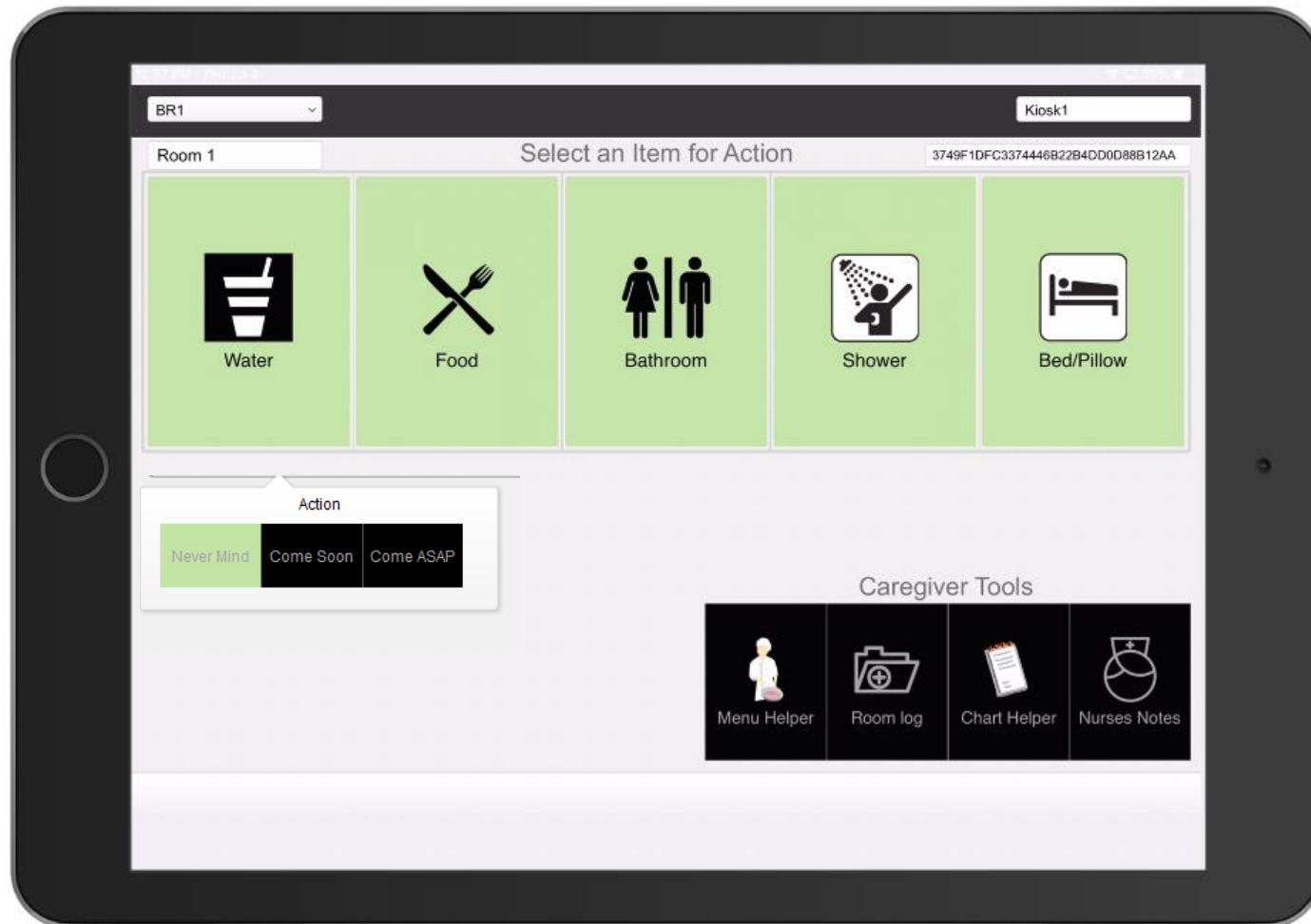
JudE Objective: Improve the care experience, care responsiveness, and care peace of mind -- for patients, caregivers, facilities, and family members -- **by leveraging modern and mobile technology to improve the notification, workflow, and resolution of patient, caregiver and facility requests.**



# 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



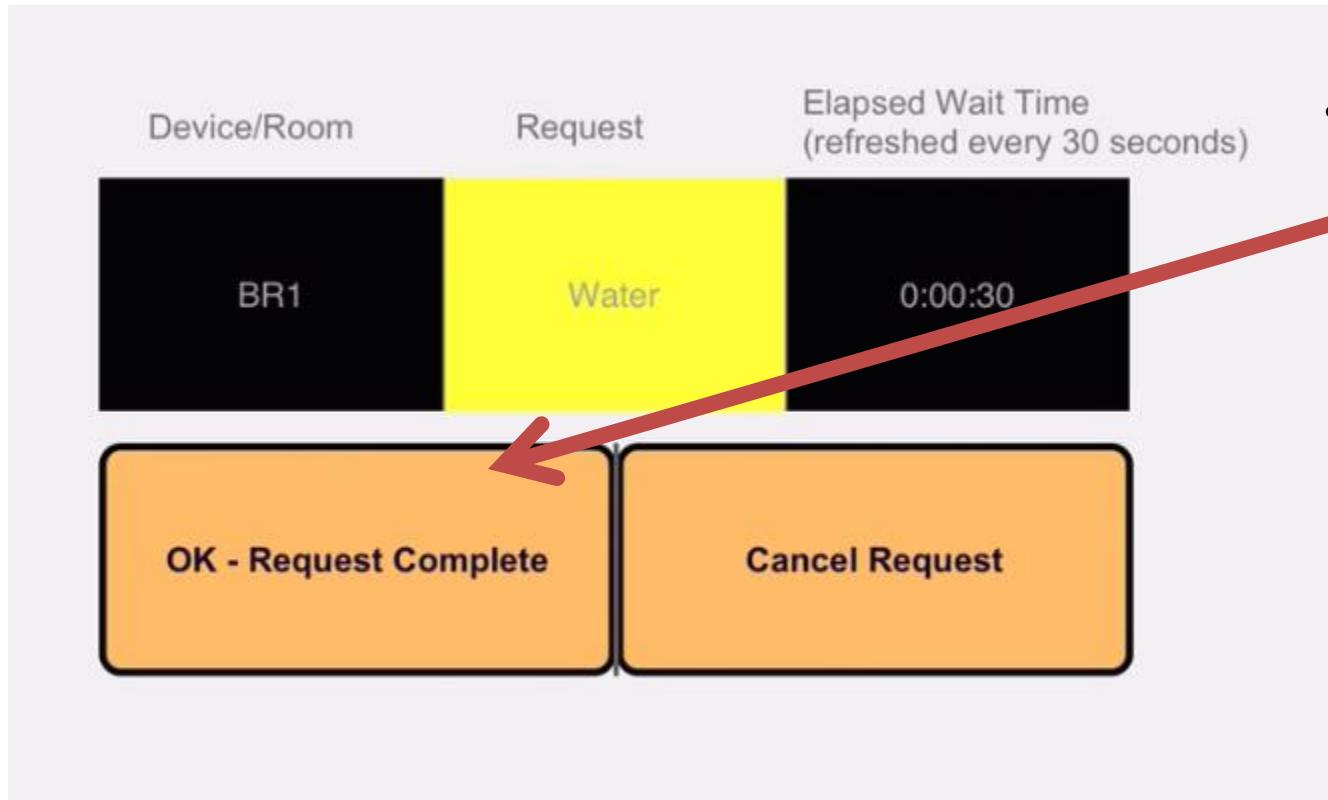
- Press to request Water
- A popup menu appears for the patient to confirm their request



# Patient Request



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



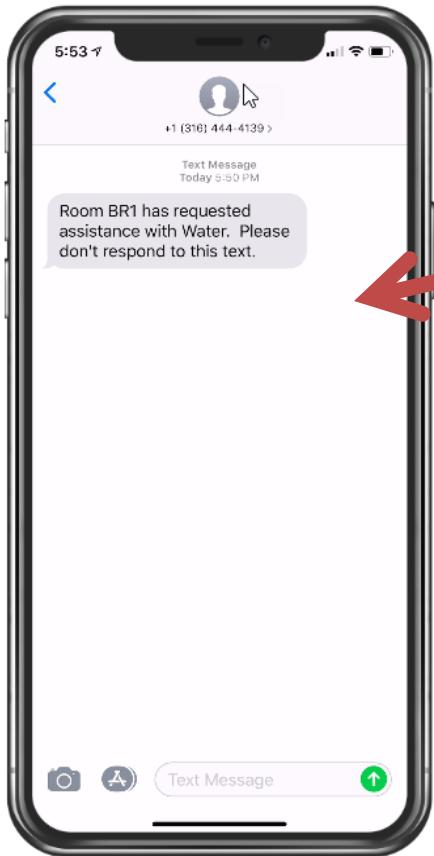
- The Caregiver must push the "OK-Request Complete" button icon on the room Kiosk to stop the timer



# Patient Request



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



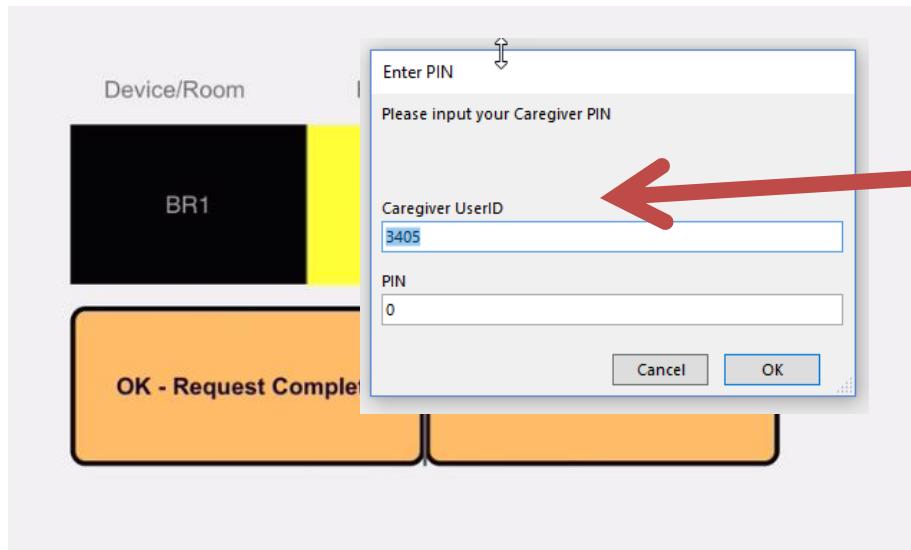
- Messages from the app are kept generic. No Personal or Identifiable information is sent.
- The text feature is optional, however a room text can be sent to one or many phone numbers depending on your staff and communication needs



# Patient Request

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

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



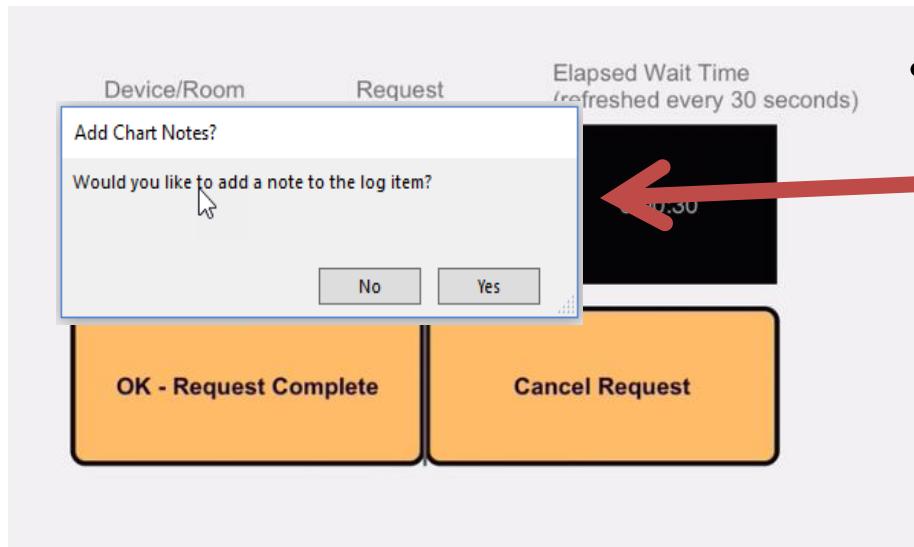
- The Caregiver must enter their unique ID and Pass Code
- Now the app knows who responded and how long it took



# Patient Request

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

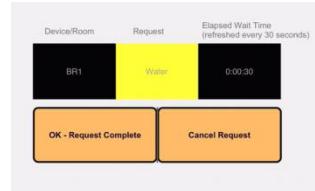
- A chart log is automatically created, and the Caregiver can also add optional information



- 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

Eating: 1

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

Notes: 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

Chart TimeStamp	Chart Category	Self Perf / Support Needed	Chart Notes	Response Time	Chart ID	Caregiver
<b>Room 1</b>						
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

