JudE - Usage Scenarios overview

The inspiration for the JudE app is based on the in-home and care facility experience for Michelle's mom, Judy.

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.

Pain Points and Opportunities targeted:

- Lack of information for staff as they respond to a patient's call/buzzer.
    - Inefficient trips, lose track of trips, difficult to prioritize if conflicts, wastes time
- Patients frustrated wondering if the nursing station has acknowledged their request
    - Anxiety. Patients call/buzz multiple times. Staff waste time attending to duplicate calls.
- Staff frustrated/challenged being responsive and organized with limited staff and time
- Tracking documentation for nursing station request/response is cumbersome.
    - Updating chart records after a delay in time or at the end of the day loses accuracy and detail
- Spouses and family members concerned from the reports from the patient or their own observation of the poor response time and inefficient trips or ineffective trips in providing care
    - Can lead to complaints to administration, anxiety of the staff, and wasted time responding to unnecessary concerns
- Facilities miss appropriate documentation opportunities which can have operations excellence, compliance and billing revenue impacts.
    - Can be things like accurate chart records and other caregiver notes
    - Can also be things like staff schedules or staff certifications necessary to keep a facility running smoothly

Usage Scenario (Use Cases) Summary

A. Room Kiosk
    1. Patient Oriented Request Tracking
    2. Caregiver Notification
    3. Caregiver Response Tracking
    4. Caregiver Request Charting
B. Caregiver (e.g. CNA) Helpers
    5. Extended Charting
    6. Vitals
    7. Nurses Notes
    8. Menu Helper - ordering food
C. Nurse
    9. Nurses Notes consumption
D. Dietician / Kitchen
    10. Food Request notification
    11. Open Orders
E. Central Care / Station
    12. Room Status, Request Status
F. Facilities
    13. Chart Logs / reports
    14. Staff Schedule
    15. Staff Training & Competencies - Tracking

Use Case Matrix for Points and Opportunities

Facilities	Caregivers
1	1
2,3	2,3
4, 5	4, 5, 6, 13
10, 11	7, 9
12, 13, 14, 15	8, 10
	15

Family Stakeholders	Patients
1	1
3, 4, 5	3
13	8
15	15

Representative Usage scenarios

- Need something (Water, Food, Bathroom, Bed, Other, Check-in / Have Question).
    - Push the icon on the room kiosk (ipad)
    - Timer starts on the kiosk, and on the central station monitor. Response time tracked and visible.
    - SMS texts (optional) alert 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.
    - Staff responds. Touches Kiosk "ok" button to end the task and the timer. Staff e-sign required.
    - Automatic chart note generated. Who, what, when. Optional chart MDS measures and notes can be added.
    - Average response time tracked for the room.
- Charting Assistant. While JudE will not be targeted to fully replace facility's charting methods/systems or retain charting history past 31 days, it can be used to assist.
    - Request response can be configured to prompt the responding caregiver for some additional (simple) information on the request complete when the touch "ok" on the Kiosk (above use case).
    - Chart helper entries can also be made independently from Request responses, to capture all typical charting categories, MDS support measure and notes.
    - ➢ Charting Assistant data is purged after a configured number of days, but no longer than 31 days. JudE, by design, is not intended to replace compliance systems or retain long-term data. It is provided to help with efficiency and effectiveness during hectic workdays, so that the caregiver can be better prompted & reminded at the time they catch up on their formal charting.
    - ➢ Room chart log summaries can be viewed, printed or exported by relevant staff type privileges.
- Vital Sign assistant. This a companion functionality to the Charting Assistant.
    - All typical and extended vital sign categories available. All measures are optional.
    - Measures can be carried forward from last reading. Optional.
    - A chart summary note is generated for any measure, to help similarly with Chart Assistance.
- Nurse Notes assistant. This functionality allows staff to create a secure memo, including images, that can go to appropriate Nurses on staff.
    - Nurses Notes can be started independently on the room Kiosk. Select the category, type notes, add an image (optional).
    - SMS text (optional) alerts relevant nursing staff, per the staff schedule and staff type. The text notification is generic – "Room x has sent a nurses' note with x category."
    - Only appropriate staff can open and view the memo. Nurses can open all nurses notes from their own device/ipad/iphone.
    - ➢ Once opened, the memo will be permanently deleted after a configured amount of days (between 0-3). By design, JudE will not retain this type of data.
    - ➢ Chart notes are not created for Nurse's notes events.
- Menu Helper. This functionality allows staff to create food and drink orders using configured menu selections. The orders can go to appropriate food handlers on staff, and the delivery tracked.
    - ➢ Food orders can be started independently on the room Kiosk. Select the category, items and/or drink and submit the order.
    - ➢ SMS text (optional) alerts relevant staff, per the staff schedule and staff type.
    - ➢ Order status is displayed on the room Kiosk the central monitor. An additional "all Orders view" is also available to the food handlers.
    - ➢ Orders can be moved to completed status by the room kiosk or optionally from the central views.
    - ➢ A chart summary note is generated for delivered orders, making note of what was ordered.
    - ➢ A secondary chart-assistant entry can also be created to record support measures and other notes that may be applicable to assisting with the dining.

- General Master Data & Facility Helpers. This functionality coexists to help the facility. The data is also used by the application to manage workflows and notifications.
  - ➢ Caregiver setup configures the app to know the caregiver type (CNA, LPN, and other staff types). It also captures the mobile phone number of the caregiver, if applicable, so that mobile text notifications can be sent (optional).
  - ➢ Staff Certification (and Competency) Tracking keeps up to 5 certification events tracked by caregiver by start date and expiration date. Staff certifications can be viewed at a glance from the staff summary screen.
  - ➢ Staff Schedules enable the facility to set up shifts that can be applied to caregivers in a week-at-a-glance schedule. The Caregiver shift knows the caregiver type, or the shift type can be overridden if desired. If a certification is associated with a Shift Type, the Staff Scheduler will warn that the caregiver does not have an active certification.
  - ➢ Notification Types enable various messages for caregiver types to receive event-based SMS text notifications. These can be room events, dining requests, and nurses' notes. The app will also send an alert when certifications are within a configured amount of days (e.g. 30) of expiration.
  - ➢ Menu Management - configure the menu items available in the Menu Helper
  - ➢ Order status is displayed on the room Kiosk and the central monitor. An additional "all Orders view" is also available to the food handlers.
  - ➢ The chart helper summaries are also available from the central monitor views.   A chart summary can also be printed and exported for a room, to assist with maintenance of the facility's permanent charting system record keeping, prior to the data being purged from JudE's Chart Helper tables.
  - ➢ Data retention - configures the app for the number of days to retain chart summaries and nurses' notes. Chart summaries can be retained up to 31 days Nurses notes can be retained up to 3 days (of opening them).