

OPERATION

# MONARCH

Positive change. Powerful transformation.



An Overview of Capacity Management

niagarahealth



# Table of Contents

1. What is Capacity Management?
2. Accessing Capacity Management
3. Customizing Your View
4. Bed Flow and Viewing Bed Status
5. Requesting a Porter-Start with Connexall
6. Requesting Equipment Transport
7. Additional Resources

What is Capacity Management?

# What is Capacity Management

Capacity Management is an umbrella term for the following three tools:

**1. CareAware (CapMan/Bedboard)**

This is the tool that is used to monitor and manage bed assignments.

**2. CareView Discharge Progression Board**

The CareView Dashboard is an interactive visual management tool used during discharge progression huddles to identify barriers to discharge.


**3. Command Centre**

The Command Centre Dashboard is an interactive visual management tool that provides an one screen summary of patient data from across various platforms including CareAware and PowerChart.

# Capacity Management (CapMan)

- Capacity Management is the primary application for patient flow. It displays the bed utilization of all inpatient areas, the bed status, pending transfers, discharges and more.
- Capacity Management enables tracking, managing, and optimizing the flow and alignment of people and resources throughout our organizations.
- It allows us to use one application instead of multiple like we do now.  
**Example:** if we assign an ED patient a bed it will automatically populate on the ED Tracker with the current availability of that bed (Occupied, Dirty, Being Cleaned, Available).

# Foundational Terminology

- **Gadgets** – the tabs you will see at the top of the application such as the Transfer List, the Discharge List, and the Patient List. The displayed gadgets can be personalized based on individual needs. Access to each gadget will be limited depending on the user's role.
- **Hamburger Menu** - this is the menu to the left of a patient's name on a list that opens more options 
- **Patient Attributes** – are icons that appear on the bed board to inform staff of certain details related to a patient such as Isolation status, Level of Care, Falls Risk etc.
- **Location Attributes** – are icons that appear on the bed board that relate to that specific room such as Negative Pressure Room, No Bathroom.

Patient List 224 All Patients 217 ALC 3 Transfers 7 Isolation 29 Off Unit 1

Patient:  Global Search

Current Location	Statu...	Name	Age	Gender	Admitting Physician	LOS	FIN	Patient Attributes	MRN	Anticipated Discharg...	Encounter Milestones	Trar ^
SC2A08, A	Occu...	ROADSHOWLIVE, M...	30 y...	Female		107 20:42	22001468	MH	11001255	9/7/24 12:00 AM		
SC2A19, A	Occu...	SYSTEMESTMH, S...	37 y...	Female	Sandhu, Navdeep	310 03:23	22004715	MH CMC	11053597	9/6/24 12:00 AM		
SC4A99, D	Occu...	ZZINA, MACKENZIE ...	31 y...	Female	Cerner Test, Physi...	52 04:48	22003358	MED	11002916	7/20/24 12:00 AM		
SC3A03, 3C	Occu...	ZZTEST, INPATIENT	34 y...	Female	Tam, Benjamin Ho...	407 23:58	22000013	MED	11000013	6/27/24 10:00 AM		
SC3A02, 2A	Occu...	ZZTESTPATIENT, IN...	45 y...	Female	Vucasovich, Barbara	170 21:36	22001426	R1	11001204	6/26/24 12:00 AM		
SC4A08, A	Occu...	ZZTEST, INI MEDSU...	72 y...	Male	NHS Test01, Physi...	302 03:02	22000577	ICU	11000339	6/13/24 8:22 AM		
SC4A14, A	Occu...	ZZINA, WSCLOONE	31 y...	Female	Cerner Test, Physi...	192 12:23	22000322		11000925	6/3/24 12:00 AM		
SC4A01, 1C	Occu...	ZZINA, UNITTESTIV...	7 m...	Female	Cerner Test, Physi...	214 02:46	22000218		11000703	4/19/24 3:31 PM		
SC4A03, 3B	Occu...	ZZINA, UNITTESTIV...	57 y...	Female	NHS Test01, Physi...	214 03:11	22000217	MED	11000702	4/19/24 2:14 PM		
SC2B09, A	Occu...	SYSTEMEST, INIO...	44 y...	Male	NHS Test01, Physi...	190 22:19	22001200	ICU	11000949	4/14/24 11:00 AM		
SC5A01, 1B	Occu...	INI ONE, WSSEVEN	24 y...	Female	NHS Test03, Physi...	195 22:01	22001135		11000874	2/29/24 12:00 AM		
SC3B05, A	Occu...	ZZTEST, MEDRECT...	23 y...	Female		345 01:51	22000365		11000243	10/5/23 12:00 AM		
SC2A25, A	Occu...	ZZTESTWOMENBA...	5 m...	Male		165 05:54	22000573		11001271			
SC2B24, A	Occu...	PAOTEST, SCEDAD...	39 y...	Male	Cerner Test, Nurse ...	10 21:28	22004448	CCU	11053433			

Patient List

Metrics

Bed Utilization 414/1031 40%

Average Length of Stay 124 days, 15 hours

Transfer Jobs (7) Location Care Jobs

In: 0 Adhoc 0

Out: 7 Discharge Clean: 0

Transfer Clean: 0

Custodial Jobs (0) Transport Jobs (2) Discharges (12)

Adhoc 0 Patient (Adhoc): 2 Pending: 10

Discharge Clean: 0 Transfer: 0 Confirmed: 1

Transfer Clean: 0 Discharge: 0 Departed Patients: 1

Room Clean: 0 Round Trip: 0

Round Trip Return: 0

Equipment (Adhoc): 0

Bed Board

Favorites Available Occupied Dirty Cleaning Blocked Out of Service Held Reserved Patient Attribute Location Attribute

Clear 189 203 0 0 9 0 2

Bedboard

Patient: BARTESTTHREE, STEPDOWN Staffed Beds Detailed Global

CS 2A Acute Stroke Unit 50%	SCS 2A Medical Pod A 130%	SCS 2A Medical Pod B 7%	SCS 2A Telemetry P... 100%	SCS 2A Telemetry Po... 60%	SCS 2B CCU Cardi... 88%	SCS 2B ICU Inte... 133%	SCS 2B ICU Intens... 75%	SCS 2B PCU Progress... 50%	SCS 2D Day Stay Flex ... 7%	SCS 2D HIU Flex Unit 7%	SCS 2D ...
A: 3 O: 4 D: 0 C: 0 Rsvd: 1 Out: 3	A: 8 O: 13 D: 0 C: 0 Rsvd: 0 Out: 5	A: 1 O: 1 D: 0 C: 0 Rsvd: 0 Out: 0	A: 1 O: 9 D: 0 C: 0 Rsvd: 0 Out: 3	A: 1 O: 6 D: 0 C: 0 Rsvd: 0 Out: 0	A: 0 O: 7 D: 0 C: 0 Rsvd: 0 Out: 1	A: 0 O: 8 D: 0 C: 0 Rsvd: 0 Out: 0	A: 2 O: 6 D: 0 C: 0 Rsvd: 0 Out: 1	A: 3 O: 3 D: 0 C: 0 Rsvd: 0 Out: 1	A: 19 O: 10 D: 0 C: 0 Rsvd: 1 Out: 1	A: 15 O: 1 D: 0 C: 0 Rsvd: 0 Out: 0	A: 17 O: ... Rsvd: 0 C: ...
Priority Beds	Priority Beds	Priority Beds	Priority Beds	Priority Beds	Priority Beds	Priority Beds	Priority Beds	Priority Beds	Priority Beds	Priority Beds	Priority Beds
SC2A12, A	SC2A01, 1B	SC2A10, A	SC2A16, A	SC2A25, A	SC2B19, A	SC2B01, A	SC2B07, A	SC2B15, A	SC2D02, 01	SC2D01, 01	SC2D01, 02
SC2A13, A	SC2A01, 1A	SC2A10, B	SC2A17, A	SC2A26, A	SC2B20, A	SC2B02, A	SC2B08, A	SC2B16, A	SC2D02, 03	SC2D01, 02	SC2D01, 03
SC2A07, A Block...	SC2A01, 1C		SC2A18, A	SC2A27, A Block...	SC2B21, A	SC2B03, A	SC2B09, A	SC2B17, A	SC2D02, 04	SC2D01, 04	SC2D01, 04
SC2A08, A	SC2A02, 2A		SC2A19, A	SC2A28, A Block...	SC2B22, A	SC2B04, A	SC2B10, A	SC2B18, BA...	SC2D02, 05	SC2D01, 05	SC2D01, 05
SC2A09, A	SC2A02, 2B		SC2A20, A	SC2A29, A	SC2B23, A	SC2B05, A	SC2B11, A	SC2B27, A	SC2D02, 06	SC2D01, 06	SC2D01, 06
SC2A11, A	SC2A03, 3A		SC2A21, A	SC2A30, A	SC2B24, A	SC2B06, A	SC2B12, A	SC2B28, A	SC2D02, 07	SC2D01, 07	SC2D01, 07
SC2A14, A	SC2A03, 3B		SC2A22, A	SC2A31, A	SC2B25, A	SC2B09, A	SC2B13, A		SC2D02, 08	SC2D01, 08	SC2D01, 08
SC2A15, A	SC2A03, 3C			SC2A32, A	SC2B26, A Block...	SC2B99, B	SC2B14, A				

# Assessing Capacity Management



# Accessing Capacity Management

- Depending on your role, you will access capacity management via the icon on your desktop or it can be launched from PowerChart

## Desktop Icon

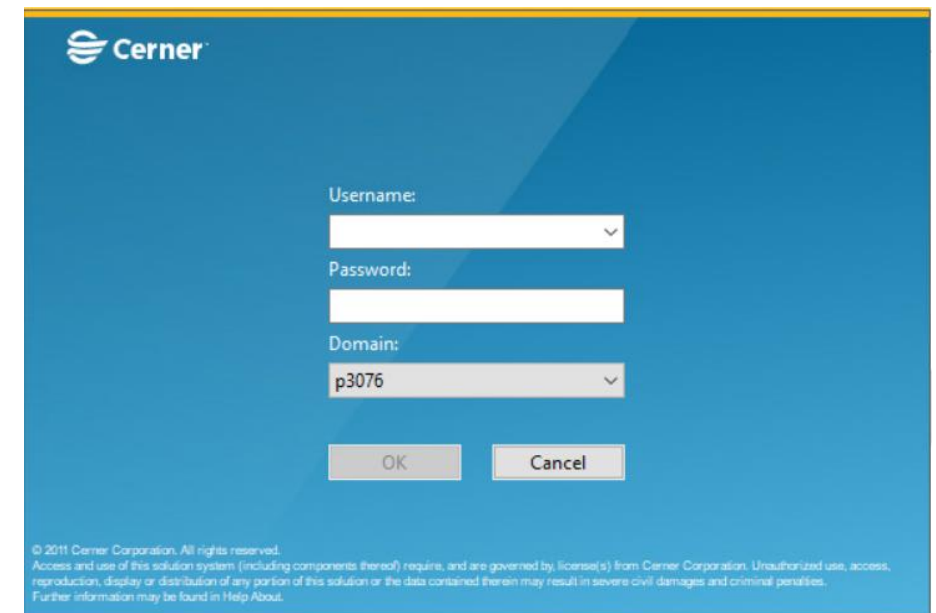


CapMan

## PowerChart Icon



## Login Screen



Cerner

Username:

Password:

Domain:  
p3076

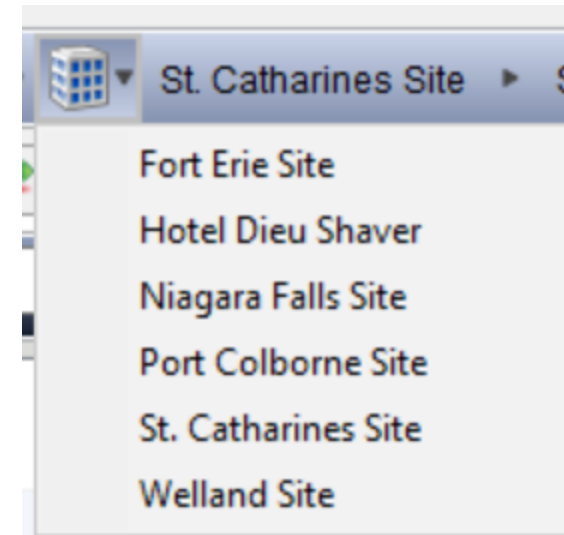
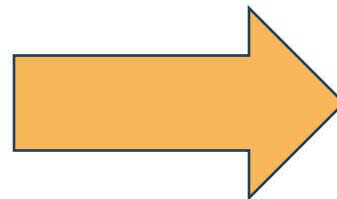
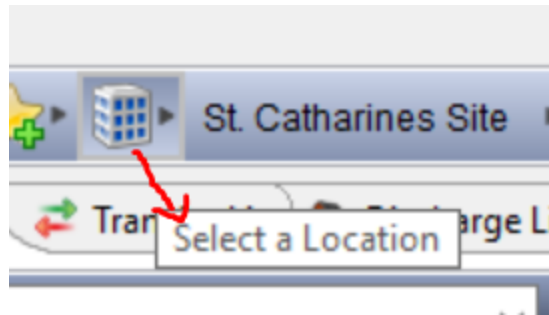
OK Cancel

© 2011 Cerner Corporation. All rights reserved.  
Access and use of this solution system (including components thereof) require, and are governed by, license(s) from Cerner Corporation. Unauthorized use, access, reproduction, display or distribution of any portion of this solution or the data contained therein may result in severe civil damages and criminal penalties.  
Further information may be found in Help About.

# Customizing Your View in CapMan

# Select a Site

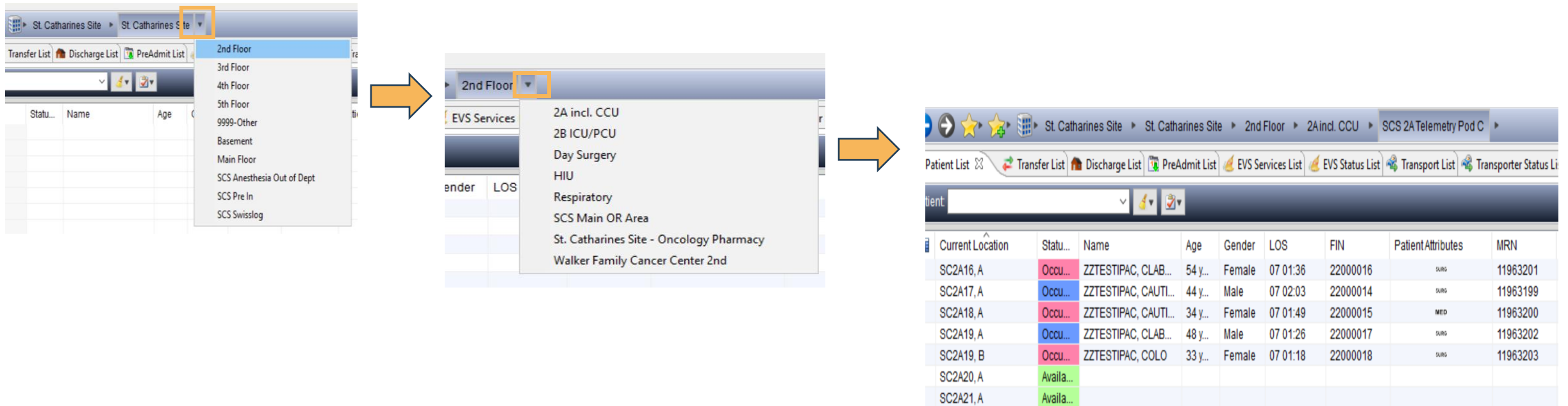
When you first login to CapMan, you will want to select your location. You only need to do this on your first login. Start by selecting your site:



This will display all information for the site that has been selected.

# Displaying a Unit

Depending on your role, you may want to filter even further by displaying just the unit or pod you work on. To do this, continuing clicking on the arrow to the right until you're satisfied with your view.




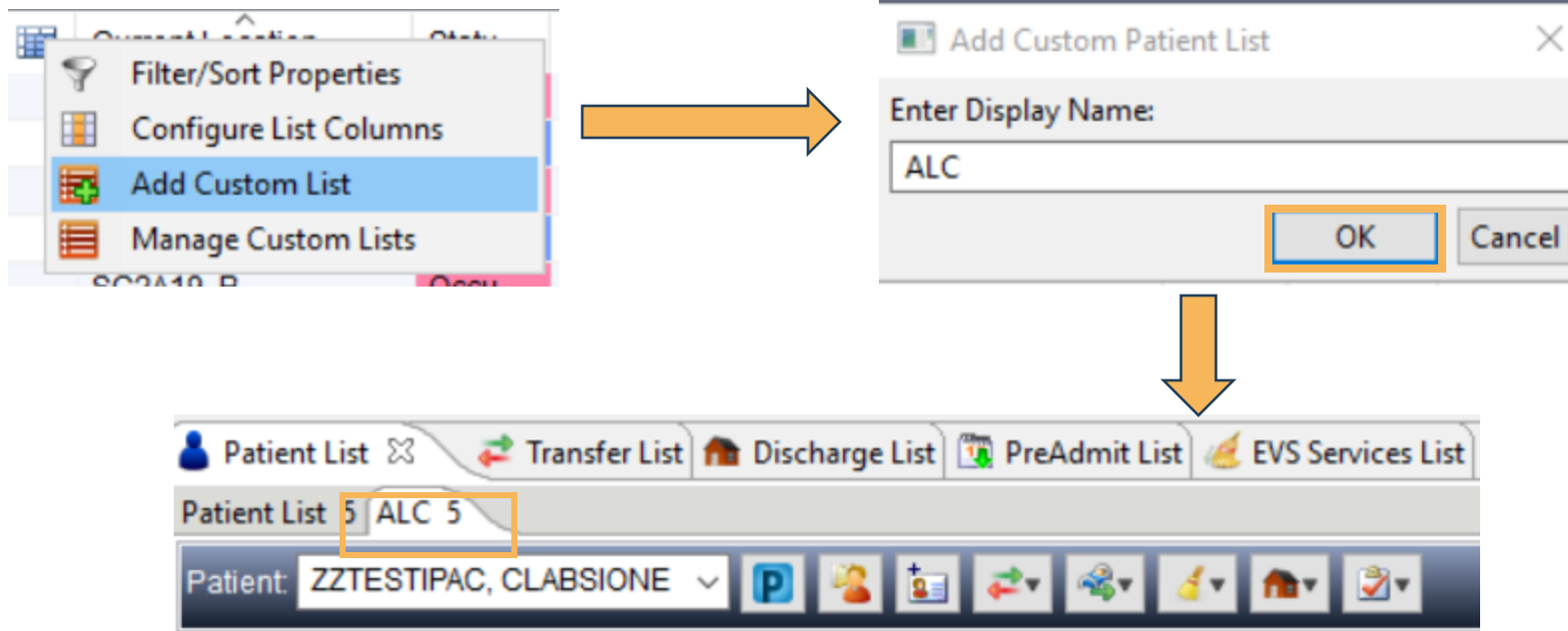
The first screenshot shows a dropdown menu for 'St. Catharines Site' with '2nd Floor' selected. The second screenshot shows a dropdown menu for '2nd Floor' with '2A incl. CCU' selected. The third screenshot shows a detailed patient list for 'SCS 2A Telemetry Pod C'.

Current Location	Statu...	Name	Age	Gender	LOS	FIN	Patient Attributes	MRN
SC2A16, A	Occu...	ZZTESTIPAC, CLAB...	54 y...	Female	07 01:36	22000016	SURG	11963201
SC2A17, A	Occu...	ZZTESTIPAC, CAUTI...	44 y...	Male	07 02:03	22000014	SURG	11963199
SC2A18, A	Occu...	ZZTESTIPAC, CAUTI...	34 y...	Female	07 01:49	22000015	MED	11963200
SC2A19, A	Occu...	ZZTESTIPAC, CLAB...	48 y...	Male	07 01:26	22000017	SURG	11963202
SC2A19, B	Occu...	ZZTESTIPAC, COLO	33 y...	Female	07 01:18	22000018	SURG	11963203
SC2A20, A	Availa...							
SC2A21, A	Availa...							

# Creating a Custom List


You can create your own tabs that can display patients fitting certain criteria. For example, creating a custom list of all ALC patients on your unit.

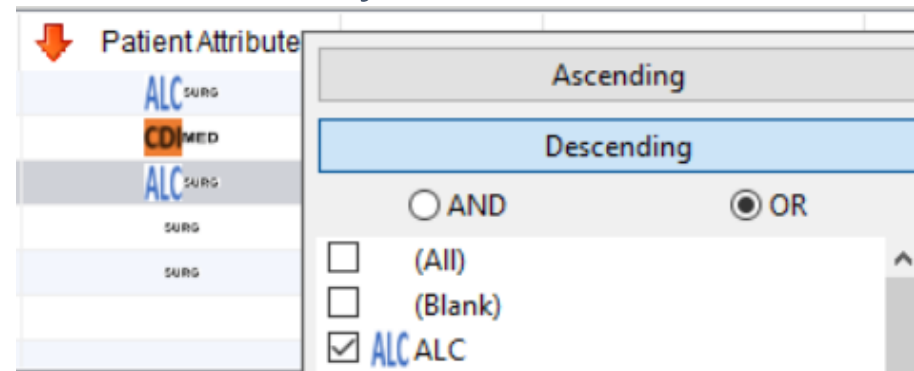
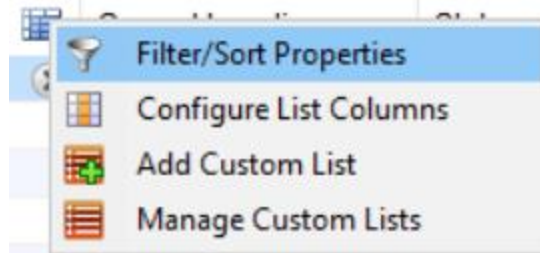
- Start by clicking on the spreadsheet icon in the top-left of the patient list 
- Select "Add Custom List" and enter create a name for your custom list. This will create a new tab.



# Filtering the Custom List

Once your list is created, you can add your desired filter.

- Start by clicking on the spreadsheet icon in the top-left of the patient list 
- Select "**Filter/Sort Properties**" to turn on the ability to filter a column.
- Click on the "**Patient Attributes**" column and select only ALC.



- Now when you click the ALC tab on your patient list, you will see only ALC patient for the location you are viewing.

# Filtered Custom List

This is the patient list for 2A pod C, showing only ALC patients

St. Catharines Site ▶ St. Catharines Site ▶ 2nd Floor ▶ 2A incl. CCU ▶ SCS 2A Telemetry Pod C ▶

Patient List | Transfer List | Discharge List | PreAdmit List | EVS Services List | EVS Status List | Transport List | Transporter Status List | Equipment List | Floor Plan | Metrics

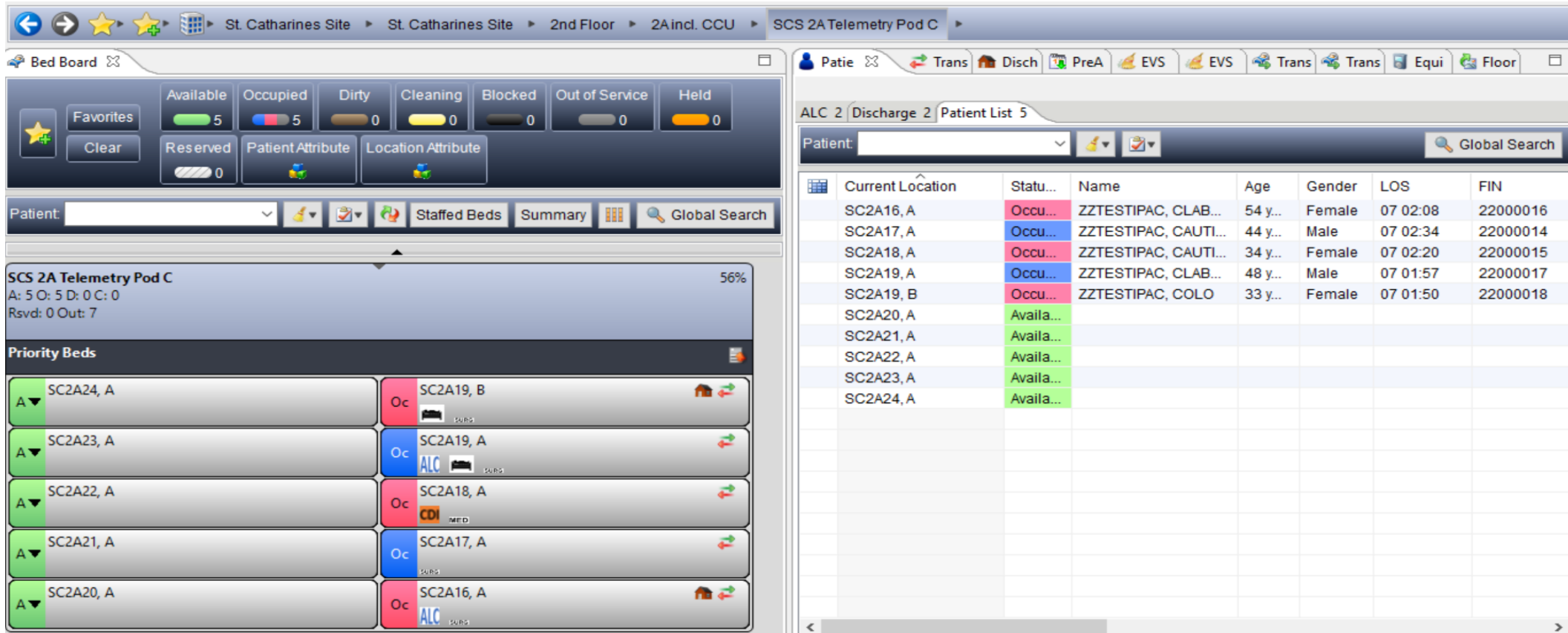
Patient List 5 | ALC 2

Patient: ZZTESTIPAC, CLABSIONE

Current Location	S..	Name	A.	G..	LOS	FIN	Patient Attributes	MRN	Transport (Last..	Encounter Mile..	Location Milest..	Comment
SC2A19, A	Occu...	ZZTESTIPAC, CLAB...	48 y...	Male	07 01:51	22000017	ALC <sup>sup</sup>	11963202				
SC2A16, A	Occu...	ZZTESTIPAC, CLAB...	54 y...	Female	07 02:02	22000016	ALC <sup>sup</sup>	11963201				

# Customizing Your View

You also can move around your Gadgets (tabs) to be above, below, together or split the screens.



The screenshot displays the MONARCH software interface. The top navigation bar shows the location: St. Catharines Site > St. Catharines Site > 2nd Floor > 2A incl. CCU > SCS 2A Telemetry Pod C. Below the navigation bar, there are two main sections:

**Bed Board (Left):** This gadget shows a summary of bed statuses: Available (5), Occupied (5), Dirty (0), Cleaning (0), Blocked (0), Out of Service (0), and Held (0). It also includes buttons for 'Favorites', 'Clear', 'Reserved', 'Patient Attribute', and 'Location Attribute'. Below this, there is a 'Patient' search field and a 'Global Search' button. The main area displays 'SCS 2A Telemetry Pod C' with a 56% occupancy rate and a list of 'Priority Beds' with their respective status and location.

**Patient List (Right):** This gadget shows a 'Patient List' for 'ALC 2 Discharge 2'. It includes a search field and a 'Global Search' button. The table below lists patient details:

Current Location	Statu...	Name	Age	Gender	LOS	FIN
SC2A16, A	Occu...	ZZTESTIPAC, CLAB...	54 y...	Female	07 02:08	22000016
SC2A17, A	Occu...	ZZTESTIPAC, CAUTI...	44 y...	Male	07 02:34	22000014
SC2A18, A	Occu...	ZZTESTIPAC, CAUTI...	34 y...	Female	07 02:20	22000015
SC2A19, A	Occu...	ZZTESTIPAC, CLAB...	48 y...	Male	07 01:57	22000017
SC2A19, B	Occu...	ZZTESTIPAC, COLO	33 y...	Female	07 01:50	22000018
SC2A20, A	Availa...					
SC2A21, A	Availa...					
SC2A22, A	Availa...					
SC2A23, A	Availa...					
SC2A24, A	Availa...					



# Customizing Your View

In any of the tabs you are easily able to move around the columns to your preferences.

Patient:   



Current Location	Statu...	Name	Age	Gender	LOS	Patient Attributes	Transport (Last Com...	Encounter Milestones
SC2A16, A	Occu...	ZZTESTIPAC, CLAB...	54 y...	Female	07 02:17	ALC SURG		
SC2A17, A	Occu...	ZZTESTIPAC, CAUTI...	44 y...	Male	07 02:43	SURG		
SC2A18, A	Occu...	ZZTESTIPAC, CAUTI...	34 y...	Female	07 02:29	CD MED		
SC2A19, A	Occu...	ZZTESTIPAC, CLAB...	48 y...	Male	07 02:07	ALC SURG		
SC2A19, B	Occu...	ZZTESTIPAC, COLO	33 y...	Female	07 01:59	SURG		
SC2A20, A	Availa...							

Current Location	Statu...	Name	Age	Gender	LOS	Patient Attributes	Isolation	Attending Physician (...	Encounter Milestones
SC2A16, A	Occu...	ZZTESTIPAC, CLAB...	54 y...	Female	07 02:17	ALC SURG			
SC2A17, A	Occu...	ZZTESTIPAC, CAUTI...	44 y...	Male	07 02:43	SURG			
SC2A18, A	Occu...	ZZTESTIPAC, CAUTI...	34 y...	Female	07 02:29	CD MED	Clostridioides difficile		
SC2A19, A	Occu...	ZZTESTIPAC, CLAB...	48 y...	Male	07 02:07	ALC SURG			
SC2A19, B	Occu...	ZZTESTIPAC, COLO	33 y...	Female	07 01:59	SURG			
SC2A20, A	Availa...								






# Bed Flow and Viewing Bed Status

# Bed Status

There are a few statuses a bed can be:

- A **green** "A" means the bed is clean and ready for a patient 
- A **yellow** "C" means the bed is being cleaned 
- A **brown** "D" means the bed is dirty and the broom icon tells you a clean request is in.



- A **grey** "O" means the bed is out of service 
- A **black** "B" means the bed is blocked 
- An **orange** "H" means that bed is held for a patient. This is used when a patient is going to another NH site for treatment, but returning to their original bed. 
- A **blue/pink/grey** "OC" means the bed is occupied  

# Bed Flow: Assigning and Transferring a Patient

**Only Bed Monitors** will assign a patient to an appropriate bed by dragging their name from the transfer list to an open bed on the bed board.

Patient:

Name	Gender	Age	Current Location	Destination	Comment
ZZTESTIPAC, HYST	Male	39 y...	<a href="#">SC2B01, A</a>		Intensive Car
ZZTESTIPAC, COLO	Female	33 y...	<a href="#">SC2A19, B</a>		Surgical Ward
ZZTESTIPAC, CLAB...	Male	48 y...	<a href="#">SC2A19, A</a>		Surgical Ward
ZZTESTIPAC, CAUTI...	Male	44 y...	<a href="#">SC2A17, A</a>		Surgical Ward
ZZTESTIPAC, CLAB...	Female	54 y...	<a href="#">SC2A16, A</a>		Surgical Ward

Clear   Reserved 0   Patient Attribute   Location Attribute

Patient:             Staffed Beds   Summary  

**SCS 5A General Surgery Pod A**   0%

A: 23 O: 0 D: 0 C: 0  
Rsvd: 0 Out: 0

**Priority Beds**

A ▼ SC5A01, 1A

A ▼ SC5A01, 1B

**SCS 5A General Surgery Pod B**   0%

A: 7 O: 0 D: 0 C: 0  
Rsvd: 0 Out: 0

**Priority Beds**

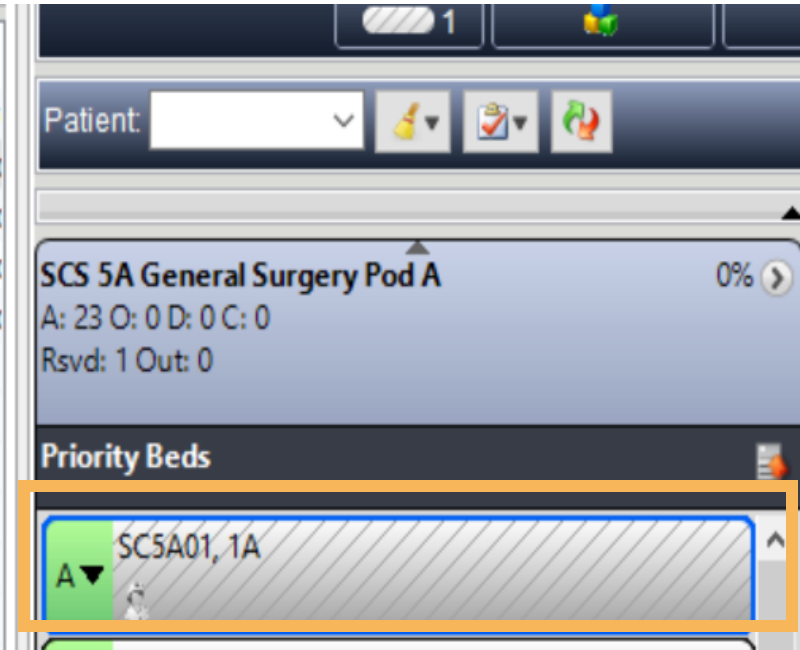
A ▼ SC5A09, A





A ▼ SC5A09, B


# Bed Flow: Assigning and Transferring a Patient

Once assigned, the destination column on the transfer list will update with the assigned bed and the bed pill on the bed board will have lines across it to indicate that it has be targeted for a new patient.

Name	Gender	Age	Current Location	Destination	Comment
ZZTESTIPAC, HYST	Male	39 y...	<a href="#">SC2B01,A</a>		Intensive Car
ZZTESTIPAC, COLO	Female	33 y...	<a href="#">SC2A19,B</a>	SC5A01, 1A	Surgical Ward
ZZTESTIPAC, CLAB...	Male	48 y...	<a href="#">SC2A19,A</a>		Surgical Ward
ZZTESTIPAC, CAUTI...	Male	44 y...	<a href="#">SC2A17,A</a>		Surgical Ward
ZZTESTIPAC, CLAB...	Female	54 y...	<a href="#">SC2A16,A</a>		Surgical Ward




Patient:     

**SCS 5A General Surgery Pod A** 0% 

A: 23 O: 0 D: 0 C: 0  
Rsvd: 1 Out: 0

**Priority Beds**

A  SC5A01, 1A

# Bed Flow: Assigning and Transferring a Patient

Double click on the bed pill to open the assignment window to confirm the reserved patient's details



Location Details

Current Reserved Patient

**ZZTESTIPAC, COLO** Female 33 years Birth Date: 3/3/91 MRN: 11963203 FIN: 22000018  
Current Location: SC2A19, B Attending Physician: TEST, PROVIDER INTERFACE  
Diagnosis:

Patient Attributes

- Surgical Ward (Order-398559481)

Location Attributes

- Funded
- Near Nursing Station
- Ward

Comment:

OK

# Bed Flow: Assigning and Transferring a Patient

- If the patient is moved using a porter, then the transfer will be complete when the porter finishes the job on their mobile device. The patient will fall off the transfer list when complete.
- For transfers that do not involve a porter, manually complete the transfer by clicking the hamburger menu to the left of the patient's name and selecting "**Transfer>Complete Transfer**"

	Name	Gender	Age	Current Location	Destination
	ZZTESTIPAC, HYST	Male	39 y...	SC2B01, A	
			y...	SC2A19, B	SC5A01, 1A
			y...	SC2A19, A	
			y...	SC2A17, A	
			v...	SC2A16, A	

<ul style="list-style-type: none"> <li>Launch Powerchart</li> <li>Modify Patient Attributes</li> <li>Assign Badge</li> <li><b>Transfer</b></li> <li>Transfer to Virtual Location</li> </ul>	<ul style="list-style-type: none"> <li>Cancel Transfer</li> <li>Request Bed Assignment</li> <li>Unrequest Bed Assignment</li> <li>Dispatch Transport When Bed Is Available</li> <li>Modify Transfer</li> <li>Unreserve Destination</li> <li>Modify Transport</li> <li>Return Patient To Held Location</li> <li>Release Hold on Location</li> <li><b>Complete Transfer</b></li> </ul>
---	--


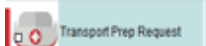
# Requesting A Porter



# Requesting A Porter – Start with Connexall

## Requester (DI – Tech, OR RN/Clerk, Hemodialysis or Oncology Staff)

1. Add all necessary appointment needs in patient Power Chart (example: sling, stretcher, etc.)

2. Open Connexall DAC  and select the **Transport Prep Request** icon to request patient transport. 

3. Search for patient and click **OK**



Select SCS Patient

Search Text

Matching Custom Data Records

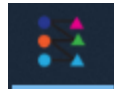
Find Touch

4. The requester will need to remove manually once appointment complete.

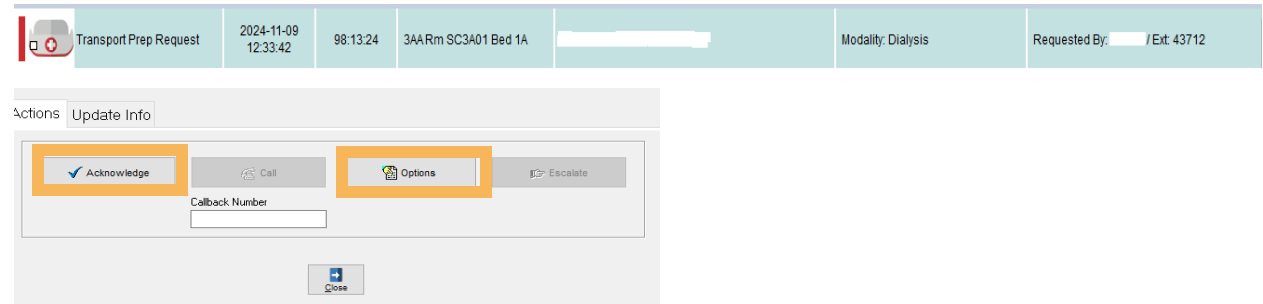
# Requesting A Porter – Start with Connexall

## Checking for Connexall Alerts Requesting Patients on the Desktop DAC, or WOW

Open Desktop DAC:

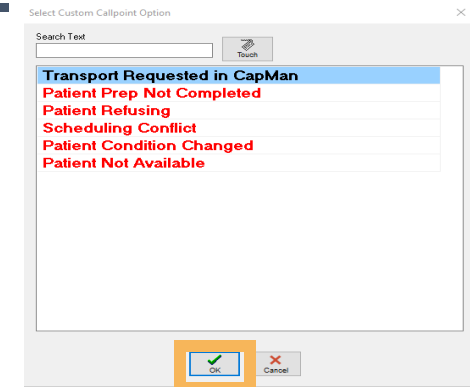


Double Click on call and Acknowledge



When the patient is ready to go to the appointment (including having reviewed RN/Tech/Clerk requests - e.g. sling, stretcher, IV, etc) click **Options**.

The Unit Nurse selects Transport Request in CapMan and selects **OK**.



# Requesting A Porter – Start with Connexall

## Checking for Connexall Alerts Requesting Patients on the Vocera Badge

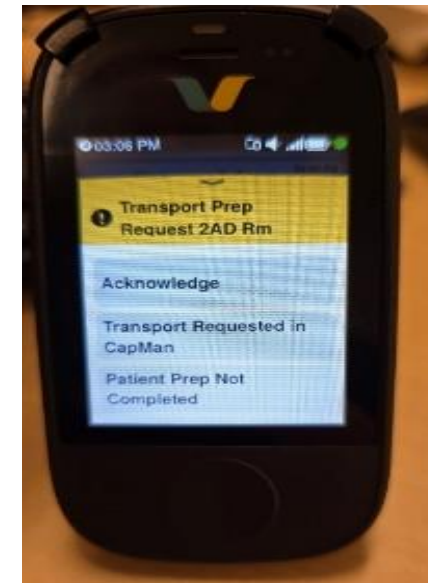
1. Alerts to badge – select appropriate alert



2. Open alert



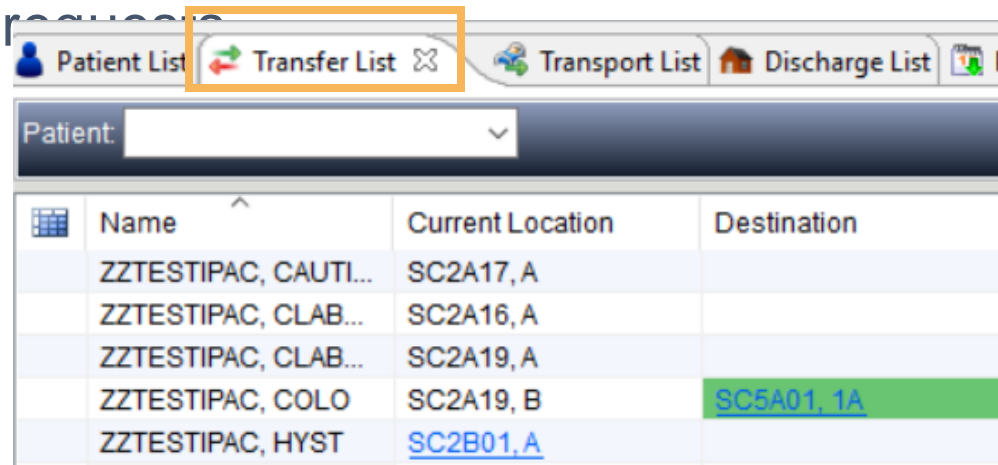
3. Select an option and the call will clear off the badge



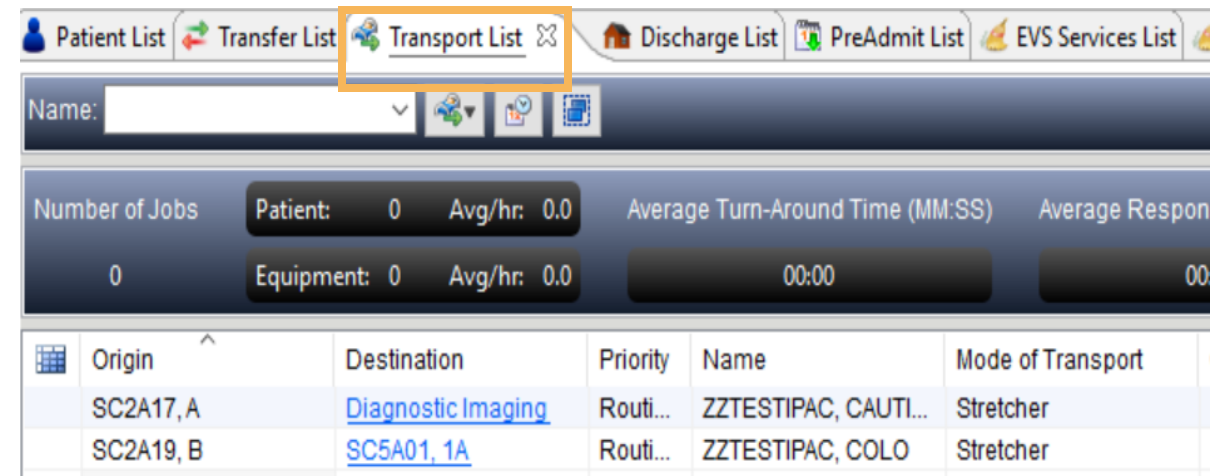
After completing one of the options above, you are now ready to move on to Capacity Management (CAPMAN) to request a Patient Transportation Porter.

# Requesting A Porter – Transfers & Transports

- For the areas that use Porters (ED, OR and DI), will be using Capman to request these actions to complete transfers and transports.
- **Transfers** – are when a patient has been assigned a bed that they are physically moving to and staying in.
- **Transports** – are a temporary movement to appointment or a procedure within the same hospital and always involve a porter.
- There is a "**Transfer List**" and "**Transport List**" tab (gadget) that display active



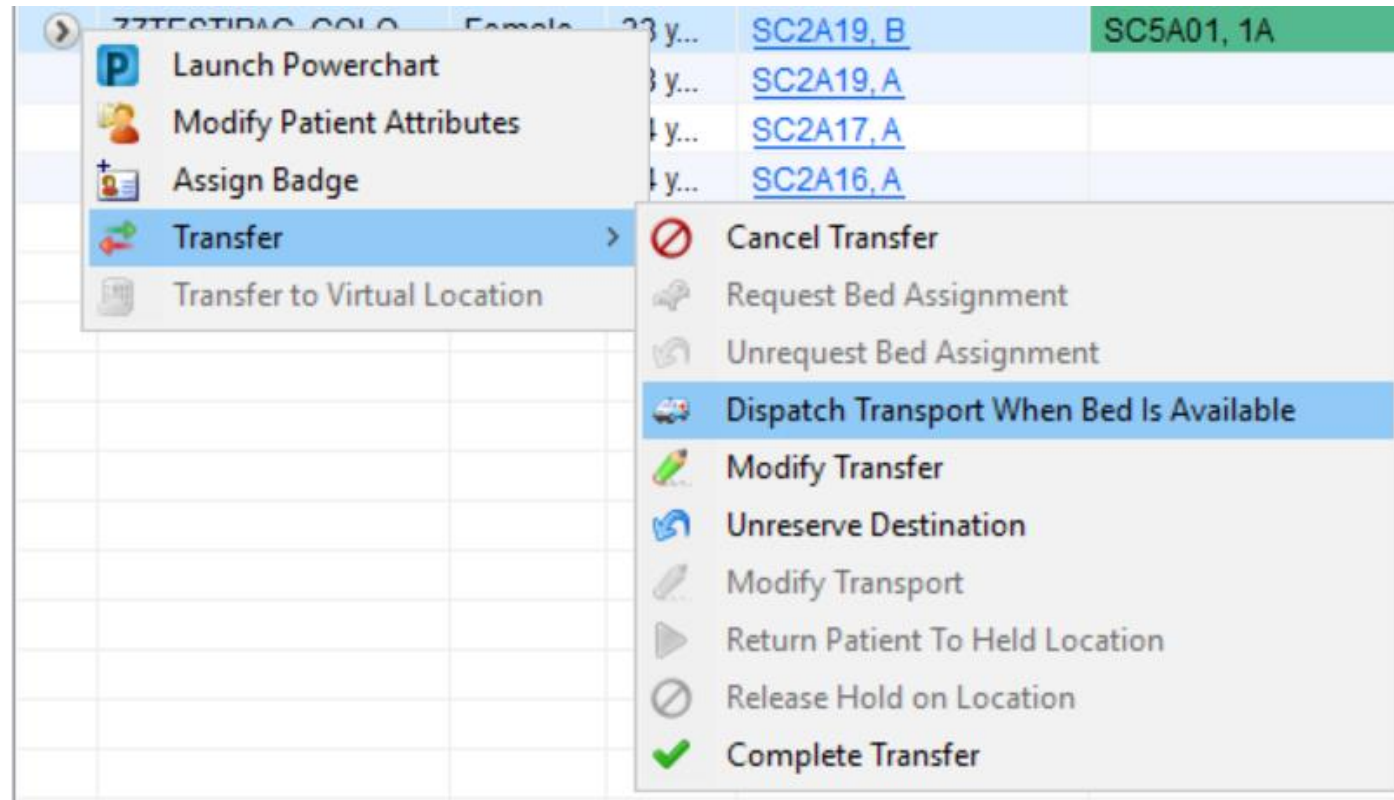
Name	Current Location	Destination
ZZTESTIPAC, CAUTI...	SC2A17, A	
ZZTESTIPAC, CLAB...	SC2A16, A	
ZZTESTIPAC, CLAB...	SC2A19, A	
ZZTESTIPAC, COLO	SC2A19, B	<a href="#">SC5A01, 1A</a>
ZZTESTIPAC, HYST	<a href="#">SC2B01, A</a>	



Origin	Destination	Priority	Name	Mode of Transport
SC2A17, A	<a href="#">Diagnostic Imaging</a>	Routi...	ZZTESTIPAC, CAUTI...	Stretcher
SC2A19, B	<a href="#">SC5A01, 1A</a>	Routi...	ZZTESTIPAC, COLO	Stretcher

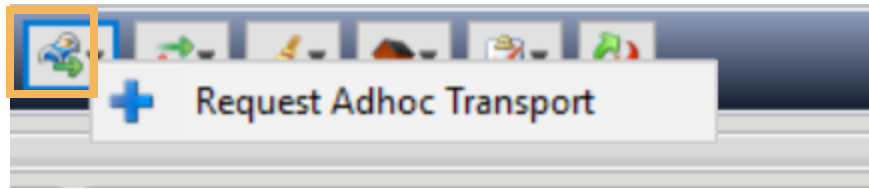
# Requesting a Porter

To request a porter from the transfer list, use the hamburger menu and select **"Transfer>Dispatch Transport When Bed is Available"**. This will send the request to the nearest porter's mobile device when the bed status is **"Available"**



# Requesting a Porter

To request a porter for temporary transport, find the patient on bed board and select the "Request AdHoc Transport" icon.



Fill in destination using the ellipses in the "to" field and selecting the desired location.

Create AdHoc Patient Transport Request

**ZZTESTIPAC, CAUTIONE** Male 44 years Birth Date: 8/30/80 MRN: 11963199 FIN: 22000014  
Current Location: SC2A17, A Attending Physician: TEST, PROVIDER INTERFACE

Diagnosis:

Scheduled Time: 10/7/24 6:34 PM From SC2A17, A To [ ]

Priority: Routine Transporters: 1 Mode of Transport: Stretcher

Patient Attributes

Acute Respiratory Infection  Aerosol generating medical procedure  
 Aggressive Tendencies  Airborne/Contact Precautions  
 Airborne Precautions  ALC

Patient Attributes (Automatic)

Surgical Ward (Order: 208550420)

Transport Details

Behavioural Restraints  Isolation  IV Pole  Monitor  Oxygen  
 RN Required  RT Required  See Charge Nurse

OK Cancel

Location Selection

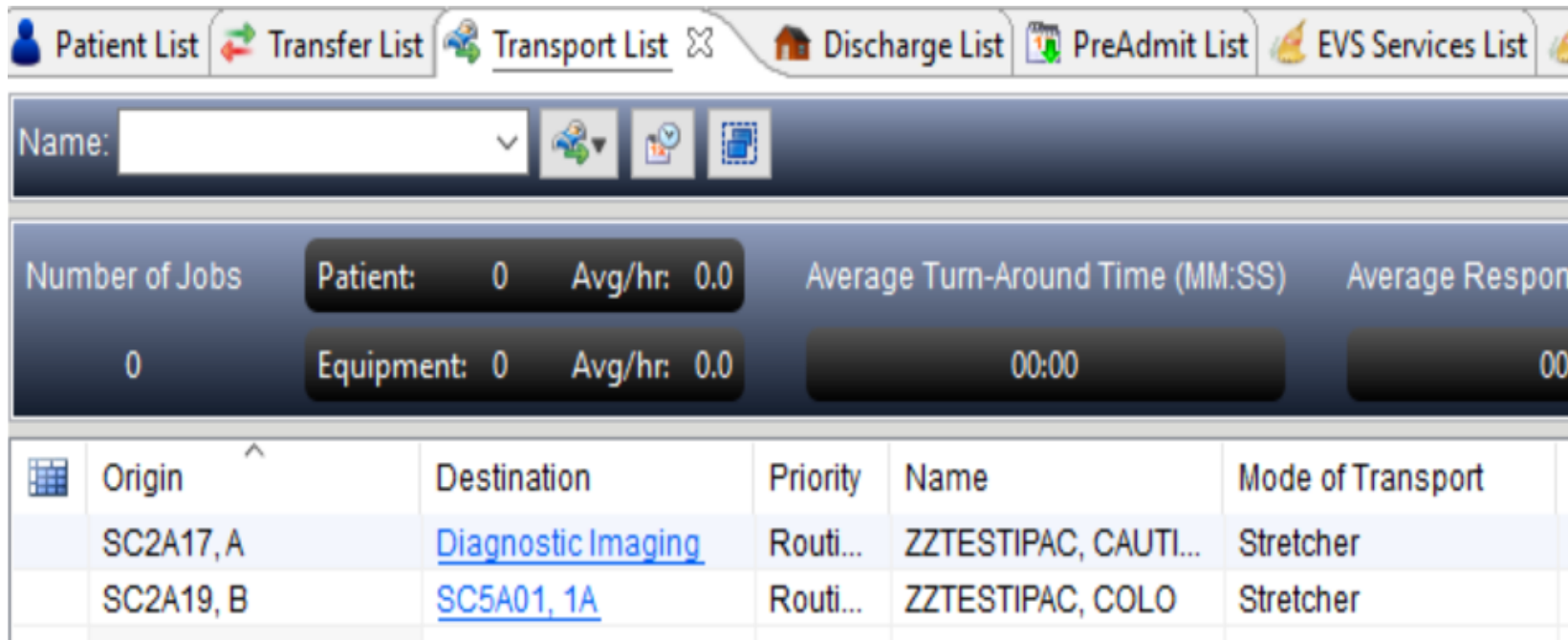
Search Recent Searches

Location <enter text to search>

- > 5th Floor
- > 9999-Other
- > Basement
- > Main Floor
  - > Cardiology DI
  - > Diagnostic Imaging
    - + SCS Angiogram
    - + SCS Bone Densitometry Clinic
    - + SCS Cat Scan
    - + SCS Magnetic Resonance Imaging
    - + SCS Mammography
    - + SCS Nuclear Medicine
    - + SCS Ontario Breast Screening
    - > + SCS Radiology
      - + SCS Ultrasound
      - + SCS Vascular Diagnostic Imaging
  - > ED Area
  - > Outpatient Mental Health
  - > + SCS 1A Mental Health Specialized

# Requesting A Porter

When filed, this creates the request which will go to the nearest available porter's mobile device and fall onto the "Transport List" gadget.



The screenshot shows the 'Transport List' gadget interface. At the top, there are navigation tabs for Patient List, Transfer List, Transport List (selected), Discharge List, PreAdmit List, and EVS Services List. Below the tabs is a search bar labeled 'Name:' with a dropdown menu and several icons. The main area displays summary statistics for jobs and equipment, and a table of transport requests.

Number of Jobs	Patient: 0	Avg/hr: 0.0	Average Turn-Around Time (MM:SS)	Average Respon
0	Equipment: 0	Avg/hr: 0.0	00:00	00

Origin	Destination	Priority	Name	Mode of Transport
SC2A17, A	<a href="#">Diagnostic Imaging</a>	Routi...	ZZTESTIPAC, CAUTI...	Stretcher
SC2A19, B	<a href="#">SC5A01, 1A</a>	Routi...	ZZTESTIPAC, COLO	Stretcher

# A Note About Equipment


Capacity Management can also be used to transport equipment. The following is a list of items that can be requested for transport in Capacity Management.

All other requests should follow the current Connexall request process.

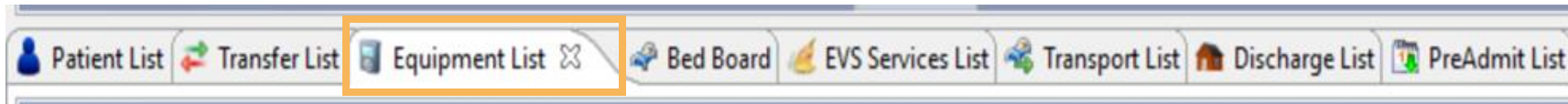
Description	Classification Type	Location
Code Blue Crash Cart	SCS Equipment Transprt	SCS MDR
Code Pink Crash Cart	SCS Equipment Transprt	SCS MDR
Code Blue Crash Cart	NFS Equipment Transport	NFS MDR
Code Blue Crash Cart	WS Equipment Transport	WS MDR
Blood Products (MTP)	SCS Equipment Transprt	SCS Blood Blank
Blood Products (Non Urgent)	SCS Equipment Transprt	SCS Blood Blank
TGLN Eyes/Tissue	SCS Equipment Transprt	SCS ER Reg/Lab
Lab Stat	SCS Equipment Transprt	SCS
Lab Routine	SCS Equipment Transprt	SCS
Lab Stat	NFS Equipment Transport	NFS
Lab Routine	NFS Equipment Transport	NFS
CT Contrast	SCS Equipment Transprt	SCS CT
CT Contrast	WS Equipment Transport	WS CT
CT Contrast	NFS Equipment Transport	NFS CT



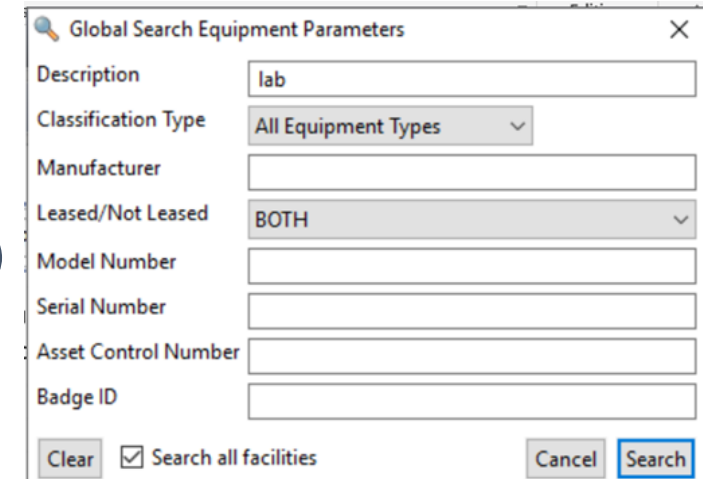
# Requesting Equipment Transport

1. Log into Capacity Management
2. Click on the Building Icon  and pick the correct site
3. Go to your 'Equipment List' tab.

- Fort Erie Site
- Hotel Dieu Shaver
- Niagara Falls Site
- Port Colborne Site
- St. Catharines Site**
- Welland Site



4. On the Equipment List tab, click on the 'Global Search' button, a 'Global Search Equipment Parameters' window will open, in the 'Description' field type in what is being transported (in this example, lab has been entered) and hit 'Search'.



A screenshot of the 'Global Search Equipment Parameters' window. The window has a search icon and a close button (X). The fields are: Description (lab), Classification Type (All Equipment Types), Manufacturer, Leased/Not Leased (BOTH), Model Number, Serial Number, Asset Control Number, and Badge ID. At the bottom, there are buttons for Clear, Search all facilities (checked), Cancel, and Search.

# Requesting Equipment Transport

5. Using this example, Lab Routine and Lab Stat will now show on the **Equipment List**, be sure to pick the correct site.

Description	Classification Type
Lab Routine	SCS Equipment Tra...
Lab Routine	NFS Equipment Tra...
Lab Stat	SCS Equipment Tra...
Lab Stat	NFS Equipment Tra...

6. Click the arrow to the right of the correct **Description**, scroll to **Transport** and click on 'Request Adhoc Transport'.

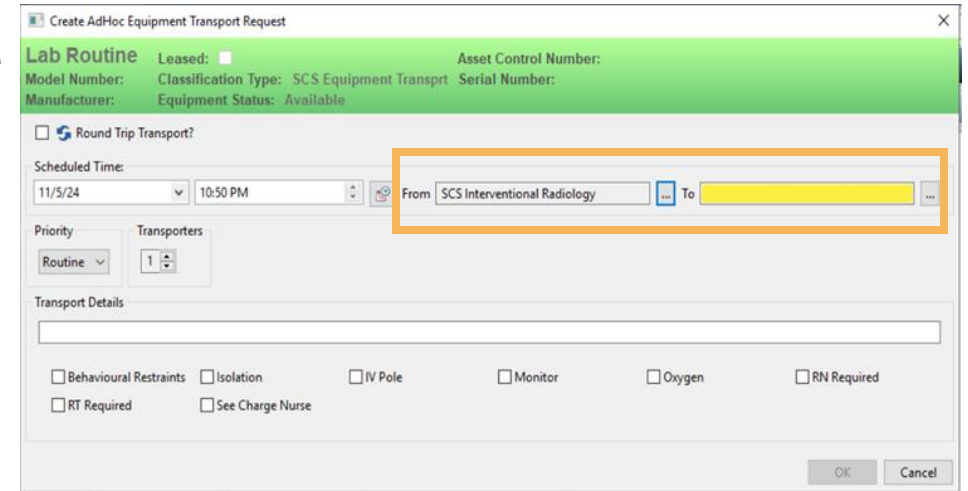
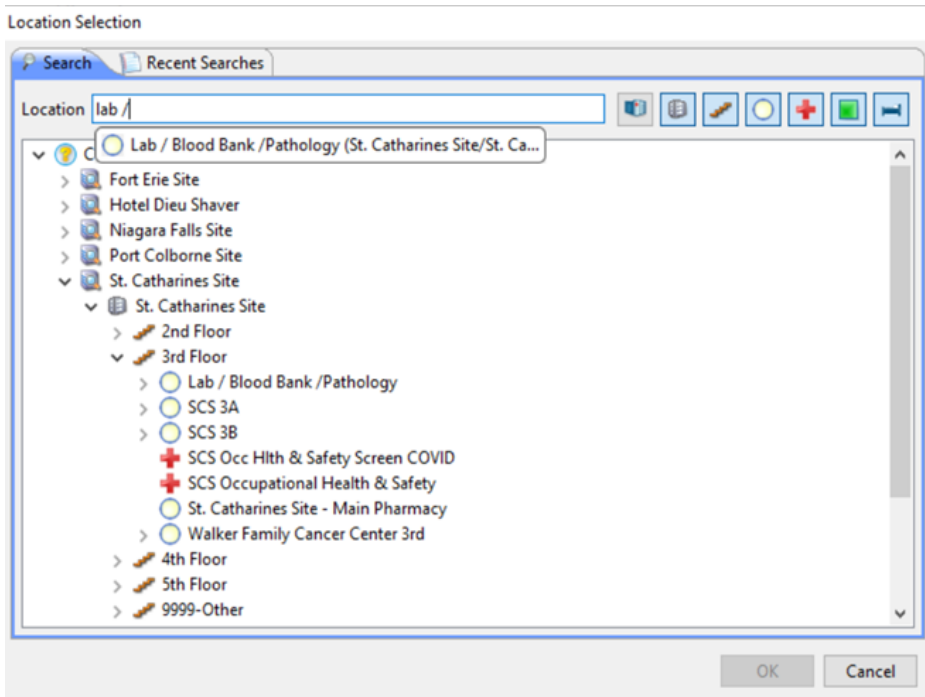
Description	Classification Type	Owning Location
Lab Routine	SCS Equipment Tra...	St. Catharines Site
Lab Routine	NFS Equipment Tra...	Niagara Falls Site
Lab Stat	SCS Equipment Tra...	St. Catharines Site
Lab Stat	NFS Equipment Tra...	Niagara Falls Site

Transport	Request Adhoc Transport
-----------	-------------------------

# Requesting Equipment Transport

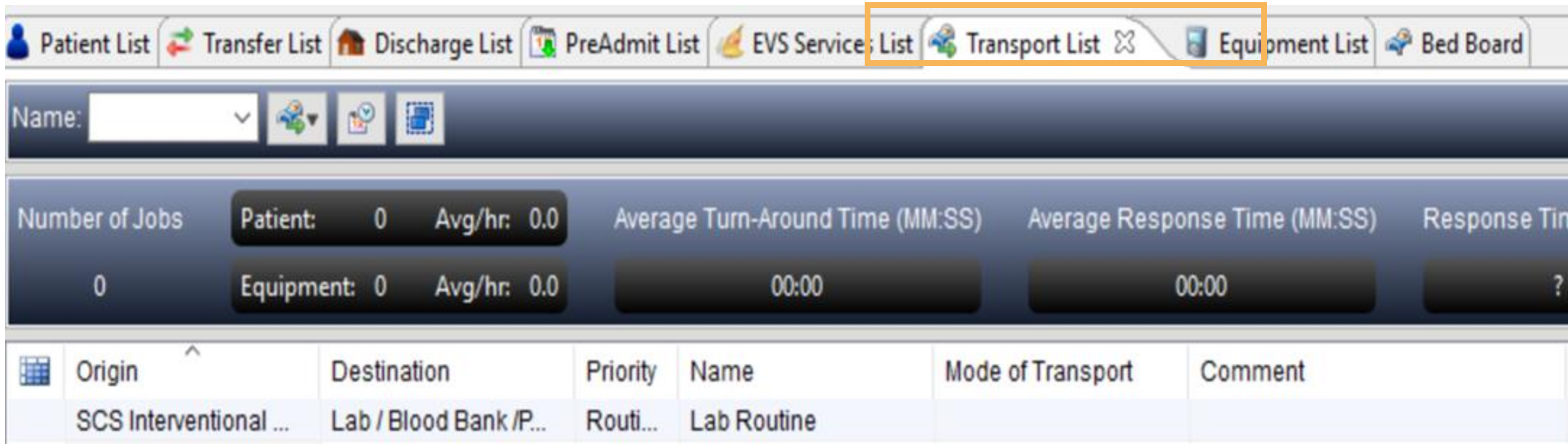
7. The create **AdHoc Equipment Transport Request** window will open. All necessary information including the specifics of where the equipment can be picked up and where it is going.



**Note:** To choose locations click on the ellipses beside the from and to fields and search for the areas needed and then hit **ok**.

# Requesting Equipment Transport

8. Once this has been done this request will now be on the 'Transport List' tab and this request will be sent to the closest and available porter by using proximity.



Number of Jobs	Patient: 0	Avg/hr: 0.0	Average Turn-Around Time (MM:SS)	Average Response Time (MM:SS)	Response Time
0	Equipment: 0	Avg/hr: 0.0	00:00	00:00	?

Origin	Destination	Priority	Name	Mode of Transport	Comment
SCS Interventional ...	Lab / Blood Bank /P...	Routi...	Lab Routine		

The Porter will then come and get the equipment and deliver it as appropriate.

# Additional Resources

Niagara Health Tip Sheet Site:

[HIS Tip Sheets - Clinical | Niagara Health | Santé De Niagara](#)

Digital Dive In Recording of Capacity Management Demo:

<https://niagarahealthsystem.sharepoint.com/sites/source-net/Programs/HIS/Pages/Digital-Dive-ins.aspx>