



RESOURCES FOR PERSONAL SUPPORT WORKERS

Niagara Health Tip Sheets and Videos: [All Tip Sheets](#)

New-Hire Training Videos

[Acute PSW Onboarding](#)

[ED PSW Onboarding](#)

Digital Dive Ins

Monarch Digital Dive-Ins are short virtual information sessions that focus on a variety of HIS topics. Please take a moment to review any pertinent recorded Digital Dive Ins for your area (e.g. CareCompass, etc): [All DDI's](#)

Sandbox

The sandbox is your opportunity to explore further functionality with HIS

[Sandbox SourceNet Page](#)

Use the following guides to direct your learning:

[Acute Support Staff Learning Lab Guide](#)

[ED Tech and PSW Guide](#)

Application Introduction Video

[Unlocking Millennium_ A Beginner's Guide to Essential Terminology](#)

Organizational Resources

[Icons in Care Compass](#)

[Documentation Tips](#)

[Clinical Reporting XR](#)

[Downtime Tip Sheets](#)

[724 Downtime Computer User Guide](#)

[HIS Downtime Policy and Procedure](#)

Organization categories

All Areas

Patient Transport

Environmental Services (EVS)

Housekeeping (HDS)

Spiritual Care

PSW

Dietary Services

[Access EFR - Post Go Live](#)

[Organization Cap Man Command Centre Widgets](#)



HOSPITAL INFORMATION SYSTEM (HIS)

Tip Sheets for PSW's

[Message Center \(Providers and Ancillary Staff\)](#)

[Power Forms](#)

[Falls Risk](#)

[Interactive View](#)

[Patient List Creation and Maintenance](#)

What is Capacity Management?

Capacity Management is an umbrella term for the following three tools

- **CareAware**
This is the tool that is used to monitor and manage bed assignments
- **CareView Discharge Progression Board**
The CareView Dashboard is an interactive visual management tool used during discharge progression huddles to identify barriers to discharge.
- **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 Tip Sheets

[Capacity Management Guide](#)

[Transport Request Process](#)

[Using the Discharge Gadget](#)

[Oracle Health Capacity Management Overview](#)

[Care Aware Perspectives](#)

[Viewing Available Surgical Beds](#)

[Discharging Unit Role for all Discharges](#)

[Viewing Patient Downgrades](#)

[Admission & Receiving Orders](#)

[How to Filter Patient Attributes](#)

[Ordering Non Urgent Patient Transport](#)

[How to View Census per Unit](#)

[MTP Blood Products Request](#)

[Lab Specimens Request](#)

[Discharging a Patient](#)

[An Overview of Capacity Management](#)

[\(Common Workflows and Processes\)](#)