Infor Care Workloads Mobile User Guide

Version 4.0.0.0

Contents

Introduction

Infor is the world's leading provider of patient dependency and staff workload analysis solutions. Infor has created actionable business solutions aimed at improving quality patient care. By combining over 29 years of patient quality workload information with the respected GRASP® Methodology, over 800 hospitals worldwide have embraced the Infor solution as a standard operating practice.

Infor has developed the software application to enable swift data collection and accurate data analysis. Infor Care Workloads is a one-of-a-kind solution that not only supports the GRASP® Methodology but also incorporates it into a single easy-to-use solution.

This Guide has been designed to explain the functionality available in Infor Care Workloads Mobile. This Guide does not provide information on the setup or administration of Infor Care Workloads. For information on these tasks please see the **Infor Care Workloads Web Installation Guide**, **Infor Care Workloads User Guide** and **Infor Care Workloads Administrator Guide**. This Guide also does not explain the GRASP® Methodology nor the logic behind some of the tasks presented. For more information please see the **Infor Care Workloads Administrator Guide**.

This documentation is based upon **Infor Care Workloads Mobile Version 3.10**. Other versions may differ in look, feel, &/or functionality.

Mobile Requirements & Customizations

Infor Care Workloads Mobile is a web based mobile application that is viewed through a mobile web browser. A variety of mobile web devices and browsers are available and Infor Care Workloads Mobile can be viewed through many of these including:

- Windows Mobile
- Blackberry
- Palm
- Apple iPhone / iPod Touch

Each mobile browser will render Infor Care Workloads slightly differently. Each browser offers different customizations. Please see your System Administrator for help with Browser Customizations. Infor Care Workloads Mobile utilizes client-side Java Scripts as well as Cookies, please ensure that these capabilities are enabled.

Using Infor Care Workloads Mobile

To launch Infor Care Workloads Mobile open a mobile web browser and navigate to the URL for your facility. This will be the same URL used to access Infor Care Workloads with the addition of "/m" at the end of the URL, for example "http://mistroclef.my-facility.org/m".

The web browser and address will vary by facility, please check with your administrator for this information.

Logging In

To log in to Infor Care Workloads enter the User Name and Password provided by your Administrator and click Log In.

In some cases the User Name and Password will be the same information used to access E-Mail and other Hospital Systems. This is often referred to as your Active Directory (AD) login. Please refer to this section for information regarding this process.

Setting Language at Login

If your Administrator has made additional languages available you may change your language by clicking on the Select Language link. Note that many mobile devices will require that you scroll down to view this option. Click on the desired language to select it.

Changing the Language will change the "hard" text on all pages to reflect that Language. Text entered into the application, such as Intervention Description & Unit Name will not be translated. If no additional Languages are available you will not see this option.

Changing Password on Initial Login

If this is the first time that you have logged on to Infor Care Workloads or your password has expired, then you will be immediately prompted to change your password. You will need to enter your Username and current Password then enter a New Password.

The New Password may need to meet requirements selected by your Administrator. If the New Password does not meet these requirements a warning message will be displayed indicating what requirement(s) was not met.

When you have successfully changed your password an alert will indicate the change and provide you with a link to log in.

Active Directory Login

If an Active Directory (AD) system is implemented at your facility then your User Name and Password will be the same information used to access E-Mail and other Hospital Systems. You will know that this is enabled if you see an 🖼 (Active Directory) icon at the bottom of the login page.

After Logging In

Once you have logged in your User Name is displayed in the page header. If Active Directory Authentication (AD) is in use then you will additionally see the AD User Name in the header along with an icon indicating the AD status.

Automated Timeout

To prevent misuse of Infor Care Workloads, and to ensure the security of your user account and your patients, Infor Care Workloads will automatically timeout after a period of inactivity. The length of this period is determined by your Administrator, but it is typically between 5 and 20 minutes. In order to keep your session active you will need to perform some activity that refreshes data from the server. This can be as simple as clicking on your browser's Refresh button.

Two (2) minutes prior to the timeout you will be presented with a warning.

- If you do not acknowledge the warning message before the 2 minutes elapse then you will be automatically logged out.
- If you do acknowledge the warning message but do not perform any activity then you will be automatically locked out.

If you are automatically logged out you will need to re-login and restart any tasks that you were working on.

Not all mobile web browsers the advanced JavaScript necessary for the warning and timeout prompts. If your browser does not support this you will simply be taken to the login page the next time you attempt to perform some action.

Common Navigation

Once logged into Infor Care Workloads Mobile you will be placed on the Select Parameters page. At the bottom of each page you will find several options:

- Logout
- Change Password
- Select Language
- Full Site

Logout

To logout of Infor Care Workloads click the Logout link. You will be redirected to a landing page. To access the Login page click the "Click Here to Log In" link. If this link is not clicked after 30 seconds the page will automatically change to the Login page.

Change Password

To Change your Password enter your User Name and current Password. Then enter a New Password. The New Password may need to meet requirements selected by your Administrator. If the New Password does not meet these requirements a warning message will be displayed indicating what requirement(s) was not met.

This option may not be available if Active Directory is enabled.

Select Language

If your Administrator has made additional languages available you may change your language by selecting it from the Select Language drop down box.

Tap on the desired language to select it. Changing the Language will change the "hard" text on all pages to reflect that Language. Text entered into the application, such as Intervention Description & Unit Name will not be translated. If no additional Languages are available you will not see this option.

Full Site

Some mobile web browsers are capable of rendering the full Infor Care Workloads application. If you prefer to use the Full application rather than the Mobile application click on the Full Site link.

Parameter Selection

After logging into Infor Care Workloads Mobile the first page will be the Select Parameters page.

Subsequent pages use the selected Unit, Date, Shift, & Caregiver to determine what data is displayed on the page. To return to this page from any other page simply click the "Infor Care Workloads Mobile" link in the header.

Selecting a Unit

When Infor Care Workloads Mobile is opened for the first time a Unit may not be selected, you may see the text "Click to Select Unit". If a Unit is already selected you may click on it to select a different Unit. When you click to change the Unit you will see a drop down box at the top.

The options in this drop down box are:

- Units – The standard view.
- Programs – An alternate view that groups like Instruments from various Units.

Normally this option is set to Units.

The list of Units will be tailored to your Hospital. Your Administrator may choose to give you access to all Units or to only those Units that you will be working in. Your list of Units may vary from your coworkers list depending on the Units that your Administrator has given each of you access to.

Once you find the desired Unit click the Unit Name to select that Unit.

Selecting a Date

Each time you open Infor Care Workloads the Date will be set to the current Date. You may change the selected Date by clicking on the Date value and selecting a new Date from the calendar.

If the Unit that you are working in has been designated as Prospective Unit by your Administrator the Date may automatically be pushed ahead by one day depending upon the time of day that you login. For example, if you login at 20:00 (8:00 PM) and the Unit is Prospective you may be expected to Score Workload on the Day Shift for the following day. Infor Care Workloads will automatically change the Date to the next day and automatically set the Shift to Day when you login.

To maintain system performance and provide fast, reliable reporting Infor Care Workloads will archive data entered before a specified Date set by the System Administrator. If the Date that you want to select is displayed in gray then data for this Date has been archived and is no longer available within Infor Care Workloads. To view data for archived Dates you will need to use the Infor Care Workloads Reports. For more information on Reports please refer to that section.

Selecting a Shift

When Infor Care Workloads is opened or the Unit is changed the Shift will be automatically selected based upon the time of day. The Shift can be changed by clicking on the Shift Name. When the Shift selection is open you can see the Date & Time range for that Shift in parentheses after the name of the Shift. If the Unit that you are working in has been designated as a "Prospective" Unit by your Administrator the Shift may automatically be pushed ahead by one Shift based on the time of day.

Selecting Caregiver Options

By default the Caregiver setting will be All Patients.

The available options for Caregiver are:

- All Patients – displays all Patients regardless of the Caregiver assignment.
- My Patients – displays only those Patients assigned to the currently logged in User.
- Unassigned Patients – displays only those Patients with no Caregiver assignment.
- Caregiver's Patients – displays those Patients assigned to a selected Caregiver.

Patient Workload

In most facilities the list of Patients will be automatically populated by the Admit-Discharge-Transfer (ADT) System. Up to 10 Patients will be displayed per page. If the desired Patient is not listed on the current Page simply click to the appropriate Page Number to find that Patient. Patients whose names appear in black have workload scored for the specified Instrument on the selected Date and Shift. Patients whose names appear in red have not been scored.

The second (2nd) column displays applicable icons for each Patient. If an Alert(s) has been assigned to a Patient an ⚠ (alert) icon will be displayed. For more information on Alert Codes please to the **Alerts** section of the Infor Care Workloads User Guide.

If the Patient has been Signed-Out a gray dot will be displayed. Even if the Patient is Signed-Out you may be able to Score Workload for the Patient if your Administrator has made this option available.

If today is the Patient's Birthday then a 🎂 (birthday cake) icon will be displayed.

Patient Workload Actions

To access the Patient Workload Actions for a selected Patient click the down arrow. This will open the available Actions for the selected Patient.

Score "[Instrument Name]"

The Score "[Instrument Name]" will open the "Score Workload" page. At the top of the Score Workload page the Patient's Name, selected Instrument, Date, and Shift will be displayed.

Scoring

To include an Intervention in the score simply click the checkbox such that a checkmark (or tick) appears. To exclude an Intervention simply click the checkbox such that the checkmark no longer appears.

Note that when Interventions are selected that are part of a Mutually Inclusive, Mutually Exclusive, or Group Mutually Exclusive set of Interventions that the page will be automatically refreshed. This is required to evaluate these Interventions for validity when compared to other currently selected Interventions. The application does attempt to refresh the page to the same location at which you were working, however not all mobile browsers support this functionality. On longer Instruments you may be required to scroll back down to the desired Intervention.

Mandatory Interventions

Interventions displayed with a grayed out checkbox have been setup as Mandatory Interventions by the Administrator. These Interventions will always be included when Workload is scored.

Intervention Descriptions

If clarification on a particular Intervention is required simply click the ⓘ (information) icon.

This will automatically refresh the page and open the Intervention Description providing the complete definition of the Intervention. Note that you may have to scroll up &/or down to see the full description. To close the Intervention Description simply click the "Close" button.

Count & Minutes Interventions

Interventions are sometimes presented as Count or Minutes Interventions because they are hard to estimate. Each of these types of Interventions will require the additional step of entering the Value. Count Interventions are highlighted in blue, whereas Minutes Interventions are highlighted in green.

Note that you will be able to type a value into the textbox even if the Intervention is not selected. This value will be ignored if the Intervention is not selected. The value will be validated when the Instrument is completed. If the value is not an Integer then it will be rejected at that time and you will be given the opportunity to correct the value.

Mutually Exclusive Interventions

Some Interventions will utilize Infor Care Workloads' Mutually Exclusive capability. This prevents two (2) Interventions that might overlap in their definitions from being selected at the same time. For example, if the Assessment section of the Instrument includes:

- Shift/update assessment 1-3 active problems &
- Shift/update assessment 4 or more active problems

We most likely only want to select one of these.

Currently "Shift/update assessment 4 or more active problems" is selected. If you click on "Shift/update assessment 1-3 active problems" an alert will be presented:

Follow the instructions of the alert. Click OK to uncheck the currently selected Intervention or click Cancel to leave the Intervention checked.

Group Mutually Exclusive Interventions

Some Interventions will utilize Infor Care Workloads' Group Mutually Exclusive capability. This prevents a single Intervention from being selected when any of a selected group of Interventions is selected. This might be found when one Intervention is defined as a larger process to incorporate several other processes that are listed individually. If you click the Parent Intervention and some or all of the Child Interventions are currently selected you will be presented with an alert indicating this.

Follow the instructions of the alert. Click OK to uncheck the currently selected Intervention or click Cancel to leave the Intervention(s) checked. Note that you may need to scroll up &/or down to view the full contents of the alert.

If you click a Child Intervention and the Parent Intervention is currently selected you will be presented with an alert indicating this.

Follow the instructions of the alert. Click OK to uncheck the currently selected Intervention or click Cancel to leave the Intervention(s) checked. Note that you may need to scroll up &/or down to view the full contents of the alert.

Mutually Inclusive Interventions

Some Instruments will utilize Infor Care Workloads' Mutually Inclusive capability. This is frequently used to facilitate the selection of Levels or Protocols. If an Intervention has been designated as a Mutually Inclusive parent up/down arrow will be displayed. Checking a Mutually Inclusive Parent will automatically check all of the Interventions that have been designated as Mutually Inclusive Children of that parent. This allows you to simply click one Intervention but provides itemized data for later analysis. For example, the "Liver Transplant Protocol" might be made up of 15 Interventions, but you only have to click once.

When you check the Mutually Inclusive Parent the children of that parent will be automatically checked and the Workload Value will be automatically calculated.

If you uncheck any of the child Interventions the Workload Value will be automatically recalculated to accommodate the change. Clicking the up/down arrows allow the Mutually Inclusive Children to be hidden or displayed respectively. This allows the length of the Instrument to be made shorter for quicker usage or for you to see all of the Interventions that have been automatically included.

Statistics

Some Interventions will be marked as Statistics by the Administrator. These Interventions will have their Workload Values displayed in blue.

An Intervention that is marked as a Statistic will not have its Workload Value counted towards the Total Workload Value. However, these Interventions are important to the GRASP® Methodology and should not be overlooked.

Variable Indirect Workload

Variable Indirect Workload may be automatically included by the Administrator. If so, it will be listed at the bottom of the list of Interventions. For details on **Indirect Workload** please refer to that section of the Infor Care Workloads User Guide.

When ready click the Save button to close this page and return to the Patient Workload page. If any data does not pass validation you will prompted at this time to correct it. If another user has updated the Workload Value since you opened the Score Workload page you will be alerted. Click OK to save your changes. Or click Cancel to return to the Score Workload page.

The Workload Value in hours will appear in the Workload Value column.

View / Update Active Instruments

Instruments are the cornerstone of the GRASP® Methodology. An Instrument is a set of Interventions (or actions) that are commonly performed during daily practice. Ensuring that the proper Instrument is attached to the Patient is extremely important to ensure the Workload recorded matches the care provided. Multiple Instruments can be assigned to a single Patient Encounter allowing Infor Care Workloads to capture workload for the various Disciplines required to provide care for the Patient.

Clicking on View / Update Active Instruments will open the View / Update Active Instruments page for the currently selected Patient.

This page displays the Instrument Name as well as the Discipline for the Instrument, the Assigned Date & Time and also the Removed Date & Time. The Effective Start Date and Effective End Date are calculated using the Admit and Discharge Dates as well as the Transfer-In and Transfer-Out Dates. These values may differ from the Assigned or Removed Dates based on these dates.

To Edit an Instrument click on the Edit button. The Instrument as well as the Assigned Date & Time and also the Removed Date & Time may be modified. It is only recommended to change the Instrument if no Workload has been collected. This might happen if this Instrument is the default Instrument assigned to patients upon admission, but the actual workload differs. An example of this might be in a Mother/Baby Unit where the Hospital's Admit-Discharge-Transfer (ADT) System does not differentiate between the Mothers and the Babies. All patients might be assigned the "Mother" Instrument by default, but this needs to be changed for the "Babies".

The Removed Date & Time can be used to stop displaying the selected Instrument. This might be useful if the patient's condition has changed and a new Instrument is more appropriate.

To completely remove an Instrument click the Delete button. You will be prompted prior to completing this action. This should only be done when no workload has been collected.

To add a new Instrument click the Insert button at the bottom of the page. Click the drop down list for Instrument to select the appropriate Instrument. Enter an Assigned Date & Time and Removed Date & Time as needed. If the selected Instrument is already attached you will be prompted that this will

create duplicate entries. Even though duplicate entries might exist, only a single row will be displayed on the Patient Workload page for the Instrument.

When ready click Close to return to the Patient Workload page. Any changes will be immediately reflected.