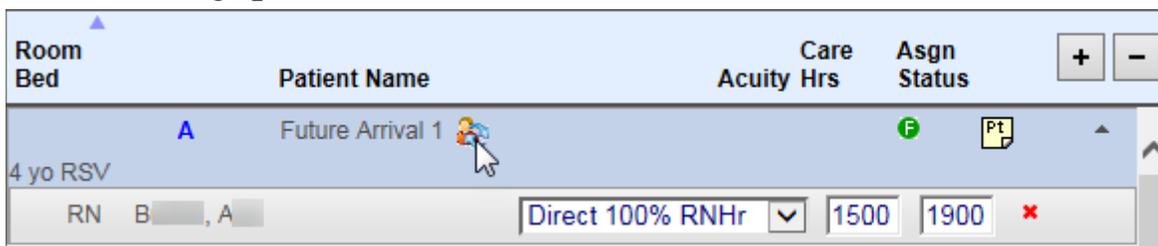# Table of Contents

Clairvia: Charge Nurse Guide

Frequently Asked Questions (FAQs)

How do I remove an encounter for a future arrival that is no longer coming?

Use the arrow next to the green D to remove the future arrival. This will remove the arrival in reverse order (i.e., future arrival #2, then future arrival #1...)
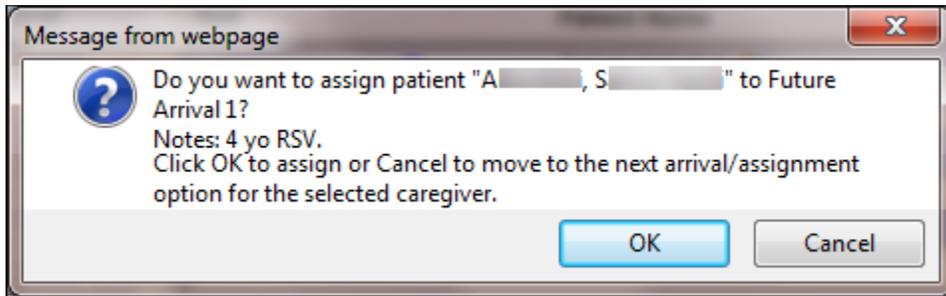

How do I merge patients with a Future Arrival?

When the patient arrives on the unit and is visible on the patient list on the Assign Patient page, select the icon.

The following message displays. Click **OK** to merge the patient listed or follow the instructions to proceed to the next new arrival.

Tip: If there are multiple future arrivals and patients are being merged, verify the correct patient/admit is merged with the correct future arrival.

Is there an easier way to check to see if I have missed assigning any nurses or CSAs?

Click on **Asgn Status** when in Patient Assign and unassigned patients will be pulled to the top.

Why do I not see a name that the Staffing office has told me right away?

A shift schedule change in Kronos could take **UP TO 15 minutes** to populate Clairvia from the time it is entered into Kronos. Click **Go** to refresh screen.

What goes in shift notes/patient notes? How do we use event notes?

Refer to types of notes on pages 6-9 and discuss with unit leadership for further guidance.

How do I assign a CVICU RN to a CVICU patient that is in a bed in PICU?

Confirm PICU profile and shift partition. Click **Find Caregiver** and type the last name of RN who will be going to PICU to care for the CVICU patient. Select caregiver name from list and click **OK**. This RN will remain on the CVICU profile and will appear unassigned but will have an assignment in PICU profile.

I'm not seeing something in Clairvia that I should see.

Select **GO** to refresh screen.

How do I designate nursing hours when assignments are changed during a shift partition?

From the Assign: Patient page, enter the timeframe that each nurse cared for that patient during the shift partition and use the drop down to select **Direct 100% RNHr** for that timeframe.

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How do I assign the backup nurse? (NICU areas)

- To designate which nurse will be taking a patient from the admit nurse, assign the backup nurse to the patient, and change the care to **Relief 0% RNHr**.
- This will place the patient on the Assignment PAL for both nurses.
- If the relief nurse takes over the care of the patient, change the hours associated with each nurse to reflect the timeframe that each nurse was caring for the patient during that shift partition.

How do I drag and drop a caregiver to multiple patients?

A single caregiver can be assigned to multiple patients at once by highlighting the caregiver and using the drag and drop feature to assign all at one time.

Click on the caregiver's name on the left-hand side, then click on the space below the patients you would like to assign the caregiver. Drag and drop the caregiver's name over to any of the highlighted spaces on the right-hand side to add caregiver to multiple patients.

What is Clairvia?

Clairvia is a tool that allows for:

- Charge nurses to use a patient acuity score, calculated from documentation in the patient chart, when creating patient assignments.
- Charge nurses to pull in previously assigned RNs when creating patient assignments to promote continuity of care.

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- Leadership to track staff utilization and acuity level in each department.
- Leadership to anticipate times of increased demand on staff.

How does Clairvia calculate the acuity score?

- Complete, accurate and real-time documentation allows the tool to pull patient information and map it to 16 Nursing Outcome Classifications (NOC) or domains.
- A score will be calculated based on these domains, comparing the patient to a non-hospitalized healthy child.
- Documentation will be pulled from:
  - IView
  - PowerForms
  - MAR – IV Medications Administered
  - Lab results
  - Care plans
- Documentation from all direct care staff may be included in acuity score calculation.
- Real-time documentation allows for the most up-to-date acuity score, collected at 0100, 0500, 0900, 1300, 1700, and 2100.

How will the acuity score impact patient assignments?

- The acuity score is one tool for charge nurses to consider when making patient assignments.
- Charge nurses will continue to use their nursing judgement when assigning patients, including geography of the rooms, experience level of staff, continuity of care, etc.

How will Clairvia impact staffing?

- The charge nurses and care traffic control utilize the nursing staffing matrix to staff for each shift.
- Clairvia allows managers and supervisors to track staff utilization and identify trends in staffing needs and patient acuity. Clairvia allows managers to automatically print reports on staff utilization and trends.

How will Clairvia impact the direct care nurse/RT/CSA?

- Direct care nurses/RTs/CSAs and all other allied health professionals that document in IView, powerforms and care plans, will not need to change anything about their current practice.
- Clairvia utilizes documentation to generate patient acuity scores.
- Continue documenting on your patient(s) with complete and accurate, real-time charting to generate an accurate acuity score.
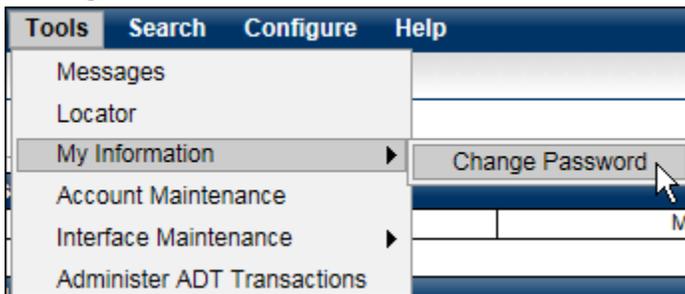
Clairvia Log In and Password Instructions

To log into Clairvia:

1. From the Star Net home page, click **Applications**. Click **Clairvia**.
2. The first time you access Clairvia, enter your CE# only and click **Log In**. You will be prompted to create your password. Use your Cerner password for Clairvia.
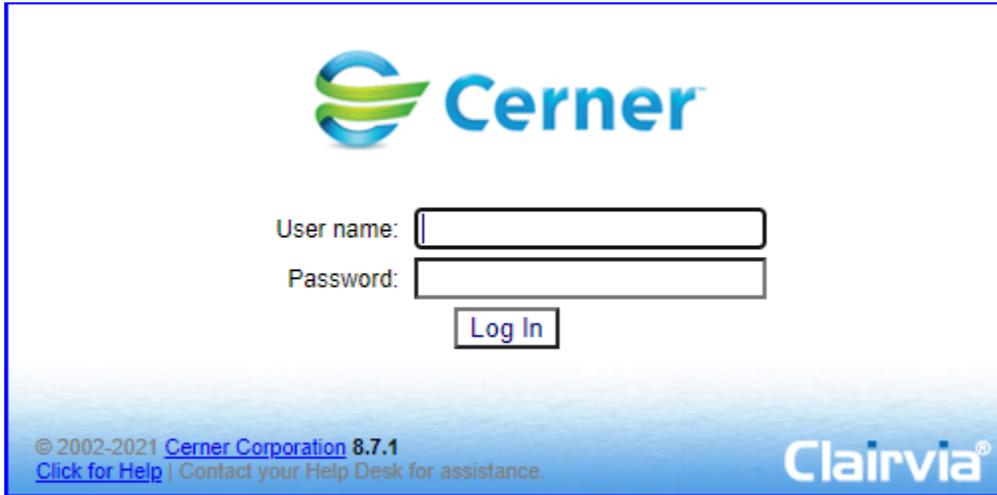

- After the initial log in, Clairvia is accessed via the Star Net Applications page (no password needed if you have already *tapped in* to your computer).
- The Clairvia password is not synced to your Cerner password maintenance. The Clairvia password will need to be updated when your Cerner password expires.
- To update your password in Clairvia:
  - Wait for the password to expire and then follow the prompts
    or
  - Manually update at any time. In Clairvia, click **Tools.** Select **My Information** and then select **Change Password.**

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Making Patient Assignments in Clairvia

On the Patient Assign page:

1. Select **Date**, **Profile** (unit), and **Shift Partition**. Click **Go**.
2. Click **Charge**. From the pop-up window that displays, select assigned charge RN, **Save,** and click **Close**.
3. Click **Duties** to assign any resource, CRN, chemo nurses, etc. When complete, return to Assign Patients tab.
4. Click **Continuity** and drag and drop caregivers to patients that are unassigned. If needed, remove caregivers with the (X) to switch assignments.
5. Use **Find Caregiver** only if RMC cannot enter actual by one hour before shift start.
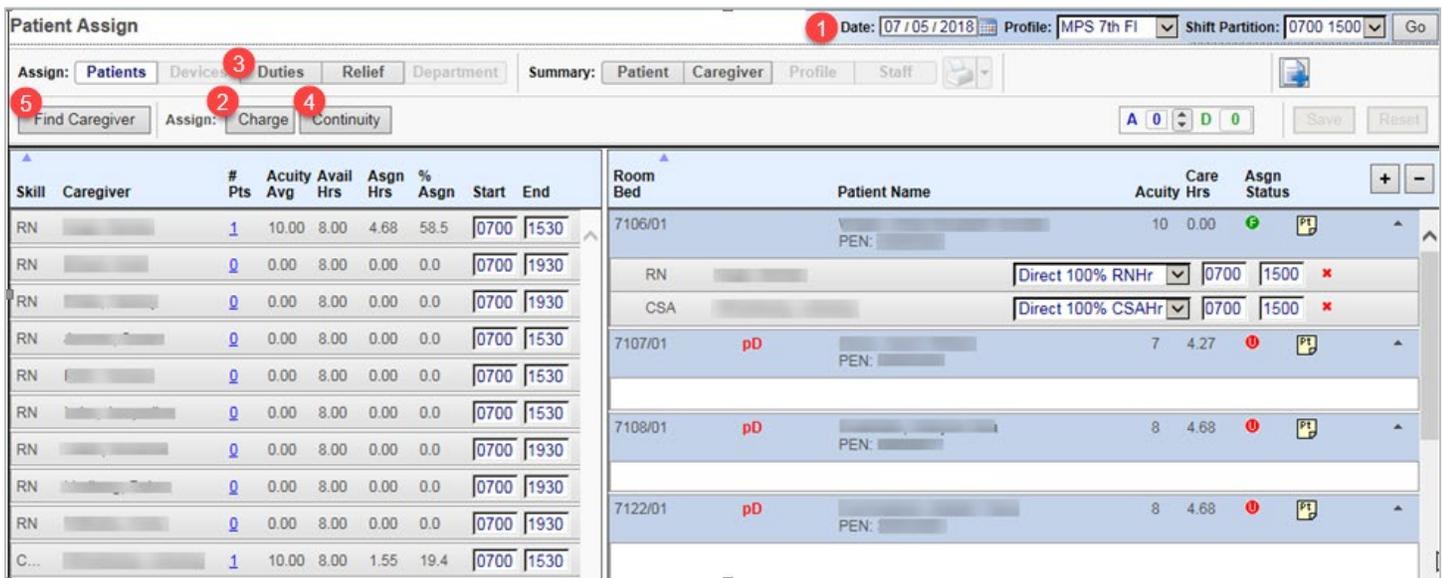
Note: To assign multiple patients to the same caregiver (e.g., CSA to the whole unit), select the space underneath the desired patients and drag and drop the caregiver's name to the patient list.
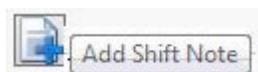
Types of Notes

Shift Note

A **Shift Note** is a tool for charge nurses to communicate events occurring during their shift that require workload to be reallocated. Examples include:

- Rapid Response occurred; nurses were pulled to assist for 60 minutes.
- Nurse had to leave early due to illness, their patient assignment absorbed between other nurses on the unit.
- Nurse needed to take patient off unit to MRI for 90 minutes, remaining patients on this assignment were covered by other nurses on the unit.

To add a **Shift Note**:

1. **Shift Note** is available from the Patient Assign Summary page or the Assign Patients page.
2. Click the **Add Shift Note** icon.   Add Shift Note

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3. Enter note. Click **Save** and then click **Close**

4. When a Shift Note is created, the add shift note icon displays:

5. Click icon to view note.

Future Arrival Note

A **Future Arrival Note** is used to describe the patient that will be imminently admitted to the unit.
Example: 4 yo male, RSV
To add a **Future Arrival Note**:

1. From the **Patient Assign** page, add a future arrival by clicking the up arrow.

2. Select the Pt note icon from the **Future Arrival** row that has been added.

3. Enter the note, click **Save** and then click **Close**.

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4. Click **Save** to save all changes to the **Patient Assign** page. The **Future Arrival Note** information displays on the **Future Arrival** row.

Note: Future arrivals may be added as a placeholder for admissions during the shift. In this case the future arrival note would not be added until the information about the patient being admitted is known.

Patient Note

A **Patient Note** is used by the charge nurse to add a short, high-level note about patient activity that spans across shifts and would impact how the unit is staffed.

Examples:

- ECMO
- CCRT
- Behavioral Health
- Feeding schedule (for neonatal areas that use this to determine assignments)

To add a **Patient Note**:

1. From the Patient Assign page, click the **Pt** note icon.

2. Enter the information. Click **Save** and then click **Close**.

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3. The patient information displays.

Patient Assign page:


Patient Summary page:

- More than one note may be entered on a patient.
- Only the most recent note entered will display.
- Notes may be deleted or modified.
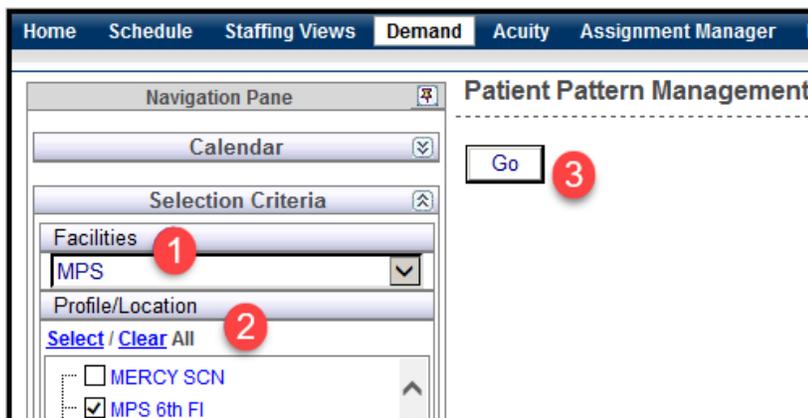- Only one line of text will display in the patient note section.

Patient Events

Patient events can help the charge nurse describe unit routines and clinical standards that require 1:1 CSA or 1:1 RN care. They also can be used for unexpected events requiring 2:1 or 3:1 care (e.g., codes or Rapid Responses). These will help depict the staffing needs on the unit prospectively and will help describe the staffing challenges retrospectively in the case of a code or unplanned patient need.

The process for entering a patient event:

1. Click **Demand** then select **Patient Pattern Management**.
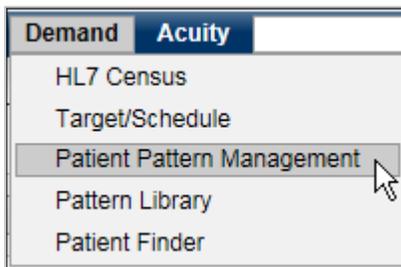

2. In Patient Pattern Management, select the **Facility** (campus) and select **Profile/Location** (unit). Click **Go**.

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3. On the list of patients, click the green history icon ⬛ by the patient's name to be added to an event. Click the Event Management tab.
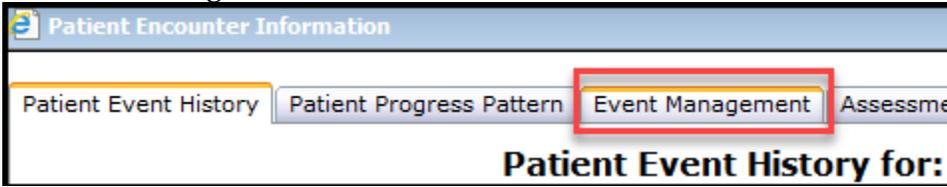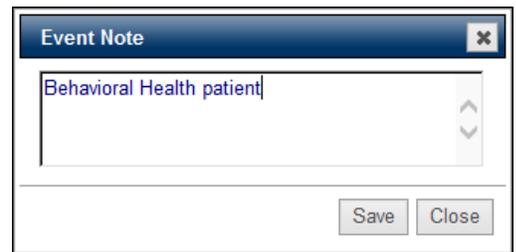

4. Click **Add**.
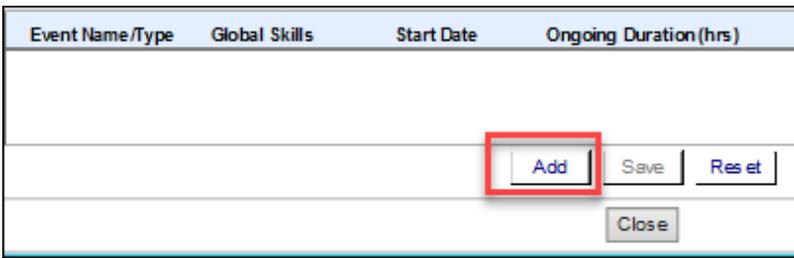
5. Enter the event information.

   1. **Event**: Select 1:1, 2:1, or 3:1
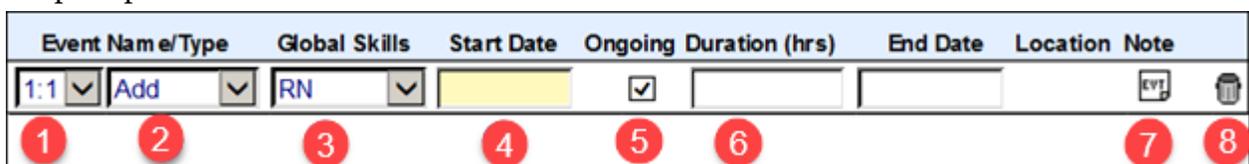   2. **Event Type**: Select **Add** or **Replace**
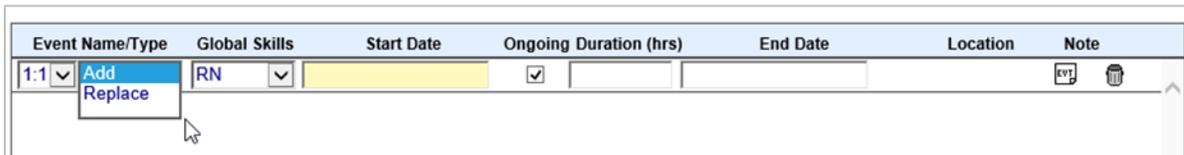
   - **Add:** Adds additional care hours to care hours already calculated by acuity.
   - **Replace:** Maintains care hours. Denotes added staff in room for those designated hours.

   3. **Global Skills**: Select CSA or RN
   4. **Start Date:** Enter the start date for the event.
   5. **Ongoing:** If the event is set for a specific amount of time, click to unselect the **Ongoing** box. If the event is ongoing, click the **Ongoing** box to select.

      Note: Ongoing events will remain in place until the patient is discharged or transferred or until the charge nurse removes the event.

   6. **Duration**: Enter the time frame (hours) for the event.
   7. Select the EVT icon and enter a brief note with a description of the event. Click **Save** and **Close**.

   8. To remove an event, select the trash can icon and follow the prompts.

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Add Event

After the event note is created, the patient care hours reflect the **additional hours needed** for this event (in this case a behavioral health 1:1). This supports the additional staff hours needed on the unit (in this case 8 CSA hours for this patient).

Before the Patient Event was added:

After the Patient Event was added:

Replace Event

After the event note is created, the patient care hours reflect the **replacement hours needed** for this event. Before the Patient Event added:

After the Patient Event added:
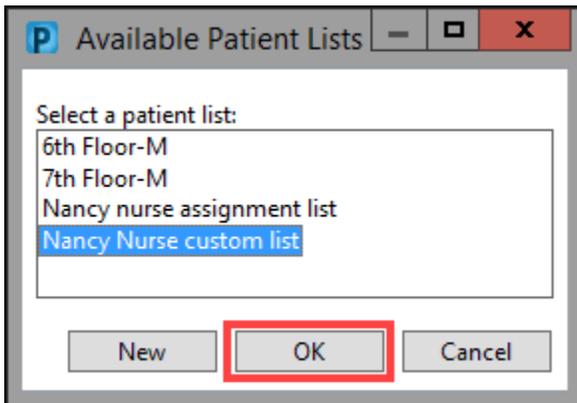
Need Help?

Having issues with the PAL?

Use the following steps to revert to custom PAL.

1. Right click on the grey timeframe bar in the PAL.
2. Select **Change Patient List**.
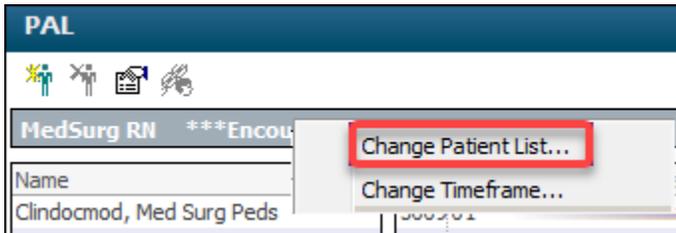
3. Choose the custom patient list.
4. Click **OK**.

Need password help?

Call the Children's Service Desk at 4-5000 for immediate assistance. The Service Desk will contact Cerner (AMS).

Clairvia application is not working?

Call the Children's Service Desk at 4-5000. The Service desk will contact Cerner (AMS).

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