



## Adult Observation Chart Unavailability Period Plan

On morning of Tuesday 13th September 2022 there will be an upgrade of the Adult Observation Chart in the EMR. During the hours of 2.30am - 5.00am the Adult Observation Chart and its features will be unavailable. This document will explain how to enter in observations during this time and what documents may be required from your Downtime Box.

The following observation chart features will be unavailable:

- Ability to view the Observation Chart in the EMR
- Altered Calling Criteria
- Altering the frequency of observations
- Urgent Clinical Review alerts and MET call alerts within the Observation Chart

### **Before observation chart unavailability, please check the following:**

- Digital Health Team will provide overnight NUM/ANUMs with a back up document of all active altered calling criteria in the ward. Please review this list.
- Check the downtime box to ensure there are sufficient amounts of paper observation charts ([AD 315 Adult Observation and Response Chart](#)) for the ward in case of emergency

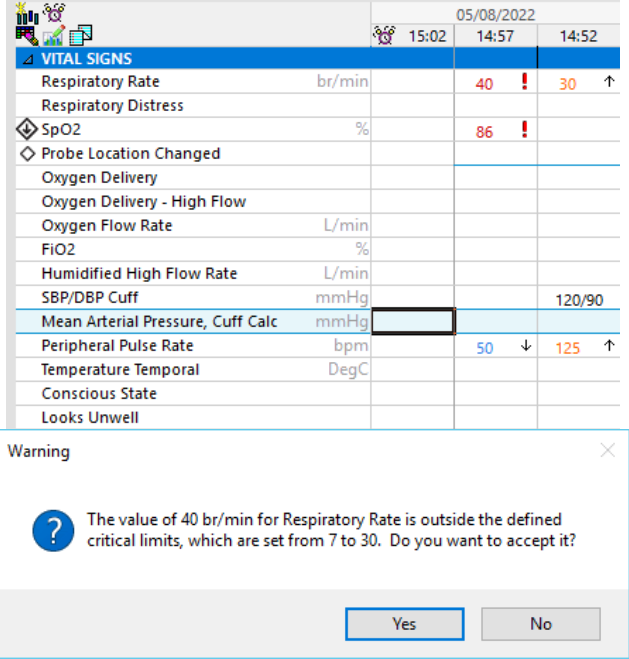
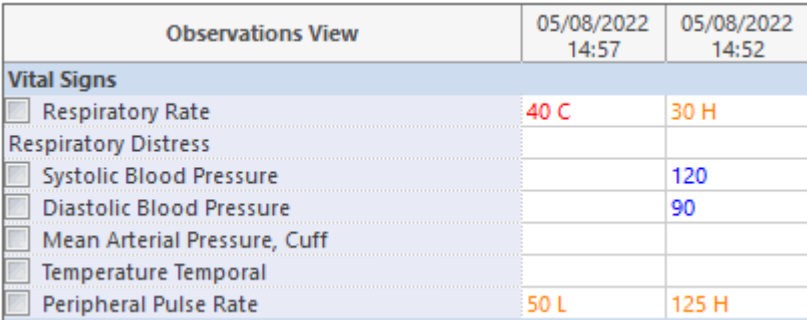
### **During observation chart unavailability:**

1. *Patient requiring a new Altered Calling Criteria (ACC) or Not for Rapid Response (NRR) status*
  - Any **new** Altered Calling Criteria or NRR status during downtime will need to be documented via a paper observation ([AD 315 Adult Observation and Response Chart](#)) chart found in the BCP box in each ward.
2. *Patients with an active Altered Calling Criteria that is expiring between 2:30am to 5:00am.*
  - Please take note if your patient's **ACC/NRR expires** during the expected unavailability time. Staff will need to ensure that the expired ACC is reviewed by an MO and if clinically requires another ACC, this will need to be documented via a paper observation chart ([AD 315 Adult Observation and Response Chart](#)).
3. *Patients with an active Altered Calling Criteria that extends beyond the unavailability period*
  - Please refer to your **back up document** containing all active altered calling criteria on the ward and document vital signs on the EMR as suggested on page 2.
4. *Patients that do not have an active Altered Calling Criteria*
  - **Continue** to document/view observations **as per the suggested workflow** in "Documenting/Viewing Observations" on page 2.

## Documenting/Viewing Observations on the EMR during observation chart unavailability

Observations **can still be documented** in the EMR by Nursing staff through **Interactive View and Fluid Balance** from the Table of Contents (Look at page 2 of the [QRG for Entering and Viewing Vital Signs](#))

During unavailability time the following features within the EMR can be used to **view** patient observations:

<p>1. <b>Interactive View and Fluid Balance</b> found in the table of contents</p> <p>i. Found in 'VITAL SIGNS' under the Adult Systems Assessment band</p> <p>ii) Alerts will display on documenting vital signs within the UCR and MET call criteria</p> <p>ii) Vital signs within the UCR and MET call reference ranges will be colour coded</p> <p>! icon = MET call, up arrow = high UCR, down arrow = low UCR</p> <p>Please note: the Critical and UCR values refer to standard/unaltered reference ranges and not altered calling criteria.</p>	
<p>2. <b>Results Review</b> found in the Table of Contents followed by Observations Tab</p> <p>i. Vital signs within the UCR and MET call reference ranges will be colour coded with a symbol</p> <p>C = critical/MET call L = low UCR H = high UCR</p>	

Support will be available from the Digital Health team during the unavailability period by calling (03) 8345 7953 as well as during business hours on 13th September 2022 via Service Desk.