



Phase 1



Digital Skills Training Team





Contents

Using Flow	0
Overview	1
Accessing Flow	2
Viewing Your Ward in Locked (Read Only) View	2
On Ward	3
Bed Cards	3
Indicators and Care Alerts Icons	4
On Leave	4
Failed to Return	5
Discharged	5
Changing the Flow Display	6
Viewing Your Ward in Unlocked (Edit) View	7
Patient Synopsis	7
Patient Status Tab	9
Care Alerts	9
Indicators	9
Service Requests	10
Service Requests Tab	11
Requested Service Requests	11
Scheduled Service Requests	11
Completed Service Requests	12
Discharge Tab	12
Admission Tab	12
Current Location Tab (Patient Leave)	13
Observations Tab	14
Patient Flow	14
Exiting Unlocked View	14

Overview

Best Care

Flow links directly to Rio and displays an overview of the occupied beds for the selected ward. Each bed displays as a patient Bed Card and containing icons to indicate care needs, the current News2 score and the current Consultant details. This information displays in real time and is updated as information is updated in Rio and eObs.

1

Accessing Flow

Flow is opened in Google Chrome and can be accessed via an icon on the desktop of laptops and PCs on your ward. Usually from the pc connected to the large display screen

For each ward there will be a generic login username and password

The generic login will give all users access to a 'locked' read only view of Flow

To **view** Flow

- Select the desktop icon
- Enter the ward Username & Password
- Select OK

Substantive Nursing, Medical and Therapy staff who have smartcard access to Rio will also have access to an 'unlocked' editable version of Flow which allows them to add and update Indicators, Service Requests, Discharge & Leave statuses for a patient

Viewing Your Ward in Locked (Read Only) View

Using the generic ward login will open Flow in **Locked** view for the ward you are currently working on

The top of the screen displays a blue banner with the name of the ward

To the **left** of the banner is the **Menu** button

Selecting the Menu button allows you to select other wards

On the left of the screen, below the Menu button is the padlock icon this indicates that you are viewing Flow in the default locked view

Below the padlock icon you will see a summary telling you how many beds there are in total on the ward, how may beds are occupied, empty or closed

2

The main screen is divided into four sections; On Ward, On Leave, Failed to Return and Discharged (bottom left)



20/05/2022





On Ward

The On Ward section displays a series of 'Bed Cards'. Each card represents a patient in a bed, empty beds will not display

On Ward					€, €, _
A A 🕫	🔊 🗛 🔬	A A 3	S A 4	▲ <mark>▲</mark> ⊘	
Single Side room 1 (Wing A) - Bed 1	Single Side room 3 (Wing A) - Bed 3	4 bedded bay (Wing A) - Bed 6	Adm: 3 Mar 2022 (61d)	Marr. 1 Mar 2022 (63d)	
Adm: 26 Jan 2022 (97d)	Adm: 14 Jan 2022 (109d)	NEW52: 1	NEWS2: 0	NEWS2: 0	
NEWS2: 1	NEWS2: 0	& DAWDOD, Salim (Dr) - GERIATRIC MEDICINE	AWOOD, Salim (Dr) - GERIATRIC MEDICINE	BAWOOD, Salim (Dr) - GERIATRIC MEDICINE	
DAWOOD, Salim (Dr) - GERIATRIC MEDICINE	DAWOOD, Salim (Dr) - PALLIATIVE MEDICINE	• • • • • • • • • • • • • • • • • • •	S A A	A A	
A A ?	A A ?	4 bedded bay (Wing B) - Bed	4 bedded bay (Wing B) - Bed	8 bedded bay (Wing B) - Bed	
8 bedded bay (Wing A) - Bed 12	8 bedded bay (Wing A) - Bed 13	Adm: 8 Mar 2022 (S6d)	20 Adm: 9 Mar 2022 (55d)	20 Adm: 6 Mar 2022 (58d)	
Adm: 18 Feb 2022 (75d)	Adm: 7 Mar 2022 (57d)	NEW52: 2	NEWS2: 0	NEWS2: 0	
NEWS2: 0	🥶 ø 🚽 M 📑 🦽	DAWDOD, Salim (Dr) - GERIATRIC MEDICINE	DAWOOD, Salim (Dr) - GERIATRIC MEDICINE	BAWOOD, Salim (Dr) - GERIATRIC MEDICINE	
& DAWOOD, Salim (Dr) - GERIATRIC MEDICINE	NEWS2: 0				

Bed Cards

Bed Cards display key information for the patient

ST 🔥 🗛 🍕	
🛏 Individual Room - Bed 23	
Adm: 28 Apr 2022 (5d)	- 1
A 💿	
$\Delta \wedge /$	-
NEWS2: 2	-
SIDDIQUI, Mohammad fouad (Dr) - GERIATRIC MEDICINE	

The patient's initials are displayed on the purple banner

In this example, the patient has Alerts recorded 🙏, has no
Allergies 🗛 and has 5 days to go until their estimated date
of discharge $^{(-5)}$, this information is pulled from Rio and is displayed in the purple banner at the top of the Bed Card
The patient is in a side room, in Bed 23
They were admitted on 28 th April and have been on the ward for 5 days
The patient has two Indicator icons which show they use a walking frame 🛱 and they have a diabetic diet 🧐

 Δ The Occupational Therapy team have seen the patient and completed their intervention (green for OT, three sides of the triangle because the intervention is completed)

A The Physiotherapy team have received the request and have scheduled to see the patient (blue for Physio; two sides of the triangle because an intervention is scheduled)

The Nutrition & Dietetics intervention has been requested, but is not yet scheduled (pale blue for Nutrition & Dietetics; one side of the triangle because the intervention has been requested)

This patient has a News2 score of 2. This has been recorded in Rio or eObs and automatically displays in Flow

The patient is admitted under the care of Dr Siddiqui who is a consultant in Geriatric Medicine



Indicators and Care Alerts Icons

Indicators display on the patient's bed card when they are added in Flow by users with 'unlocked' access

Care Alert icons display automatically on the bed card when information is recorded in specific Rio assessment forms. The table below shows which assessment forms Care Alert information is pulled from

Example Icon	Care Alert	Assessment Form / Section or Sub Form
25	Ceiling of Care (CoC)	Medical Admission / Ceiling of Care sub form
DNR	Do Not Resuscitate	Handover / DNAR Status
C 19	COVID Status	Handover / COVID Category & Swab date
$\sum_{i=1}^{1}$	Level of Supervision	Enhanced Supervision
	Diabetic	Clinical Examination / Type of Diabetes
	Nil by Mouth	Nursing Needs/Care Plans / IDDSI
IDDSI	Modified Diet or Fluids	Nursing Needs/Care Plans / IDDSI
1	Nursed in Bed	Handover / Support for Transfer /supervision when mobilising
2°	Mobility	Handover / Support for Transfer /supervision when mobilising
PEEP	PEEP (Personal Emergency Evacuation Plan)	Nursing Needs/Car Plans / PEEP

The colour of many icons will vary depending on the status of the Care Alert. For example, if a patient is COVID positive the icon will display in red; if they are COVID negative the icon will display in green

On Leave



The **On Leave** section will display Bed Cards for patients who are currently on leave from the ward

This may be because the patient has an appointment e.g., for a CT scan or may be temporally allowed home for a day or two (usually palliative care patients)

The length of time the patient has been on leave for will display in green

When the patients return to the ward is recorded, they will automatically be moved back to the On Ward section



Failed to Return

Failed to Return	€ Q _
ST	<mark>▲</mark> ▲ ③
🛍 4 bedded bay	(Wing A) - Bed 1
Adm: 18 Feb 2022 (74d)	
NEW52: 2	
Leave: OVERDUE 2h, 11m	(Short Leave)
TADVI, Julkiflakhan () INPATIENT NEUROLC UNIT	Mr) - WMR INRU DGICAL REHABILITATION

The **Failed to Return** section will display Bed Cards for patients who are on leave and have not returned by the planned leave date/time

The length of time the patient is overdue by will display in red

When the patients return to the ward is recorded, they will automatically be moved back to the On Ward section

The On Ward, On Leave and Failed to Return sections all display with **zoom in**, **zoom out** and **minimise** icons

- Select the **zoom in** icon to **increase** the size of the Bed Cards
- Select the **zoom out** icon to **decrease** the size of the Bed Cards
- Select the **minimise** icon to display the section at the **bottom of the screen** next to the Discharged section

Discharged

• Select **Discharged** to display a list of patients who have been discharged in the last 72 hours

APPEALINE Typhone Typhone typhone Typhone (A) APPEALINE Typhone APPEALINE TYphone AP	All (20) ♥ down (3word (3wor	Bing 2 - MSG - Red 14. Did Han (pain fait Did Han (pain fait did bing and fait did bin did	Antonia Jacobi Jahanda (Ma) Jahanda (Ma) Bang 22 - NHSE - Bod 15 Bin Flam: Sama ran Walk Hand Sama (Ma) Sama (Sama Sama Sama Sama Sama Sama Sama	Alternative angular an	-				
NHS	NHS Name					Ward	Room & Bed	Admission Date	Gender
Unknown	LOMAMI, Shahmala (Miss)				AHMAD, Farooq (Dr)		-	20 Jan 2022 12:00 (104d)	Female

• Select the arrow 💟 to collapse the list

If the On Ward, On Leave or Failed to Return sections are displaying at the bottom of the screen, a list of patients can be viewed by clicking on the section heading

Discharged	On Ward 🗗	On Leave 🗗 🛛 Failed to Return 🗗 💙				
NHS	Name	Consultant	Ward	Room & Bed	Admission Date	Gender
		On Leave Failed to Return Consultant TADVI, Julkiflakhan (Mr) GRUBB, Anthony (Dr)	MHH Ward 7	Single Side room 3 (Wing A) - 1	28 Feb 2022 16:15 (65d)	
		GRUBB, Anthony (Dr)	MHH Ward 7	4 bedded bay (Wing A) - 2	1 Mar 2022 20:45 (63d)	

Select the **restore** icon **i** to return the section to the upper part of the screen



Changing the Flow Display

Select the **zoom in** icon **(Q)** to **increase** the size of the Bed Cards

	,	RSPT Sheldon Unit	TEST_UAT	MOWBRAY, Sarah	•			RSPT Sheldon U	nit	TEST_UAT MOWBR	AY, Sarah	
	On Ward		भ् <mark>२ –</mark> On Leave	€ ⊖ Failed to €	2		On Ward		€, ⊖, _	On Leave € ⊖	Failed to ⊕	Q
11 Total Beds 5 Occupiec Beds 6 Empty Beds 0 Closed Beds	A → C → C → C → C → C → C → C → C → C →	Control of the second sec		Return		11 Total Beds 5 Occupied Beds 6 Empty Beds Closed Beds	An Individual Room - Bed 3 Anna + And 2000 Anna + And				Keturn	
	Discharged						Discharged					

Select the **zoom out** icon **Q** to **decrease** the size of the Bed Cards

]	RSPT Sheldon Unit	TEST_UAT MOWBRAY, Sarah	E MENU]	RSP	T Sheldon Un	it	TEST_UAT MOWBR4	Y, Sarah
	On Ward	କ୍ ବ୍	– On କ୍ର୍ Failed Leave to କ୍ର୍	_	On Ward			® (9, _	On Leave	Failed to € ⊖
11 Total Bods 5 Occupied Bods 6 Empty Bods 0 Closed	Alter Control Con	Control	Return	11 Total Beds 5 Ccupied Beds 6 Empty Beds Closed	OLCE All Billarder Billarder	C ALCONTRACTOR IN Ideal and the start is to a contract the start is to a contract the start is the start the start the start is the start the start the start the start is the start the start the start the start the start is the start the start the start the start the start the start is the start the st	the indicated constraints of the indica			Ketum
Beds	Discharged			Beds	Discharged					

Select the **minimise** icon to display On Ward, On Leave or Failed to Return section(s) at the **bottom of the screen** next to the Discharged section

≡ MENU		RSPT Sheldon Unit	: 1	rest_uat mowbr/	W, Sarah	≡ MENU		RSPT Sheldo	on Unit	TEST_UAT MOWBRAY, Sarah	5
	On Ward		९ ९ 🗕	On Leave € ⊖	Failed to € ⊖		On Leave	• ্ –	Failed to Return	æ	e,
11 Total Bods Ccupied Bods 6 Empty Bods	Image: Control of the control of t	C € €			Return	11 Total Beds 5 Occupied Beds 6 Empty Beds					
Beds	Discharged					Beds	Discharged On Ward 🗗				

Select the **restore** icon **I** to return the section to the upper part of the screen

		RSPT Sheldo	n Unit	TEST_UAT MOWBRAY, Sarah]		RSPT Sheldon L	Jnit		TEST_UAT M	OWBRAY	, Sarah	
	On Leave	®. ⊂	Failed to Return	& Q _		On Ward			€	ବ୍ _	On Leave ⊕	୍କ୍	Failed to	e,
11 Total Beds 5 Occupied Beds 6 Empty Beds 0 Closed Beds	Discharged On Way (5)				11 Total Beds 5 Cecupied Beds 0 Closed Beds	Marking Andrew Set 2014 Marking AndrewSet 2014 Marking Andrew Set 2014 Marking Andrew Set 2014	A Default and a set of the	Constraints and an annual sector of the sect					Return	



Elevate Access

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Login

Viewing Your Ward in Unlocked (Edit) View

At BCHC, substantive Nursing, Medical and Therapy staff who have smartcard access to Rio will also have access to an 'unlocked' editable version of Flow which allows them to add and update indicators, service requests, discharge and leave statuses for a patient.

To unlock Flow

- Select the padlock icon
- The Elevate Access dialogue box will open
- Enter your Flow Username and Password
- Select Login

Or

- Select the padlock icon
- Insert your Smartcard and enter your smartcard pin (please note, Smartcard access is currently unavailable)

Flow will now display in unlocked view; this will be indicated by the unlocked padlock icon

Patient Synopsis

Further information can be viewed and recorded for patients on the Patient Synopsis screen

• Select the Bed Card

Patient Synopsis 🚨 TEST, Sidney (Mr) 18 Aug 1934 (87 years) Male NHS. N/A Patient Flow 1 known A No Known Allergies Address 23 Birdbro... Phone and email NOK Not Set GP BHOMRA DS Â alerts Occupational Therapy Consultant Completed (Update) Current Location Discharge Status Admission Date SIDDIQUI, 4 May 2022 14:31 On Ward Mohammad fouad Ξ 28 Apr 2022 (6d) ക Not Set MOWBRAY, Sarah (Dr) Occupational Therapy Ward Location Ready for Discharge Date Intended Discharge Date Nurse Scheduled (Update) 苗 • RSPT Sheldon Unit -Ħ Not Set 9 May 2022 Not Set 4 May 2022 14:31 Individual Room - 23 MOWBRAY, Sarah Nutrition & Dietetics -Patient Status Service Requests Discharge Admission Current Location Observations Requested (Add) 4 May 2022 14:30 Service MOWBRAY, Sarah 0 Care Alerts Indicators Requests Physiotherapy -Clo

The Patient Synopsis screen will open



The patient's demographic information displays at the top of the screen

• Select the small **down arrow** (right) to **expand** the information

ETEST, Sidney (Mr) 18 Aug 1934 (87 years) Male NHS. N/A								
Address 23 Birdbrook Ro	Phone and email 01214567891	NOK TEST, Florence	GP BHOMRA DS	1 know	n alerts	A No Known Allergies		
Usual address	Home 01214567891	Address	Address	Alert	Date			
23 Birdbrook Road	Work	23 Birdbrook Road	AYLESBURY SURGERY	Medication	1 May			
Birmingham	Mobile 07891234567	Birmingham	WARREN FARM ROAD	Wedication	T IVIAY			
West Midlands	Email	West Midlands	KINGSTANDING	Alert	2022			
B44 8RE		B44 8RE	BIRMINGHAM					
			B44 0DX					
		Telephone						
		Main 01214567891	Phone 0845 6750563					
		Other Not Set	Fax Not Set					
			PCG NHS BIRMINGHAM					
			AND SOLIHULL CCG(15E)					

• Select the small **up arrow** (right) to **collapse** the information

Below the demographic information is a **summary** including the patient's current location, Consultant, Nurse, Discharge Status and Ready for Discharge, Admission & Intended Discharge dates

Below the summary are a series of tabs, some allow you to record information; some are view only

8

Patient Status Tab

The Patient Status tab displays in three sections: Care Alerts, Indicators and Service Requests

Care Alerts

Care Alerts display automatically when information is recorded in specific Rio assessment forms, please see the **Indicators and Care** Alerts Icons section above for details of where Care Alerts populate from

Indicators

Indicators allow users to add Indicator icons to the Bed Card. Indicators will display on the Bed Card in both locked and unlocked views

• Select the green plus 😳 icon

The Indicators screen will open

The indicators are arranged in several groups: Alerts, Condition, Indicators, Treatment, Nutrition & Hydration, Tasks and Other

- Select the required Indicator(s)
- Select the **Save** button ^{Save} (bottom right)

The **Patient Synopsis** screen will display again with the new indicators displaying in the **Indicators** section

To remove an Indicator, select the red cross ⁶²

The Remove Indicator prompt will display, a	asking in you are sure you
want to remove the indicator?	

Remove Indicator	×
Are you sure you want to remove the indicator?	
Yes	No

Select Yes

As Indicators are **added** or **removed** they will display in the **Patient Flow** panel (right) of the Patient Synopsis screen





Service Requests

Service Requests indicate that additional services are involved in the care for the patient, these may be services based on the ward (Occupational Therapy, Physiotherapy etc.) or BCHC services (Podiatry, Lymphoedema etc.)

The Service Requests screen allows users to add service request indicators icons to the Bed Card. Service Request indicators will display in both locked and unlocked views

• Select the green plus 😳 icon

The Service Request screen will open

The Service Request indicators are arranged in four groups: Ward Services, BCHC Services, External Services and Other

- Select the required Service Request Indicator(s)
- Select the **Save** button ^{Save} (bottom right)

The Patient Synopsis screen will display again, the Service Request tab will now be selected

To remove a Service Request, select the red cross ⁶²

The **Remove Service Request** prompt will display, asking in you are sure you want to remove the service request?

Select Yes

As Service Requests are **added** or **removed** they will display in the **Patient Flow** panel (right) of the Patient Synopsis screen



Remove Service Request

Are you sure you want to remove this service request?

No

Service Requests Tab

The Service Requests Tab displays in three columns: Requested, Scheduled and Completed

Service Requests will display on the Bed Card as three sides of a triangle, one side / for Requested, two sides Λ for Scheduled and three sides Λ for Completed; the colour of the triangle will vary depending on the selected service

Requested Service Requests

- Select the green plus 😳 icon to add a Service Request from this Service Requests tab
- To remove a Service Request, select the red cross

Requested Service Requests will need to be scheduled

- Select the **Schedule** button Schedule •
- Select the Calendar button
- Select the proposed date and time of the appointment
- Select the **blue Save** button Save
- Select the grey Save button Save

The	Requested	Service	Request	will now	move int	to the	Scheduled	section

Scheduled Service Requests

Scheduled Service Request will need to be marked as Complete when an appointment has taken place

- Select the **Complete** button Complete
- Select the **Calendar** button
- Select the actual date and time of the appointment
- Select the **blue Save** button Save
- Select the grey Save button Save

Best Care

The Scheduled Service Request will now move into the Completed section



Select a date and ti	me						×
						~	
dd / mm / yyyy		Today	Yesterday	at	HH	MM	©
					*	*	
						Save	Close



Completed Service Requests

Completed Service Requests can remain on the Bed Card as an indicator that the intervention is now complete.

To remove a Completed Service Request, select the red cross ⁶²

As Service Requests are **Requested**, **Removed**, **Scheduled** or **Completed** they will display in the **Patient Flow** panel (right) of the Patient Synopsis screen

Discharge Tab

The Discharge tab allows you to set the Discharge Status for a patient and displays the Ready for Discharge Date & Intended Discharge Date recorded on the Admission Record screen in Rio

To Set a Discharge Status

- Select the required Discharge Status in from Set Discharge Status list
- Select the grey Save button Save

The Discharge Status will now display will display in the **Patient Flow** panel (right) of the Patient Synopsis screen, on the purple banner at the top of the Bed Card and in a list at the bottom of the Discharge tab

atient Status Service Requests Discl	harge Admission	Current Location O	bservations			
Set Discharge Status	Stat No	us ot FFD - No Delay in	ndicated		Ready fo Not Se	r Discharge Date t
Delayed Discharge					Intended 9 May	Discharge Date 2022 8
Medically Optimised - Other delay						
Medically Optimised - FFD	Time Cat	Discharge Status	Intended Discharge	Ready for Discharge	Delay	Cot Pu
Not FFD - Delay indicated	Time Set	Discharge Status	Date	Date	Reason	Set by
	5 May 2022	Not FFD - No Delay	9 May 2022			MOWBRAY, Sarah

Admission Tab

The Admission tab provides a read only summary of the admission information recorded in Rio

Patient Status Service Requests	Discharge Admission	Current Location Observations	
Specialty	Client Classification	Admission Source	Legal Status on Admission
GERIATRIC MEDICINE	Ordinary Admission	Hospital - General patients ward - NHS	Not Specified
Admission Method Transfer (In Pt / non-emergency)	Intended Management Not Specified		Psychiatric Status Not Specified
Referral Source	Administrative Category		Type of Stay
Queen Elizabeth Hospital- Wards	NHS Patient		Rehabilitation









Current Location Tab (Patient Leave)

The Current Location tab allows you to record and update leave. Leave should always be recorded if the patient is going off site, for example to attend an appointment for a CT scan or the patient may be temporally allowed home for a day or two (usually palliative care patients only)

To send a patient on leave

- Select the required leave from the Leave list
- Enter a Planned Leave Date/Time
- Enter a Planned Return Date/Time (if known)
- Enter an Actual Leave Date/Time
- Enter a comment in **Other Information** e.g., CT Scan at QEB
- Select Save

ent Status Service Requests Discharg	Admission Current Location Observations
Actions	Short Leave
AWOL / Absent	Planned Leave Date/Time *
Leave	
Extended Leave	o May 2022 La Today Vesteroay at 08 : 50 U
Home Leave	Planned Return Date/Time
Section 17	6 May 2022 C3 Today Vesteralay at 12 : 00 0
Short Leave	Actual Leave Date/Time
Transfer to Acute	6 May 2002 63 Today Venterday at 00 : 30 (S)
Trial Leave	Actual Return Date/Time
	dd/mm/yyyy 🛱 Today Yesterday at HH : MM @
	v v
	End Reason
	Other Information
	CT Scan at 028

Leave can be entered in advance if known, if leave is being entered in advance, you would only record the Planned Leave date & time. The Actual Leave date & time can then be recorded when the patient actually leaves

• Close the Patient Synopsis screen

On Leave	e –
TEST, Sidney (Mr)	🛕 🖪 🕙
III Individual Room	Bed 23
DOB: 87 years Gender: Male NHS: Unknown Adm: 28 Apr 20	022 (7d)
🔺 🏞 🗞 🚽 🔒	10
$\Delta \Delta \wedge /$	
NEW52: 4	
Leave: Due Back in 2h, 46m (Sho	ort Leave)
SIDDIQUI, Mohammad fo MEDICINE	uad (Dr) - GERIATRIC

The patient's Bed Card will now display in the **On Leave** section of the main Flow screen

If a **Planned Return** date and time have been recorded and the patient **does not return** by that time, the patient's Bed Card will automatically be moved to the **Failed to Return** section of the main Flow screen

When the patient returns from Leave

• Select the patient's Bed Card

The Patient Synopsis screen will open

- Select the Current Location tab
- Enter an Actual Return Date/Time
- Select an End Reason
- Select Save

Actual Leave Date/Time								
6 May 2022 08:38								
Actual Return Date/Time								
					^	^		
6 May 2022	ä	Today	Yesterday	at	09	11	©	
					*	•		
End Reason *								
Patient returned on or b	efore da	ay specifie	al I					×
Other Information								
CT Scan at QEB								
								Cancel

The patient's Bed Card will now display in the main On Ward section of the main Flow screen

Observations Tab

The Observations tab displays the latest NEWS2 Observations score along with date and time it was recorded

Patient Flow

The Patient Flow panel displays to the right of the Patient Synopsis screen and provides a timeline view of everything which has been recorded for the patient in Flow

• Close the patient's Bed Card to return to the main Flow screen

Exiting Unlocked View

When you have finished viewing and editing patient information in Flow you will need to return to locked view

Click the unlocked padlock icon

Flow will display in locked view again

If you have accessed via smartcard

• Remove your smartcard

Flow will display in locked view again

