

Scottish Intensive Care Society Audit Group

WardWatcher

(2020 Version)

Getting Started

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Section 1: Starting WardWatcher

Double click on the WardWatcher icon on the desktop and the box below (figure 1a) will appear.

NB: If WardWatcher is set up as a single user (only available on one PC) then clicking on the icon will take you straight to the password box (figure 1b).

Figure 1a

The screenshot shows a dialog box titled "Welcome to Ward Watcher". On the left, there is a list box containing three user roles: "Administrator", "ReadOnly", and "Standard". The "Administrator" role is currently selected. To the right of the list box, the following information is displayed: "Version 15.01", "© 2020 Critical Care Audit Ltd", "Tel: 01943 875 330", "E-mail: support@critcare.co.uk", and "This software is licensed for use at: St Elsewhere". Below this information are three buttons: "Change Password...", "Cancel", and "OK". At the bottom left of the dialog box, there is a label "Enter Password:" followed by an empty text input field.

Click on unit name* (or self**) in upper right box and enter password in box below. Click OK.

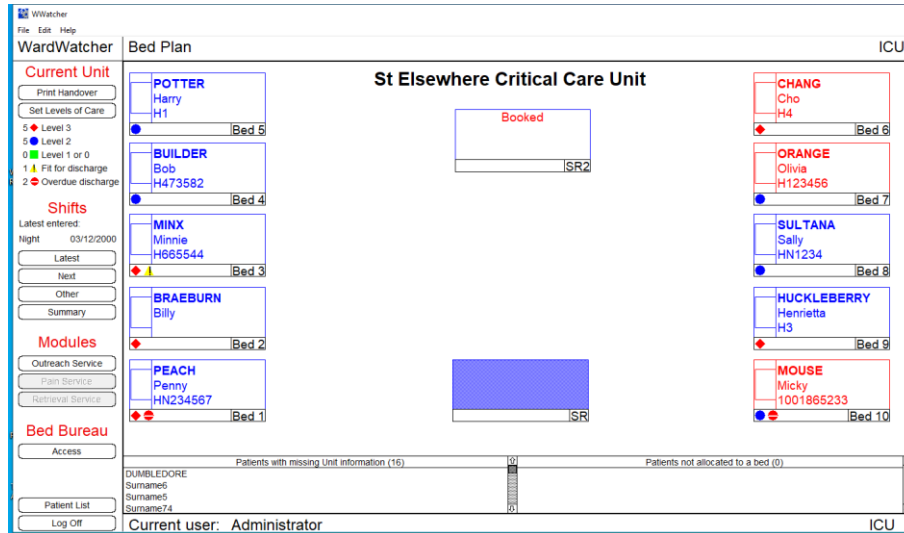
* Generally there is a generic user name and password for every unit. Some individuals may have their own password to enable them to access more functions at an administrator level.

**Some units have single sign on this enables them to be automatically signed on to Ward Watcher when they are signed on to the PC using their personal log in.

Section 2: The Bed Plan

When WardWatcher starts up, the first screen displayed is the **Bed Plan** (figure 2a). The Bed Plan is a picture of your unit with the beds drawn in their correct geographical positions .

Figure 2a



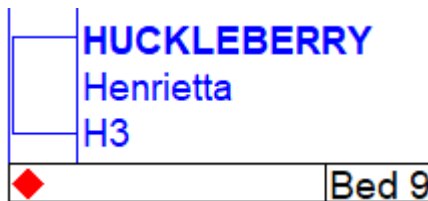
2.1 Bed State

On the Bed Plan, beds are in one of four states:

- **Occupied:** shows name of occupant
- **Empty:** shown with a sheet drawn back ready to receive a patient
- **Closed:** bed is a coloured rectangle
- **Booked:** bed with 'booked' written on it

2.1.1 Occupied Beds

To enter or view information about a current patient, you simply point to and click on the patient's bed. Clicking on the patient's bed takes you to the first of a series of screens of information about that patient.



At the left hand side of the screen is a list of buttons which can take you to other screens simply by clicking on the appropriate button for where you want to go including the Patient List (previously discharge list) or log off.

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Figure 2b


WardWatcher


Current Unit


Print Handover


Set Levels of Care

5  Level 3

5  Level 2

0  Level 1 or 0

1  Fit for discharge

2  Overdue discharge

Print handover- will print patients on bed plan.

Set levels of care: by clicking on this box you can set the current level of care for each patient at any time of the day. This is reflected by the coloured icon on the bed. (this is not linked to the ACP page which will still need completed every 24 hours)

Shifts

Latest entered:

Night 03/12/2000

Latest

Next

Other

Summary

Shifts: it is possible to allocate the nurses on each shift to the patient they are looking after from here, the list of nursing staff needs to be populated first, if you need assistance with this please email phs.sicsag@nhs.net

Modules

Outreach Service

Pain Service

Retrieval Service

If there is an outreach or follow up service Patient information list is available here referral button is accessed via this page.

Bed Bureau

Access

Bed bureau – up to date list of all ICU availability as well as levels of care of these patients is available via access button.

Patient List

Patient list provides lists of all patients.

Log Off

Log off via this button.

Bed Plan

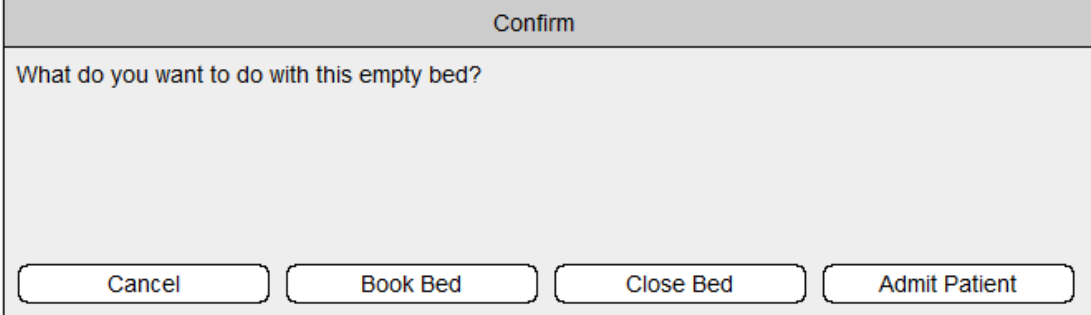
See section 5 for more information on each individual page.

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2.1.2 Empty Beds

If you click on an empty bed, you will be given four options (figure 2b):

Figure 2c



The image shows a software dialog box titled "Confirm". Inside the dialog, the text "What do you want to do with this empty bed?" is displayed. At the bottom of the dialog, there are four buttons: "Cancel", "Book Bed", "Close Bed", and "Admit Patient".

Click on:

Cancel: to re-enter the Bed Plan.

Book Bed: to change bed from empty to Booked, you will be asked to enter expected date and time patient will be admitted.

Close bed: changes bed from open to closed, you will be asked to enter date and time bed was closed and reason for this.

Admit patient: to admit a new patient (see section 3)

2.1.3 Closed Beds

If you click on a **closed bed** (figure 2a), WardWatcher asks if you want to open it. If you open it, the bed takes on a standard empty bed appearance and can be used to admit patients.

2.1.4 Booked Beds

If you click on a **booked bed** you will have the options of opening the bed, closing the bed, admitting a patient or cancelling the request.

2.2 Patients with missing unit information

The box on the bottom left of the Bedplan (figure 2a) lists all patients who have missing data. SICSAG have set a minimum data set and until all this data has been entered, patients will not be able to be fully discharged. See section 6 for more details.

2.3 Patients not allocated to a bed

If WardWatcher is set up as a multi user system (more than one unit on same server), then you are able to transfer patients from one unit to another. In the receiving unit, the patient will appear in this box (bottom right of screen, figure 2a) prior to being allocated a bed. See section 8 for more details.

2.4 Handover

Click on handover button (top left in figure 2a) to print out a handover sheet. You are given the option of handover 6, 4 or 2, this relates to how many patients appear on each sheet. The handover sheet is a standard document and therefore is not able to be adapted locally.

2.5 Latest shift entered (Nurse Allocation)

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Latest shift entered can be found below the set levels of care (left hand list on figure 2a) This allows you to complete data on nursing staff on duty and patient allocation. This is not mandatory and it should be a local decision as to whether collecting this data is useful. Contact SICSAG staff for further help.

2.6 Bed Bureau

Click on New under Bed Bureau and then Get update to access a live ICU/Combined Unit bed statement. This statement updates each time a patient is admitted/discharged or a bed is open/closed or booked. The statement can be printed and sorted in a particular order. These options are to the right of the statement.

2.7 Patient List

The patient list stores data on all patients admitted to your unit. It is also the place where you can access reports, search or do specific administrator functions. See section 9 and other booklets for more information on these functions.

Section 3: Admitting a Patient

To admit a patient, click on an empty bed and a **New Admission Details** box will appear (figure 3a).

Figure 3a

New Admission Details		
Hospital Number:	<input type="text"/>	<input type="button" value="Query PAS..."/>
Patient Surname:	<input type="text"/>	<input type="button" value="Readmit..."/>
Patient Forename:	<input type="text"/>	<input type="button" value="Outreach..."/>
Sex (M/F):	<input type="text"/>	
Date of Birth:	<input type="text" value="00/00/0000"/>	
Admission Date:	<input type="text" value="00/00/0000"/>	
Admission Time:	<input type="text" value="00:00"/>	<input type="button" value="Cancel"/>
Admission Care Level:	<input type="text"/>	<input type="button" value="Admit Patient"/>

WardWatcher now asks you for some information about the patient being admitted. At this stage it is necessary to complete either a hospital number OR surname, date and time of admission AND the level of care on admission . Other data can be entered now or at a later time.

NB: Enter date of birth as 00/00/0000.

Admission time should be as accurate as possible. If entering data on a patient admitted at 14.00 at 18.30, then enter 14.00 for admission time.

Once the information has been entered click **Admit Patient**. WardWatcher will return to the Bed Plan and the new patient's name will now appear in the bed. Click on the bed to open the record. See section 4: Entering data.

3.1 Readmitting a patient

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If a patient has previously been admitted to your unit, in the **New Admission Details** box (figure 3a), instead of entering name etc, click on **Readmit** and the box below will appear (figure 3b). Enter **patients surname** and then **Find**. WardWatcher will list all patients with this surname, click on relevant patient to highlight and then click on **Admit Selected**. This will copy some of the data entered in the previous admission.

Figure 3b

Patient Surname:	Patient Forename:	Date of Birth:	Hospital Number:
SMITH		00/00/0000	
Find			
SMITH 00/00/00			
Cancel Admit Selected			

Section 4: Entering Data on a Patient

Once a patient has been admitted into a bed, click on the bed to open the record. The record opens on the Admission and Identity Data page (figure 4a).

Figure 4a

Surname: MOUSE		Unit consultant: Foster
Forename: Micky		Referring consultant: Foster
Hospital number: 1001865233		Admitted from (name): A&E
Date of Birth: 10/01/1986	Sex (M/F): F	Admit from (type): B Recovery/theatre (post operation)
Unit admission date: 15/08/2020	Time: 10:00	Housed within: A This hospital site
Unit admission age: 34		Previously located: A Emergency Department
CHI number known (Y/N): Y	CHI number: 1001865233	Housed within: A This hospital site
Date admitted to this hospital: 15/08/2020	Gap (days): 0	Nature of surgery: A Emergency/Urgent
Patient's Address:		Next of Kin (including email if appropriate): MICKYANDMINNIE@DISNEY.COM
GP Details:		
Post code: KA5	Telephone: SDR	Telephone: 01412215522
Admission comments: RTA - fractured femur, sternum and ribs x4 left side		
Current user: Administrator Record 1 of 1 selected Pat ID: 21241		

To enter a different page, click on relevant box on the left of the page. See section 5 for information on pages/fields and the HELP booklet for field definitions.

Electronic HELP definitions are available on all mandatory pages (Help box left hand side of screen).

Where possible answers are chosen from:

- a drop down list (clicking on the downward arrow to the right of field shows the relevant list) or
- Yes (Y) No (N) options.

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Most lists are standardised by SICSAG, except lists with local information eg consultants, admit type (name), discharge type (name). Please contact SICSAG staff for help with updating local lists.

To re-enter the Bed Plan at any time, click on **Bed Plan** (2nd bottom of list on left)

To enter the list of discharged patients, click on **Patient List** (third from bottom on left).

Section 5: Mandatory and Local Data Pages

5.1 Mandatory Data (Minimum data set)

In order to participate in the Scottish Intensive Care Society Audit Group (SICSAG), a minimum data set must be collected, making some pages/fields mandatory.

All other pages are 'local', see section 5.2 for more information. Mandatory pages are:

5.1.1 Admit page

Admission and demographic data: all fields are mandatory except: patient address, next of kin details, admission details and GP details.

5.1.2 History page

Circumstances of admission, surgery, height, weight, BMI, clinical frailty scale, ethnicity and past medical history data: all fields are mandatory *except in HDU – Chronic Health section completion is optional in HDU.

If patient is female, **Pregnancy question must be completed.**

5.1.3 Diagnosis page

Apache and SICS diagnosis coding: all fields are mandatory in ICU except SICS other significant diagnosis 1 – 6.

HDU: Only SICS diagnosis requiring HOSPITAL admission and UNIT admission are required.

If post op the operation performed will be mandatory and must be completed before patient can be discharged for both ICU and HDU.

5.1.4 Severity page (ICU or Combined units only)

Physiology data during first 24 hours of patients stay: this page is only mandatory in ICU or combined ICU/HDUs at present. This data forms part of the data required to calculate an APACHE II score. The APACHE II score you get on Ward Watcher is calculated using the Standard APACHE II calculation including pre-sedation GCS. Please note that an adjusted probability is used in the monthly/annual reports which does not taken into account pre-sedation GCS.

Once all data entered is marked Y it will not allow any editing unless this is changed to N.

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5.1.5 ACP page

Augmented care period (ACP) data calculates a daily level of care following a series of yes/no questions. ACP data is mandatory for all patients.

5.1.6 Discharge page

Discharge data: all fields are mandatory except expected hospital outcome in HDU.

5.1.7 Hospital discharge page-ICU or Combined units only

Hospital and ultimate hospital data: only required if severity of illness data (Severity page) data entered in order to calculate a units Standardised Mortality Ratio (SMR). This data is currently entered by the National Audit Team local co-ordinators unless other arrangements have been decided.

NB: Please use the WardWatcher HELP page for more information on each page and definitions for every mandatory field. A WardWatcher HELP booklet is also available as part of the Resource Pack.

5.2 Local Data

5.2.1 Therapy Page

Data can be collected on interventions/procedures and drugs given whilst in your unit. The list of interventions/drugs can be updated, please contact SICSAG staff for help with this.

5.2.2 Labs Page

Contact Brian Millar (WardWatcher developer) for more information on linking hospital systems with WardWatcher.

5.2.3 Local Page

Further data can be collected on individual patients. Lists can be adapted locally, contact SICSAG staff for help with this. Bed movements of the patient currently being viewed are captured on this page.

5.2.4 Custom Questions Page

Research questions can be set up on this page. A research question can have set answers/values and be mandatory or non-mandatory. Research questions are asked once during the patients stay. Contact SICSAG staff for help setting these questions up.

5.2.5 Custom Daily Page

Daily questions can be set up on this page including care bundles. Daily pages must be completed for every day of the patient's stay. Contact SICSAG staff for help setting these questions up.

5.2.6 HAI Page

The HAI page was developed in collaboration with Health Protection Scotland to allow ICUs to collect information on ICU associated infections: Pneumonias, CVC related infections and

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Blood Stream infections. See SICSAG website 'HAI' page for more information www.sicsag.scot.nhs.uk .

5.2.7 Follow Up Page

This page allows recording of any follow-up visits undertaken by unit staff.

5.2.8 Notes Page

The notes page allows you to record why certain data fields on the severity page were not entered OR to write a general note which may be useful for staff reviewing this record in the future.

Section 6: Discharging a Patient

When a patient is physically discharged from your unit you will need to discharge them from WardWatcher. A patient is discharged from WardWatcher when the patient's name is removed from the bed he/she was occupying and added to the list of discharged patients.

Patients are discharged from WardWatcher from the discharge screen (figure 6a)

Figure 6a

The screenshot shows the 'Unit Discharge' screen in WardWatcher for patient Micky MOUSE (1001865233) in the ICU. The interface includes a left-hand navigation menu with buttons for Admission & Identity, History, Diagnoses, 24 Hour Physiology, ACP, Drugs/interventions, Laboratory Data, Local, Custom Questions, Custom Daily, HAI, Unit Discharge (highlighted), Follow Up, Hospital Discharge, and Notes. The main area is divided into several sections: 'Unit Outcome' (1. Improved), 'Unit stay' (0.0 days), 'Unit Survivors' (Declared ready for Unit discharge on 16/08/2020 at 16:00), 'Unit Deaths' (Died on 00/00/00 at 00:00), 'Local Discharge Data Fields (Y/N)' (COVID POSITIVE, User fields 2-4), and 'Local Discharge Data Fields (Numeric)' (User fields 5-8). At the bottom right, there are buttons for 'Print Transfer' and 'Discharge Patient'. The status bar at the bottom indicates 'Current user: Administrator', 'Record 1 of 1 selected', and 'Pat ID: 21241'.

At the bottom right of this screen is a button labelled 'discharge patient'. When you click on this button, WardWatcher first of all checks that all required data have been entered. If any MANDATORY data is missing, WardWatcher will list these in order of what page the field appears on.

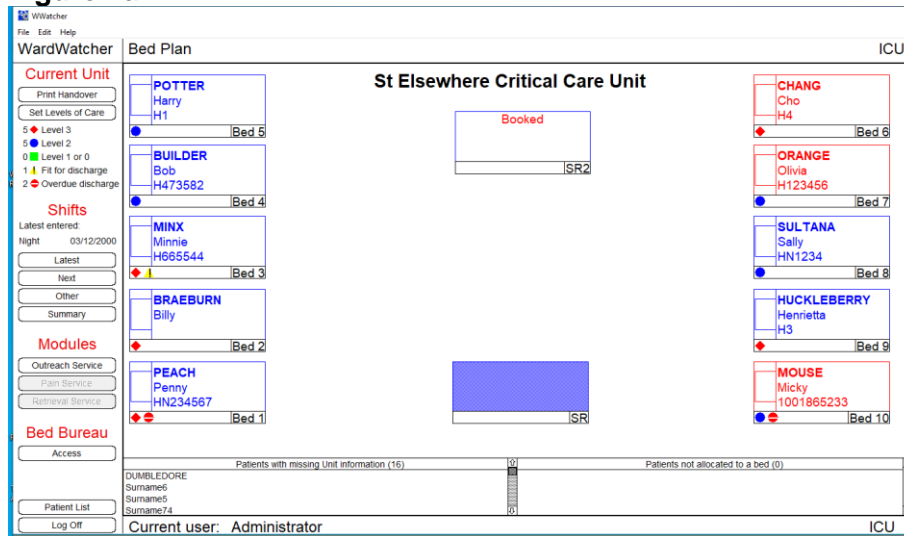
All required data must be entered before the patient can be discharged.

Section 7: Freeing a Bed

It is not uncommon to find yourself in the situation where you cannot discharge a patient because the required data has not been entered but the bed has now been occupied by a new patient. In this case you can free the bed by moving the patient to the area on the Bed Plan called **Patients with missing unit information** (Bottom left of Bed Plan).

You move the patient by left clicking on the bed of the patient you want to move, holding the left click button down and dragging until it is over the area labelled 'patients with missing unit information'. You then release the left click button. You will be asked to enter a discharge date and time.

Figure 7a



The patient's surname will then appear in the bottom left hand box and the bed will be empty to admit the new patient.

REMEMBER to go back and fill in this data at a later time. Click on patient's name in 'patients awaiting discharge information' to open up the patient record. If you have forgotten what data needs to be entered, go to the discharge screen and click on **discharge Patient**. WardWatcher will then show a list of all the data still required.

Section 8: Transferring a Patient

WardWatcher has been upgraded in most hospitals to a multi-user system.

This allows:

- Access to the bed plan of another Critical Care unit using WardWatcher in your hospital/Health board.
- Transfer of patients from one area to another (eg ICU to HDU). This will copy some of the data from one record to another avoiding duplication of data entry.

Figure 8a

In a multi-user system, tabs (units) can be seen in the top left of the bed plan (figure 8a). The unit in bold is the bed plan you are currently on (ICU in figure 8a).

8.1 How to Transfer

Left click and hold on the patient to be transferred and drag and drop them into the unit they are being transferred to (tab at top left of bed plan, figure 8a). The box below will appear (figure 8b).

Figure 8b

Confirm Patient Transfer Date and Time

Patient Surname:	<input type="text" value="HUCKLEBERRY"/>		<input type="button" value="Confirm Transfer"/>
Patient Forename:	<input type="text" value="Henrietta"/>		<input type="button" value="Cancel"/>
Hospital Number:	<input type="text" value="H3"/>		
Transfer Date:	<input type="text" value="00/00/00"/>	Outcome:	<input type="radio"/> 1. Improved
Transfer Time:	<input type="text" value="00:00"/>		<input type="radio"/> 2. No change
			<input type="radio"/> 3. Worse

Enter transfer date and time.

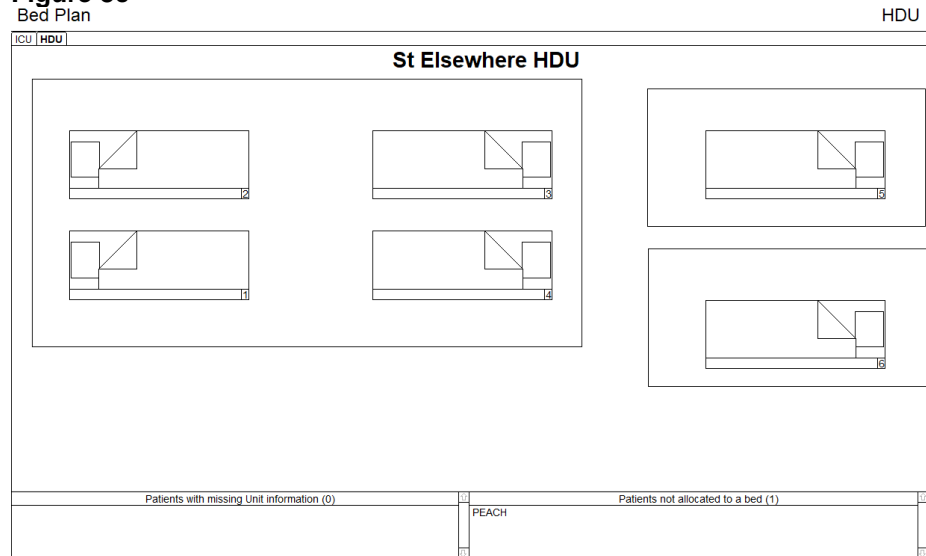
Click on whether the patient has: improved, no change or worse.

Click on **Transfer**

This patient will appear in the new unit in the bottom right hand box of the bed plan '**patients not allocated to a bed**'(figure 8c). The staff on the new unit can then drag the patient up to the relevant bed.

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Figure 8c
Bed Plan



NB: this patient will be given a new KEY number in the new unit.

If all mandatory data is completed in the original unit prior to dragging and dropping the patient, then they will automatically be discharged and appear on discharge list only.

If mandatory data is outstanding in original unit, the patient's name will appear in the bottom left hand box of the bed plan **patients with missing unit information** in the original unit allowing staff to enter this data at a convenient time.

NB: You are only able to transfer a patient who is still on the bed plan.

Contact the SICSAG staff if you have any questions. Contact details are available on the website www.sicsag.scot.nhs.uk

Section 9: The Discharge list

Figure 9a

Ward Watcher Patient List

Displaying 4 of 30 admissions to this Unit

Surname	Forename	Number	DOB	Admitted	From	Discharged	To	Stay	Consultant	Pat ID
NINETEEN	Covid	MRN1234	03/04/1976	01/03/2020	Recovery/theatre	03/03/2020	Normal residence	1.6	Foster	21239
ROY	Rob	Unknown	28/02/1984	22/02/2016	Recovery/theatre	24/02/2016	Mortuary	2.0	Foster	21230
BLUEBERRY	Beinda	400	01/02/1934	09/06/2014	Home	13/06/2014	Normal residence	4.0	Foster	21228
MELON	Marjore	400	02/03/1965	11/06/2014	Source	11/06/2014	Mortuary	0.8	McCoy	21229

Current user: Administrator

The discharge list is entered from the Bed Plan (Patient List) or from an individual record (List). By default, a list of your former (discharged) patients is shown (figure 9a). The list is sorted chronologically with the most recently discharged patient at the top of the list. You can use the scroll bar at the right of the list to scroll up and down through it. At the left of the screen are a group of buttons which allow you to modify and rearrange the list as well as perform searches for information. These buttons are described later in this section.

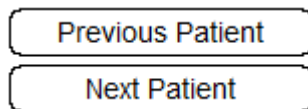
At the bottom left of the screen is a button labelled **Bed Plan**. Clicking on this button takes you back to the Bed Plan.

9.1 Accessing Patient Details from the Discharge List

You access information on patients in the discharge list by **double-clicking** on their name. The first click highlights the patient's name in the list and the second (double) click takes you to the first screen of information about the patient in the same way as clicking on the patient's bed on the Bed Plan.

Figure 9b

You will note that when you bring up information about a patient from the Discharge List, extra buttons are enabled within the button palette at the left of the screen. These are the **previous patient** and **next patient** buttons.



Because you have accessed the patient details from a list, it is possible to go to the details of the next or previous patient in the list by clicking on the **previous** or **next** button. When you get to the beginning of the list the **Previous** button is automatically disabled. Likewise, when you get to the end of the list the **Next** button is disabled.

Hospital discharge information on current patients cannot be known (unless the patient has died, in which case hospital discharge information is updated automatically). It is for this reason that the Hospital Discharge button is disabled for current patients.

9.2 Modifying and rearranging the list

Most of the buttons on the left of the list allow you to choose certain cohorts of patients or individual patient records.

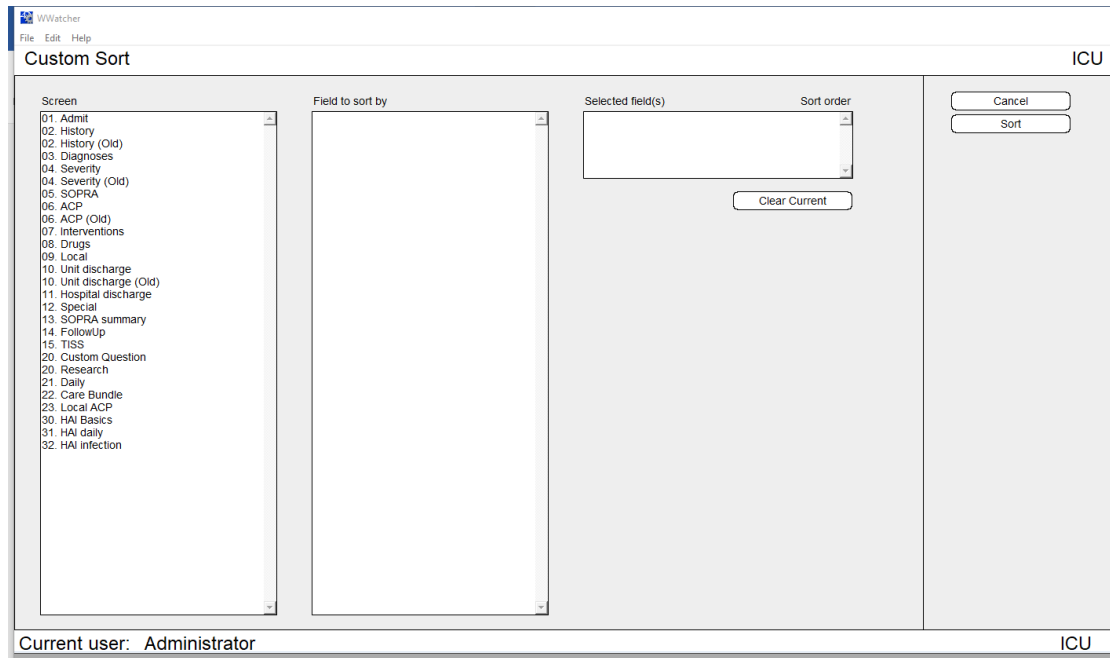
The **FIND OTHER** button allows you to search for information, see the searching and reporting booklet for more information.

Clicking on **Admit order** changes the order from date of discharge to date of admission.

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Clicking on **other sort** allows you to sort the discharge list by a chosen field (Figure 9c). Click on relevant screen to populate **Field to sort by** box with all fields from chosen screen. Choose field you want to sort by.

Figure 9c



NB: Please do not hesitate to contact a member of the SICSAG team with any queries. Current contact details can be found on our website www.sicsag.scot.nhs.uk