

Infoflex v5 in General Intensive Care Unit (GICU) for Elective Bed Requests Quick Reference Guide (QRG) for GICU staff

Introduction

- Surgical teams who have identified an elective patient requiring level 2 or 3 post-operative care on General Intensive Care Unit (GICU), can now make a bed request electronically using Infoflex once this decision is made.
- From Thursday 30th April 2015 clinical teams will be able to access Infoflex on all trust VDIs to request an elective bed on GICU rather than having to come to GICU with the paper form to request a bed. This should enable them to give the unit as much notice as possible and help GICU manage the elective workload.

Teams will still need to come to the unit and check bed availability on the day of surgery.

- Demand for post op beds varies greatly by day. The worklists in Infoflex will allow you to see how many requests have been made on a particular day or date range.
- Notes for bed requestors:
 - All fields marked * are mandatory and must be completed. The request cannot be submitted unless completed.
 - The operation date can be added later (as the operation date might not be set when the patient is seen pre operatively) but this field must be completed later for the request to be sent to GICU.
 - Staff can view existing requests for patients, and edit open requests right up until the request has been reviewed by GICU (usually on the morning of surgery).

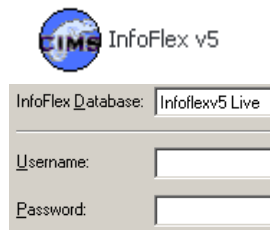
Infoflex has been implemented to improve elective bed requesting process; it will not replace the essential verbal communication between surgical teams / anaesthetists and ICU.

- All new requests and changes to bed requests are tracked in Infoflex and this information can be fully audited
- This quick reference guide (QRG) explains the following and is aimed at staff who are based in GICU.
- Your access and views will depend on which Infoflex group you are in – either GICU staff or GICU shift leads. A small number of individuals will also have access to the set up new users and re-set passwords.

1. [Logging in to Infoflex](#)
2. [View ICU activity / demand in the Worklist module.](#)
3. [Data Entry Module - Enter an ICU bed request and edit an ICU bed request](#)
4. [Outcomes](#)
5. [Troubleshooting](#)

1. Logging on to Infoflex

- a. Click on the 'Start' icon and select 'Infoflex v5' from the list.



- b. Ensure 'Infoflexv5 live' is shown as the Infoflex database.

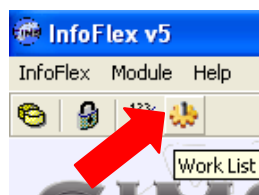
- c. Enter your trust username and the password 'general'. Click on the 'login' button. You will be prompted to change this password the first time you login.

2. View ICU activity / demand in the Worklist module.

- a. To access the Worklist module, click on the 'Worklist' icon



or



- b. **Today's requests**

Your default view as a member of GICU is the worklist 'Today's requests'. The following screen will be displayed:

Operation date	Theatre List Time *	Surname	Forename	MRN	Operation *	Referring Consultant *	Consultant Speciality *	Location Pre-Op	Request Status
29/04/2015	AM	JENNINGS			Low anterior resectiona dn ilio:		GENERAL SURGERY	SAL	Request Reviewed
29/04/2015	PM	SMITH			sleeve gastrectomy.		GENERAL SURGERY		Requested
29/04/2015	Evening	MORRIS			bladder reduction		UROLOGY	Buckland	Requested


- c. The following information will be displayed:


- Operation date
- Theatre list time
- Patient Surname
- Patient Forename
- MRN
- Operation details
- Referring Consultant
- Speciality (of Consultant)
- Patient location pre-op
- Request status

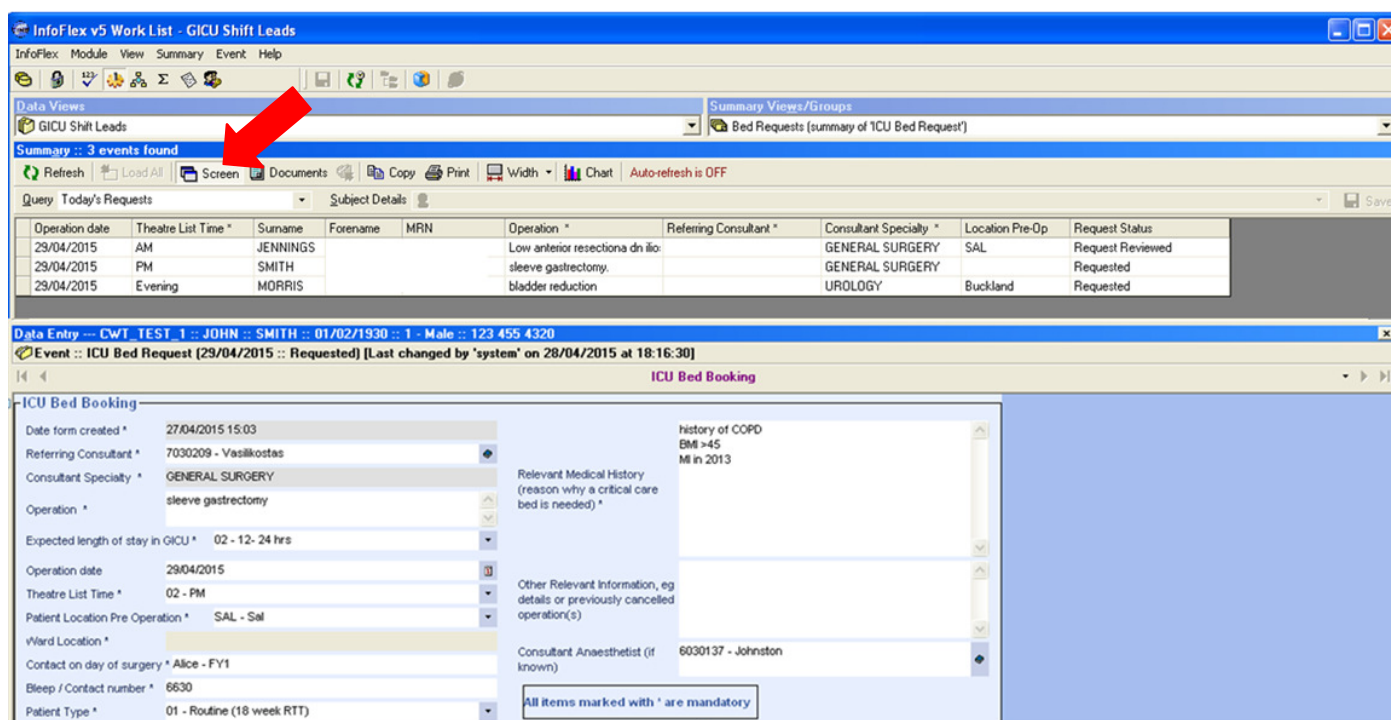
- d. The status of requests are as follows; these will be updated in the 'request status column' as the shift lead / liaison nurse reviews the elective bed requests, accepts patients and as patients are admitted.

- No operation date
- Requested
- Request reviewed
- Patient accepted
- Patient admitted
- Patient not admitted
-

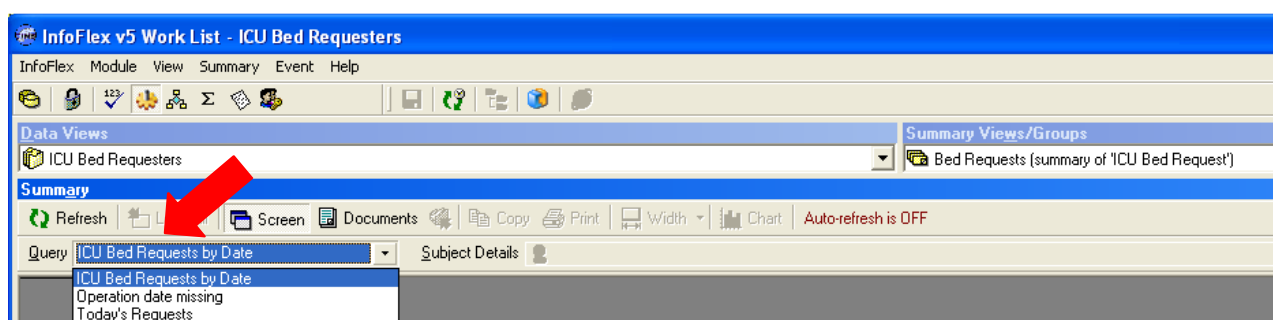
- e. Same day requests are highlighted in red on the 'todays requests' worklist


- f. If the list is not updating automatically, ensure that the 'auto re-fresh button'  has been pressed.

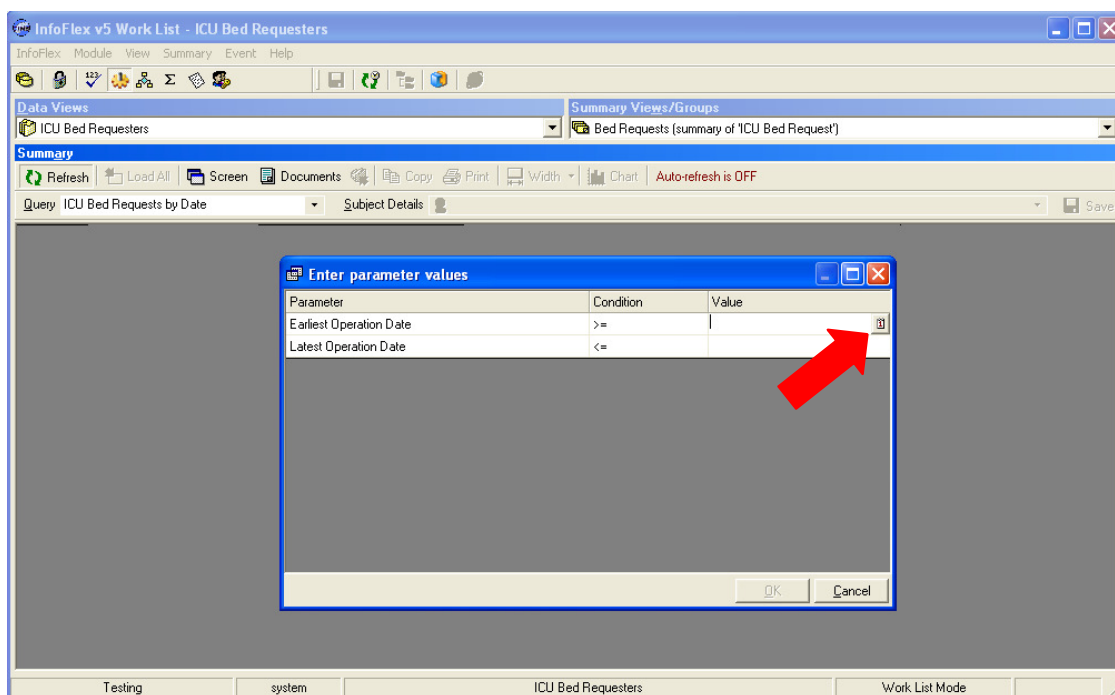
- g. To sort the view if needed (e.g. by theatre list time), click on the column header.
- h. To see the details of individual requests, highlight a patient record in the list and click on the 'Screen' icon . This will show the request details in the bottom half of the screen as show below:



- i. You can edit an open request at this point, unless it has already been reviewed by GICU shift lead / liaison nurse (usually on the morning of surgery). If the request cannot be edited the text fields will all be grey. Remember to save any changes you have made.
- j. You have access to the two other worklists, '**ICU bed requests by date**' and '**Operation date missing**' and . You can access by either of these clicking on the 'Query' Button as shown below:





- k. If you select the worklist '**ICU bed requests by date**', you will be prompted to enter a date range.
- l. Enter the date range you would like to view or click on the calendar icon  (on the right hand side of the small box) and open the calendar to select the earliest and latest dates you are interested in. Select 'OK' to see all requests for that date range (shown below):



- m. The following screen will be displayed showing all requests within the date range specified as well as those without an operation date:

Operation date	Theatre List Time *	Surname	MRN	Operation *	Referring Consultant *	Consultant Specialty *	Location Pre-Op	Request Status
28/04/2015	AM	SMITH		I wile axilla	Banerjee	GENERAL SURGERY	Cheselden	Requested
28/04/2015	AM	KOWALSKI		left nephrectomy	Anson	UROLOGY		Requested
28/04/2015	Full day	BROWN		legectomy	Banerjee	GENERAL SURGERY	Gray	Requested
28/04/2015	AM	PICKLES		revision of previously mastectomy	Lohn	PLASTIC SURGERY	Cavell	Requested
28/04/2015	Full day	CRUST		replace left ear	Albuquerque	AUDIOLOGICAL MEDICINE	Dalby	Requested
29/04/2015	Evening	MORRIS		bladder reduction	Anderson	UROLOGY	Buckland	Requested
29/04/2015	AM	JENNINGS		Low anterior resections dn iliostomy	Hagger	GENERAL SURGERY	SAL	Request Reviewed
29/04/2015	PM	SMITH		sleeve gastrectomy	Vasilakostas	GENERAL SURGERY		Requested
		GREEN		lap chole	Hamilton	CRITICAL CARE MEDICINE	SAL	No Operation Date
	AM	BLACK		circumcision	Anderson	UROLOGY	SAL	No Operation Date
	PM	JUST		test test test	Kumar	GENERAL SURGERY	Champneys	No Operation Date
	PM	BLOODWORTH		tonsil	Anderson	UROLOGY	Caroline	No Operation Date

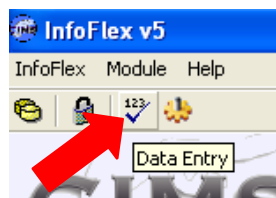
- n. To re-enter or change the date range, click on 'refresh' icon  Refresh
- o. To sort the view if needed (e.g. by speciality), click on the column header.
- p. To see the details of individual requests, highlight a patient record in the list and click on the 'Screen' icon . This will show the request details in the bottom half of the screen as show below:
- q. The '**Operation date missing**' worklist shows all requests where an operation date is still waiting to be supplied (see items o –p above for sorting and editing request information).

3. Data Entry Module - Enter an ICU bed request and edit an ICU bed request

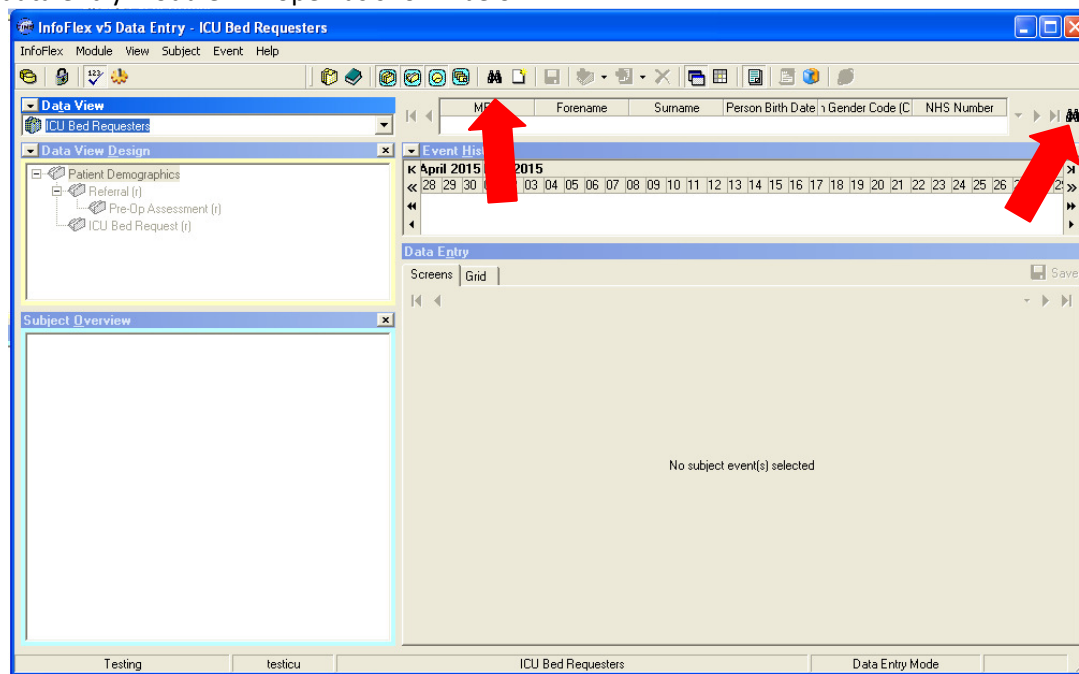
- a. To access the Data Entry module, click on the Data Entry' icon




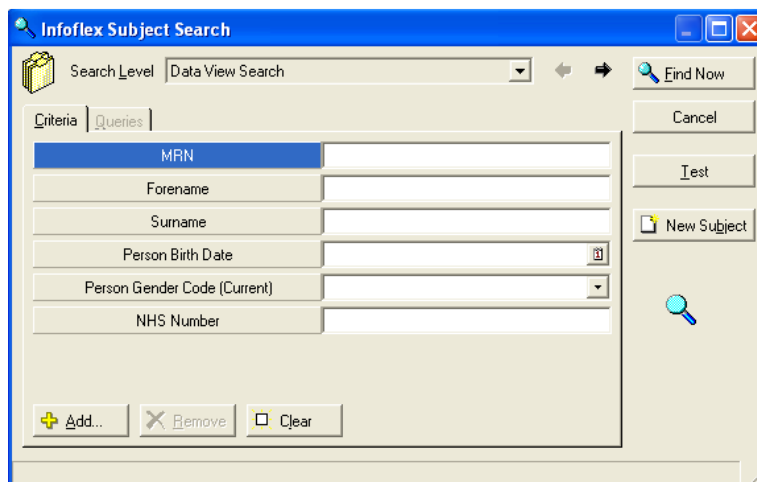
OR

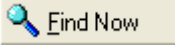


- b. The data entry module will open as shown below:

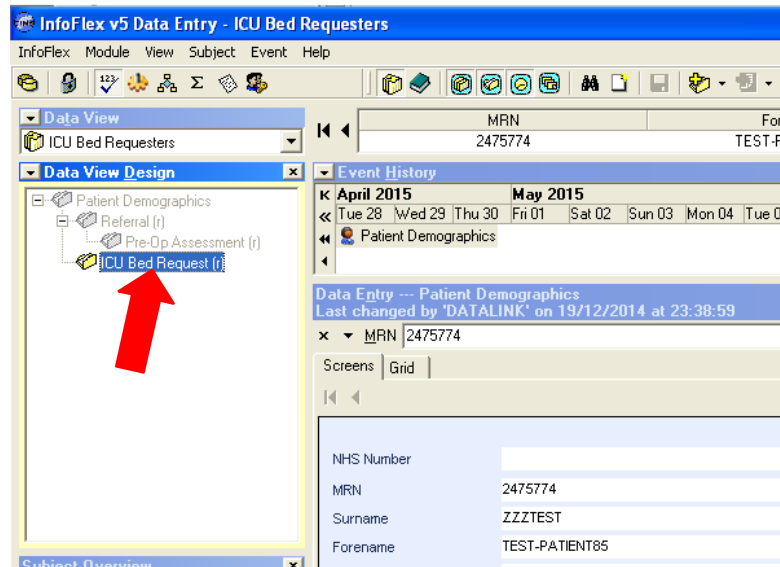


- c. First you will need to find the detail of the patient needing a bed on GICU.
d. Click on the binocular icon  (top right hand side of the screen) to open the 'Infomflex Subject Search' as shown below:



- e. Enter the MRN (hospital number) and click on . The patient information as entered in iClip/ Cerner will be displayed.
f. If this is the correct patient, double click on 'ICU bed requestors' (towards the top on the left of the screen) to open the requesting screen.

Note: if there is already an open bed request for this patient you will be prompted to review it before making a new request (see section j. below)



g. The requesting screen will be displayed as shown below:

ICU Bed Booking

Date form created * 28/04/2015 16:43

Referring Consultant *

Consultant Specialty *

Operation *

Expected length of stay in GICU *

Operation date

Theatre List Time *

Patient Location Pre Operation *

Ward Location *

Contact on day of surgery *

Bleep / Contact number *

Patient Type *

Relevant Medical History (reason why a critical care bed is needed) *

Other Relevant Information, eg details or previously cancelled operation(s)

Consultant Anaesthetist (if known)

All items marked with * are mandatory

Form Submitted By

Bed requested by *

First Name *

Contact Number *

Role *

Department *

Name of authorising consultant *




Specialty *

Date form submitted to ICU* 28/04/2015 16:43

Request Status 3 - No Operation Date

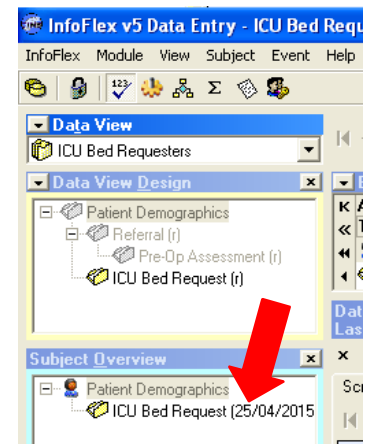
h. Complete all the required information and click on 'Save'. Please provide as much information as possible. **Teams will still need to come to the unit and check bed availability on the day of surgery.**

Notes:

- Click on the dictionary icons , calendar icon  and drop-down list icons  where they are shown, to enter pre-defined information.
- All fields marked * are mandatory and must be completed. The request cannot be submitted unless completed.
- The operation date can be added later (if an operation date is not known at pre-op assessment) but this field must be completed later for the request to be sent to GICU.
- Please read any alert / validation messages.

i. You can view existing requests for individual patients and edit open requests in this module. Once a request has been reviewed by the GICU shift lead / liaison nurse (usually on the morning of surgery) it cannot be edited and must be re-submitted.

- j. Existing ICU bed requests for this patient are displayed in the 'Subject overview' section (middle left hand side of the screen).
The information in brackets is the operation date following by the status of the request.
- k. Click on the request to see the details. If the request has already been reviewed by GICU it cannot be edited and the text fields will all be grey. Surgical teams have been advised to contact GICU if the surgery has been cancelled or re-scheduled
- l. Remember to save any changes you have made.

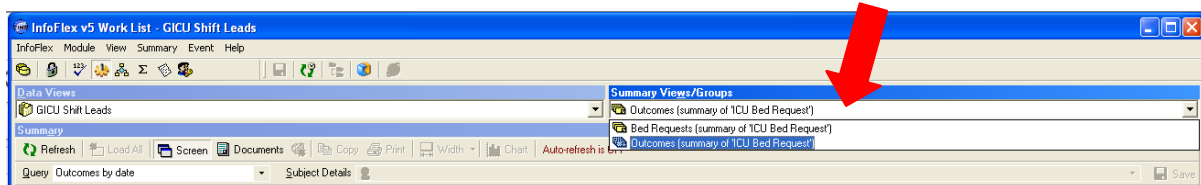


4. Outcomes

The status of requests that are displayed in the worklists and the data entry screen are updated as a result of changes made in the shift lead / liaison nurse reviews the elective bed request and accepts the patient etc.

The statuses displayed are :

- No operation date
 - Requested
 - Request reviewed
 - Patient accepted
 - Patient admitted
 - Patient not admitted
- a. If you have access you can update outcomes in either the of the two summary views indicated below – Outcome or Bed Requests:



- b. Within either module; retrieve the list of requests as explained in section 2 above and click on the individual request to show the details of the request in the bottom half of the screen. The 'Outcome' section is displayed at the bottom of this screen (as shown below). If you cannot see outcomes section you don't have the required access.

5. Troubleshooting

- a. If you cannot find a bed request for a patient on Infoflex
 - All requests for a particular patient made using Infoflex can be seen in the data entry module in the 'Subject overview' section (middle left hand side of the screen). The information in brackets is the operation date following by the status of the request (section 3j-l above)
 - Whilst paper requests are still accepted by GICU, the reception team will enter these requests on Infoflex so ensure all information is available in one system; this will not always happen in 'real time' and there may be a delay in data entry.

InfoFlex v5 Work List - GICU Shift Leads

Summary Views/Groups: Bed Requests (summary of 1 ICU Bed Request)

Summary :: 3 events found

Query: Today's Requests Subject Details: CWT_TEST_1 :: JOHN :: SMITH :: 01/02/1930 :: 1 - Male :: 123 455 4320

Operation date	Theatre List Time *	Surname	Forename	MRN	Operation *	Referring Consultant *	Consultant Specialty *	Location Pre-Op	Request Status
29/04/2015	AM	JENNINGS			Low anterior resectiona dn ilio-	M3475188			Request Reviewed
29/04/2015	PM	SMITH	JOHN	CWT_TEST_1	sleeve gastrectomy		GENERAL SURGERY		Requested
29/04/2015	Evening	MORRIS			bladder reduction		UROLOGY	Buckland	Requested

Data Entry --- CWT_TEST_1 :: JOHN :: SMITH :: 01/02/1930 :: 1 - Male :: 123 455 4320

Event :: ICU Bed Request (29/04/2015 :: Requested) [Last changed by 'system' on 28/04/2015 at 18:27:56]

ICU Bed Booking

Patient Location Pre Operation * SAL - Sal

Ward Location *

Contact on day of surgery * Alice - FY1

Bleep / Contact number * 6630

Patient Type * 01 - Routine (18 week RTT)

Consultant Anaesthetist (if known) 6030137 -

All items marked with * are mandatory

Form Submitted By

Bed requested by * battav00 - Batta

First Name * Vineet

Contact Number * 2345

Role * Clinical Fellow

Department * T&O

Name of authorising consultant * 4127194 -

Specialty *

Date form submitted to ICU*27/04/2015 15:03

Request Status 1 - Requested

Outcome

Request Reviewed ☒ Patient Accepted ☒

Date Request Reviewed Date Patient Accepted

Operation Performed ☒ Clear No Op Reason(s)

Reason for not operating

Other Reason for not operating

Admit to ICU ☒

Reason for not admitting

Other reason for not admitting

Comments

c. Updating outcomes:

- On the morning of surgery:
 - Reviewing a request - click on the green tick or red cross next to 'request reviewed' and then click on 'save'. The date 'today' will be recorded and the status will be updated to 'request reviewed'.
 - Accepting a patient - click on the green tick or red cross next to 'patient accepted' and then click on 'save'. The date 'today' will be recorded and the status will be updated to 'patient accepted'.
- Updating whether a patient has been admitted or not
 - Indicate whether the patient's operation was performed or not (green tick or red cross). If 'No' then pick a reason from the list below.

Use the comments field to record any additional information.