

Training & Support Plan

AIRSTRIP®

Purpose

The purpose of this plan is to provide you with a Go-Live training plan. This document will also cover the after Go-Live support for the AirStrip ONE users. This document is provided to the customer, AirStrip, and to any 3rd party teams involved.

Overview

Hospital System	CommonSpirit Health						
Hospital Name(s)	CHI St. Vincent Hot Springs						
Project Manager	Kimberly Kuzawa [REDACTED]						
Implementation Coordinator	Adela Gomez [REDACTED]						
Account Manager	Catie Morrow [REDACTED]						
Use Case	<p>Phase 1: Airstrip ONE PM Web and MPV (<i>previously installed</i>)</p> <p>Phase 2: Snippets (Current phase)</p> <table border="1"> <tr> <td>Physician</td><td> <ul style="list-style-type: none"> Anytime, anywhere access to the strip with a clinical context can facilitate timelier remote consultation, and improve access to specialists AirStrip can reassure patients and families that their providers are still 'in touch' even when they are away from the bedside AirStrip supports consultative visual assessment that enforces chain-of-command procedures when providers disagree on patient assessments or treatment plans Web Client Viewing </td></tr> <tr> <td>Nursing</td><td> <ul style="list-style-type: none"> Web Client Viewing/Snippets Capture </td></tr> <tr> <td>Monitor Tech</td><td> <ul style="list-style-type: none"> Creating Snippets for telemetry unit </td></tr> </table>	Physician	<ul style="list-style-type: none"> Anytime, anywhere access to the strip with a clinical context can facilitate timelier remote consultation, and improve access to specialists AirStrip can reassure patients and families that their providers are still 'in touch' even when they are away from the bedside AirStrip supports consultative visual assessment that enforces chain-of-command procedures when providers disagree on patient assessments or treatment plans Web Client Viewing 	Nursing	<ul style="list-style-type: none"> Web Client Viewing/Snippets Capture 	Monitor Tech	<ul style="list-style-type: none"> Creating Snippets for telemetry unit
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AirStrip Team (On-Site Support @ Go Live)	Adela Gomez – Implementation Coordinator						

Product & Functionality

Patient Monitoring (PM) – Previously Installed
<ul style="list-style-type: none"> Active patients near real-time live monitor waveforms/trends Patients' 24-hour historical waveforms/trends <ul style="list-style-type: none"> (inactive/discharged patients included) Patients' 24-hour historical alarmed events, and their associated waveforms/trends <ul style="list-style-type: none"> (inactive/discharged patients included) Vital signs from physiological monitor Simple Patient Demographics Waveform Analysis Tool includes: <ul style="list-style-type: none"> Dual Lead waveform of any available leads with support for pinch-zoom and scroll navigation Grid Lines demarcating signal strength (voltage) on the vertical axis and time on the horizontal axis as supported by the source system Waveform measurement tool with manual placement of P, Q/R, S and T measurement locations determined by clinician Calculated segment measurements based on the location of clinician placed moveable measurement indicators Scrollable rhythm strip

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Snippets (PM) – Current Phase

- ECG Waveform Analysis tool, plus additional documentation features:
 - Defined section and moveable boundary indicators for customization of defined section (Time)
 - Site-defined configurable Snippet length (in seconds)
- PDF display and generation containing:
 - Patient Demographics
 - Snippet Image – 6 seconds per line
 - Measurements (with isolated waveform call-out box)
 - Event Description field with Hospital site-specific configurable Event Description Library

Education Model

Super User PM Snippets Training Prior to Go Live (Remote)	<ul style="list-style-type: none"> ▪ Provides training to the identified super users to ensure a solid understanding of how to use the application so that the Super User can teach the application to their peers and all other end users. <ul style="list-style-type: none"> – Show one, do one, and teach one learning approach ▪ Ability to facilitate remote trainings to the Super Users during scheduled times and dates. ▪ AirStrip ONE materials will be provided in advance of go live.
End User PM Snippets Training Prior to Go Live (Remote)	<ul style="list-style-type: none"> ▪ Specific trainings provided to end users ahead of scheduled go live. <ul style="list-style-type: none"> – These trainings will 45 minutes and available to all end users. Trainings will highlight the appropriate workflows. <ul style="list-style-type: none"> ▪ Nurse Workflow: Focuses on nurse workflow of Airstrip PM Snippets. ▪ Monitor Tech Workflow: Focuses on monitor tech workflow of Airstrip PM Snippets.
Go Live Support During Scheduled Go Live (Onsite)	<ul style="list-style-type: none"> ▪ AirStrip representatives will provide at the elbow support while rounding to ensure a smooth clinical roll-out of AirStrip ONE. ▪ Provides training to the end users on shift to ensure a solid understanding of how to use the application. ▪ AirStrip ONE materials will be provided in advance of go live.

Schedule & Logistics

• Training Plan and Schedule:

- **Super User Snippets Training Prior to Go Live**
 - 1 scheduled training on Tuesday, 6/28/2022. See schedule below.
- **End User Snippets Training Prior to Go Live**
 - 8 scheduled trainings 6/27-29/2022. See schedule below.

Super User/End User Snippets Training Schedule:

This will be a schedule of End User (RN and MTs) and Super User trainings. Each session will be 30 mins with a training deck available and a demo of the Airstrip Snippets addition. Attendance will be taken by CHI St. Vincent Hot Springs team for these trainings.

	Session 1	Session 2	Session 3
Tues 6/27	End User Training 7:30a-8:00a	Super User Training 1:00-1:30p	End User Training 7:30p-8:00p
Wed 6/28	End User Training 7:30a-8:00a	End User Training 1:00p-1:30p	End User Training 7:30p-8:00p
Thurs 6/29	End User Training 7:30a-8:00a	End User Training 1:00p-1:30p	End User Training 7:30p-8:00p

- **Go Live Dates and Support Plan:**
 - Snippets (2 Days of onsite support; two 4-hour shifts per day with 2 Airstrip resources)
 - Dates: July 6-7, 2022

- **Training Materials:**

- Airstrip ONE 4.X for Patient Monitoring Client User Guide – Web



AirStrip ONE 4.X for
Patient Monitoring Cli

- AS1 Snippets Education Training Videos



AS1 PM Web Client
and Snippets Educatio

- Nursing Supervisor Snippets Report Quick Reference Guide



RN Supervisor
Snippets Report Quick

- AS1 – PM Web MPV Snippets – Training Deck – RN Workflow



CHI St Vincent Hot
Springs - AS1 Training

- AS1 – PM Web MPV Snippets – Training Deck – MT Workflow



CHI St Vincent Hot
Springs - AS1 Training

Support Matrix



+1 (877) 258-5869 (toll free)
Email: Supportcenter@airstrip.com



1-866-440-3399



• Nurse Approval - Teresa Lambert
• Monitor Tech Approval - Kaitlyn Atkins

Airstrip Web URLs – CHI St. Vincent Hot Springs

- Patient Monitoring Web Client:
 - <https://ahs-vasonewbp01.smrchy.com/AS1Web/>

Users and/or Devices Management

- Users and/or Devices
 - AirStrip Support can be called 24/7 to assist Wise Health with managing the mobile device installation/reinstallation/deactivation of AirStrip ONE for any authorized user and/or device via the AirStrip Management Portal (AMP)
- Deactivating AirStrip ONE Access
 - Should an AirStrip ONE user at Wise Health be terminated, their AD credentials will also be terminated, and the site must inform the AirStrip Support Center. The AirStrip Support Center will then deactivate access for the requested user.

Installation Process

Web Client:

- AirStrip ONE validates users through the hospital's Active Directory (AD). Clinicians seeking access to AirStrip ONE with appropriate permission will launch the site-specific URL from within the hospital network. AirStrip ONE users may reach the URL from any computer with allowed permissions. The URL can be saved to a desktop, browser, or added to the user's profile within the IT department. Once the URL is launched, the user will authenticate with their hospital's Active Directory (AD).
- User Template Profile is a feature that allows a group of end users that all have the same permissions profile to access the application without manually adding or importing group of end users into AMP.

Customer's Management of New Hires in AMP

Customer's Defined New Hire Process:

- The new hire process at CHI St. Vincent Hot Springs for nurses is to go through Vergence Provisioning Manager (VPM). The nurse manager will submit the VPM request; then it goes to Teresa Lambert [REDACTED] to approve. Once approved by Teresa, it goes to Mercy to add the users to the group.

Troubleshooting Tips

User Interface:

- If AirStrip ONE software cannot be successfully downloaded onto a mobile device, the administrator or clinician should notify the AirStrip Support Center for assistance.
- AirStrip ID credentials vs. Active Directory credentials
 - If a user is getting a "sign on failed" error from the initial AirStrip ONE Home Menu log-in prompt, the user may have provided the wrong AirStrip ID (generic e-mail address) or password. The AirStrip ID and password is created by the AirStrip staff, unless requested otherwise. Users should contact AirStrip Support Center if the issue persists.
 - If a user is getting an "invalid password" error after attempting to log in to the Wise Health site tile from the Sites Menu with their AD credentials, the user may have provided the wrong AD username or password or had a change to their AD username or password.

- If a user loses a mobile device with AirStrip ONE software on it, AirStrip will disable access to the solution on the mobile device upon notification.
- If a user manages to uninstall or “Sign-Off” AirStrip ONE via the About Menu and needs to re-download or re-install AirStrip ONE, the user should contact the AirStrip Support Center, initiating the standard support protocol
- If a patient is missing from the AirStrip application, the end users would first need to validate that the missing patient was admitted correctly to the primary patient monitoring system.
- If any changes are made to the primary patient monitoring system (e.g., bed labels, worklist configurations, etc.), then the application owner should contact the assigned Account Manager to report these changes so that the required configuration changes can be scheduled on the AirStrip side to prevent end user dissatisfaction with AirStrip ONE.

Downtime Procedures:

- If Airstrip is down or not available to end users:
 - Near real time waveforms will not be available to the clinical users or the physicians and they would have to physically go look at the patient monitoring central on the primary source system to see the patient waveforms.
 - Electronic snippets will not be available to end users and thus the end users would need to print all telemetry scripts and scan those printed telemetry scripts into EHR.

Patient Data:

- If a user does not see any patient data after a successful log-in, this could indicate a broader server or integration investigation. The user should contact the AirStrip Support Center to report the problem, initiating the standard support protocol.
- If a user does not see patient data for a specific unit or facility, the user may not have been granted the appropriate access to view that facility or unit. The user should contact the AirStrip Support Center to report the problem, initiating the standard support protocol.
- If a user cannot see a specific patient, but has access to others, this could indicate a clinical workflow error. If the patient is admitted properly, the user should follow the standard support process and notify the AirStrip Support Center for escalation.

Airstrip Server Patching/Reboots

- The customer is allowed to patch their system as necessary. For Patient Monitoring application only, Airstrip services should be stopped prior to the reboot and started after. It is also helpful to send a notification of patching/reboots/downtimes to Airstrip support at supportcenter@airstrip.com so it can be added to Airstrip's internal calendar.

Reminder: Always follow HIPAA guidelines and never email patient data