

# Cerner Clairvia Training Manual

## Troubleshooting

## Session Objectives

At the end of this session, attendees will be able to troubleshoot common encountered issues in:

- ☐ CVM Staff Manager
- ☐ CVM Web
- ☐ Clairvia - Oracle Integration

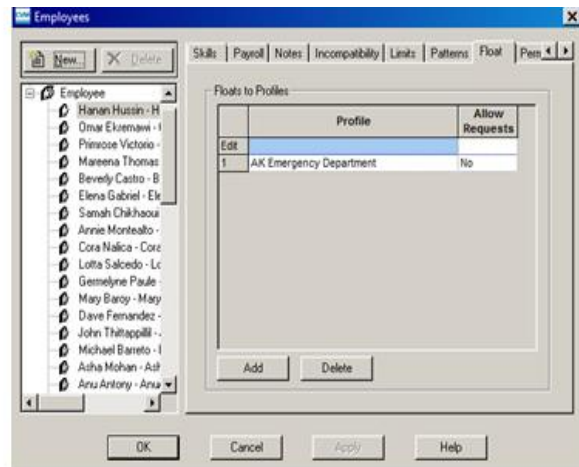
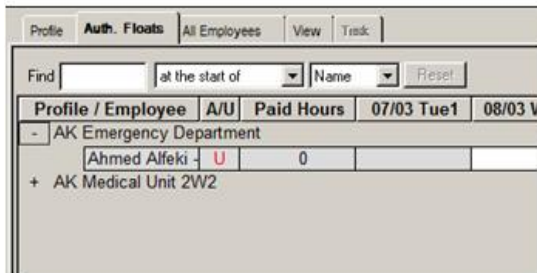
## Agenda


- Common Issues in CVM Staff Manager and how to troubleshoot
- Common Issues in CVM Web and how to troubleshoot
- Common issues in Clairvia - Oracle Integration and how to troubleshoot

## CVM Staff Manager Troubleshooting

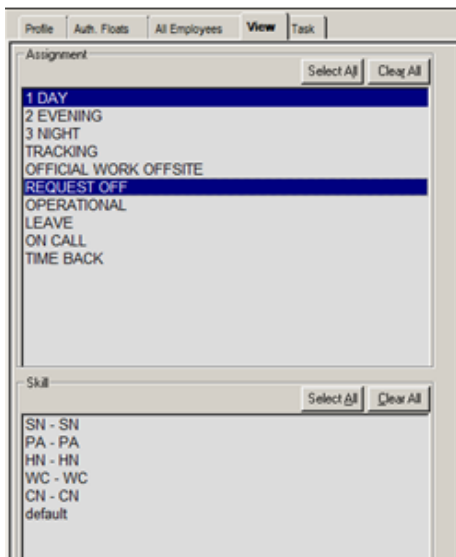
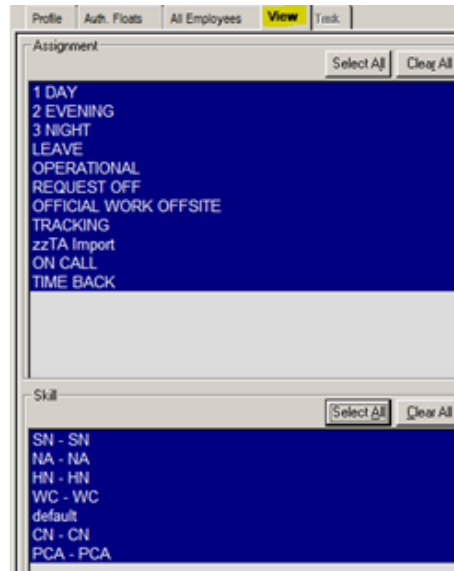
### CVM Staff Manager Issues

Issue	Do
1. CN can't see the staff nurse floated in their unit.	Call the sending unit and instruct them to add the receiving unit under the staff's Employee Info>Float Information



Issue	Do
2. CN can only see few tasks/staff in the Daily Editor	Make sure that in the View Filter, all needed tasks/positions are selected or turn off the filter view by clicking this icon 

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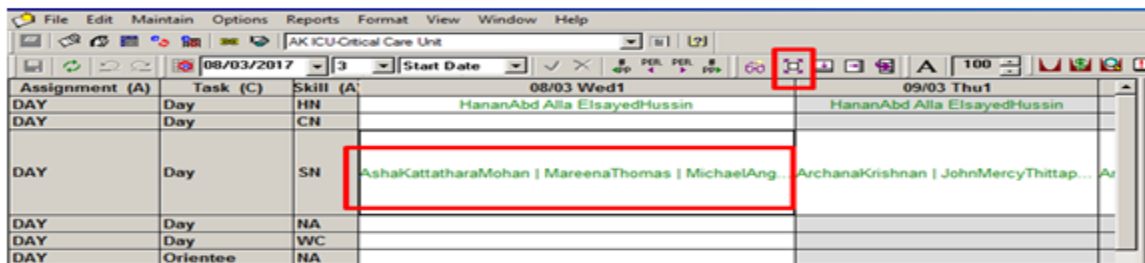



### Issue

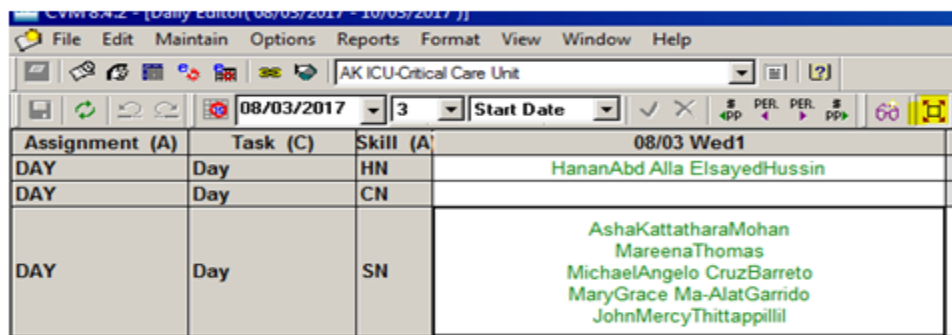
- Not all names of the staff are showing in a certain duty tasks

### Do

Click the icon (Auto Expand Grill Cells) showed in the picture below to show all staff per line.



Assignment (A)	Task (C)	Skill (A)	Staff
DAY	Day	HN	HananAbd Alla ElsayedHussin
DAY	Day	CN	HananAbd Alla ElsayedHussin
DAY	Day	SN	AshaKattatharaMohan   MareenaThomas   MichaelAng... ArchanaKrishnan   JohnMercyThittap... Au
DAY	Day	NA	
DAY	Day	WC	
DAY	Orientee	NA	



Assignment (A)	Task (C)	Skill (A)	Staff
DAY	Day	HN	HananAbd Alla ElsayedHussin
DAY	Day	CN	
DAY	Day	SN	AshaKattatharaMohan MareenaThomas MichaelAngelo CruzBarreto MaryGrace Ma-AlatGarrido JohnMercyThittappillil

## Issue

- Why some staff are showing more/less than 40 hours of done duty per week

## Do

Review their time of duty, some tasks like Educational task are have default time range and should be changed as per actual timing.

Employee	A/U	Paid Hours	07/03 Tue1	08/03 Wed1
Anu Antony -	A	40	E SN	E SN
Aleyamma Ch	A	8	D SN	
Aparna Sathe	A	40	E SN	E SN
Swapna Chak	A	40	N SN	N SN
KKTWO Test -	A	40	D SN	N SN
Isack Kandy -	A	0		
Hussein Awad	A	0		
Ricardo Aleria	A	0		
Sobha Kuttan	A	0		
Hanan Hussin - HananAbd	U	48	HN SWFP	HN

Evening	SN	Name	Shift Start	Shift End
Evening	PCA	MichaelAngel...	8:00	10:00
Orientee	NA			
Orientee	SN			
F Ramadan	Default			

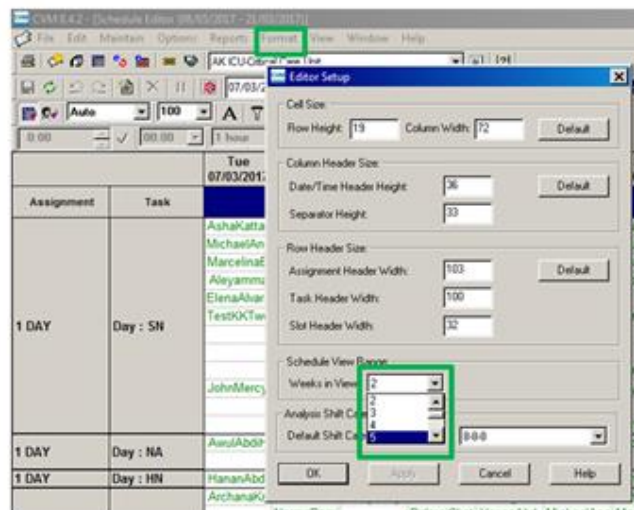
## Issue

- Schedule editor complete month is not showing

## Do

Go to Format > Editor Set up and increase the Weeks in View to 5 weeks.

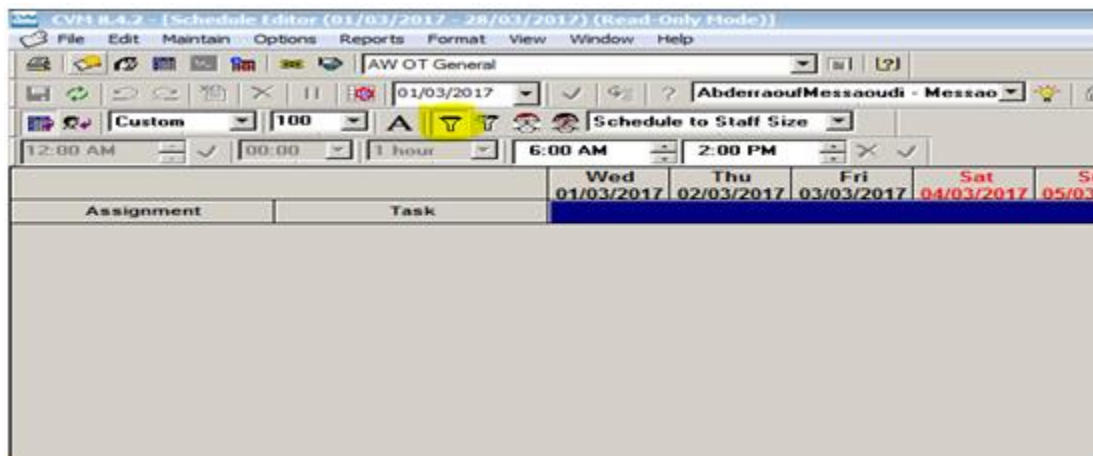
Assignment	Task	Tue 07/03/2017	Wed 08/03/2017	Thu 09/03/2017	Fri 10/03/2017	Sat 11/03/2017	Sun 12/03/2017	Mon 13/03/2017	Tue 14/03/2017	Wed 15/03/2017	Thu 16/03/2017	Fri 17/03/2017	Sat 18/03/2017	Sun 19/03/2017	Mon 20/03/2017
		AshakKatta	AshakKatta	ArchanaK	ArchanaK	ArchanaK	AnuAntony	BalarajChel	AshakKatta	AshakKatta	ArchanaK	ArchanaK	ArchanaK	AnuAntony	BalarajChel



Issue	Do
6. When generating schedule there are some date without task even the patterns are complete.	Make sure that <b>Schedule to Staff Size</b> is selected in generating the schedule.



Issue	Do
7. Employee name & task are not showing in the Schedule editor.	Reason: Display Filter view is activated. Click the Display Filter

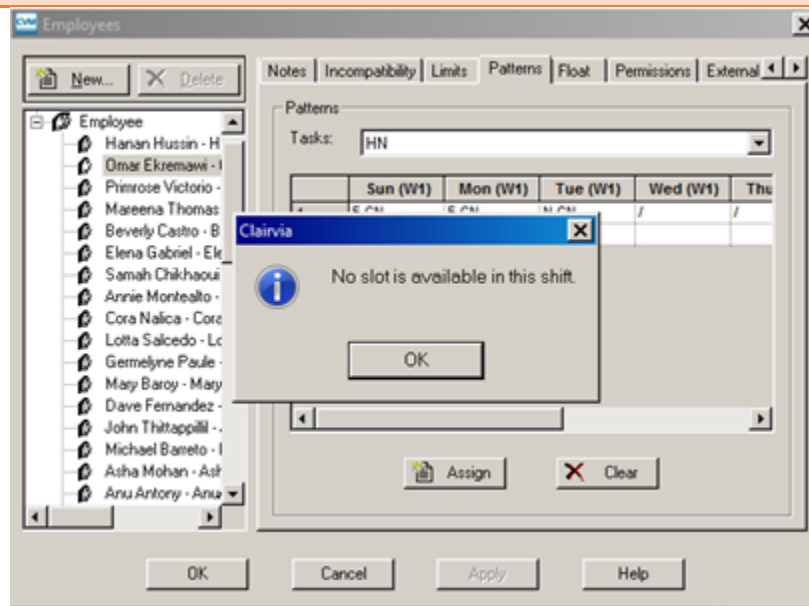


## Issue

- No Slot available when adding Pattern.

## Do

Log a ticket to increase slot for that task.



## Issue

- How to manage “no slots available” in day to day bases.

## Do

Utilize Daily Editor in assigning the employee; it not shows conflict while adding several staff in a task. E.g. Educational Task, National Events, SL, CL or any task

CIM 4.4.2 - Daily Editor 11/01/2017 - 11/01/2017

File Edit Maintenance Options Reports Format View Window Help

Alt ICU-Critical Care Unit

11/01/2017 100

Assignment (A)	Task (C)	Skill (S)	11/01 Mon2	11/01 Tue2
LEAVE	Sick Leave	default		
LEAVE	Examination Leave	default		
LEAVE	Compassionate Leave	default		
LEAVE	Annual Leave	default	LottaSalinasSalcedo OmarMuhammad MahmoudElkarami MansourRosa Vilela	LottaSalinasSalcedo OmarMuhammad MahmoudElkarami MansourRosa Vilela
NIGHT	Night	CN		
NIGHT	Night	SN	ArchanaKrishnan BijoySenthilnarayan RishikaThomas SamahChikhaoui ShamoudhwanMappara GermelyneAlfonsoPaule SundSamsen DagmarChakraborty	BlancaAlcantaraDato GermelyneAlfonsoPaule LorenaValascoSamsen SundSamsen DagmarChakraborty
NIGHT	Night	PCA		
NIGHT	Preceptor	NA		
NIGHT	Orientee	SN		
NIGHT	Orientee	NA		
NIGHT	N Ramadan	default		
NIGHT	Preceptor	SN		
NIGHT	Night	NA		
OFFICIAL WORK OFF SITE	Official Mission	default		
OFFICIAL WORK OFF SITE	Palace Duty	default		
OFFICIAL WORK OFF SITE	National Event	default		
OFFICIAL WORK OFF SITE	Campaign	default		
OFFICIAL WORK OFF SITE	Event Duty	default		

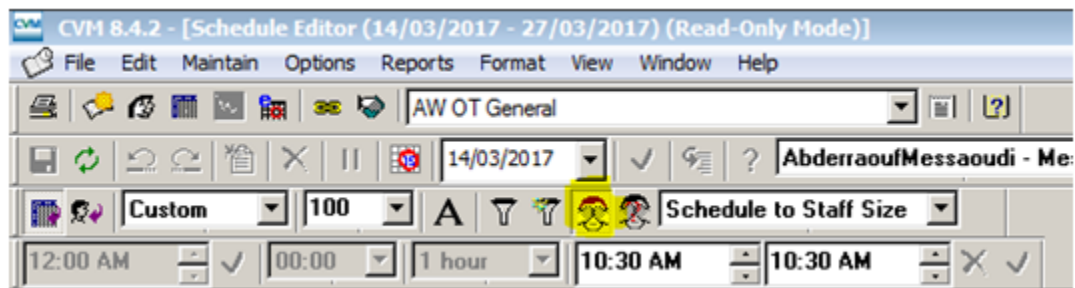
Profile

Find

Employee	A/U	Paid Hours	11/01 Mon2	11/01 Tue2
Hanan Hussin	U	0	HN	HN
Omar Elkarami	U	0	AL	AL
Primrose Vict	U	0	AL	AL
Mareena Tho	U	0	HN	HN
Beverly Castro	U	32	HN	HN
Elena Gabriel	U	32	HN	HN
Samah Chikhaoui	U	32	HN	HN
Annie Montalto	U	32	HN	HN
Cora Nalica	U	32	HN	HN
Lotta Salcedo	U	32	HN	HN
Germelyne Paule	U	32	HN	HN
Mary Barry	U	32	HN	HN
Dave Fernandez	U	32	HN	HN
John Thittappalli	U	32	HN	HN
Michael Barreto	U	32	HN	HN
Asha Mohan	U	32	HN	HN
Anu Antony	U	32	HN	HN
Chamie Delaci	U	32	HN	HN
Mary Gamito	U	32	HN	HN
Lorena Samsen	U	32	HN	HN
Blanca Dato	U	32	HN	HN
Bijoy Ravi - Bijoy	U	32	HN	HN
Rishika Thomas	U	32	HN	HN
Alayamma Ch	U	32	HN	HN
Blanca Kandy	U	32	HN	HN
Anoma Sathya	U	32	HN	HN
Archana Krish	U	32	HN	HN
Rincy Rength	U	32	HN	HN



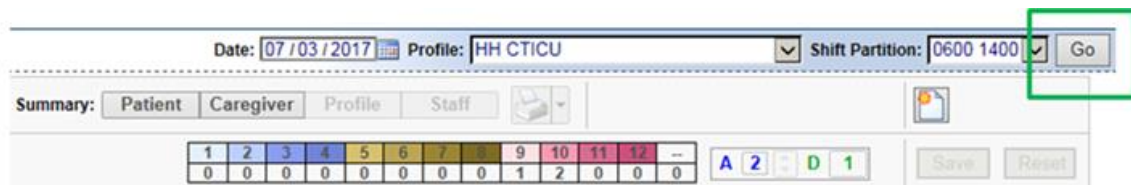
Issue	Do
10. Some tasks are not showing in the Schedule Editor.	Reason: Hide Empty row is activated Do: Inactivate Hide Empty Row by clicking the icon



Issue	Do
11. How to float the Staff under Admin Services Budget	Raise a Ticket to HICT addressed to Clairvia Team

### CVM Web Admin Issues

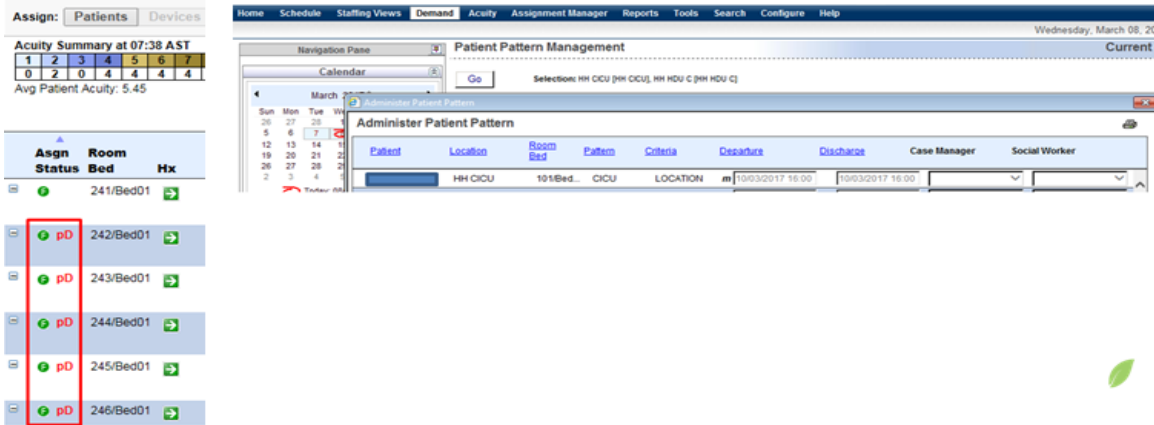
Issue	Do
1. Newly Admitted patient is not appearing in the Patient List.	Click GO- to refresh the List or Log-out and log-in in the system



Issue	Do
2. Assignment Manager showing a patient with overdue pending Discharge (pD).	Adjust the expected date of discharge in Patient Pattern Management



## Cerner Clairvia Training Manual

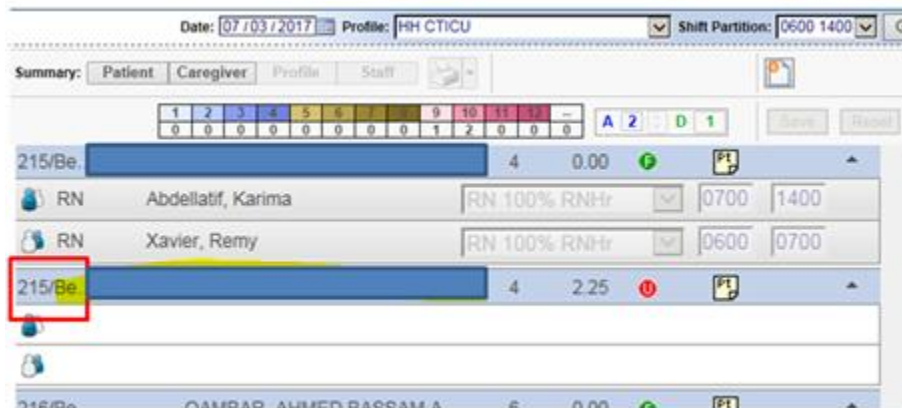


### Issue

- Discharge patients still showing in the Assignment Manager List

### Do

Raise a ticket under Clairvia Team



### Issue

- Missing Duties/ Tasks in the Final Duty Roster print out

### Do

Make sure that **Group by shift category** in the selection criteria is not ticked

Group Employees By Partition



☐ Group By Shift Category Partition

Issue	Do
5. Missing Duties/ Tasks in the Final Duty Roster print out	Check the selection criteria filters and make sure that in the Task filter to select all Tasks.

4. Issue	Do
Missing Duties/ Tasks in the Final Duty Roster print out	1. Check the selection criteria filters and make sure that in the Task filter to select all Tasks.




Issue	Do
6. Count of staff in the Duty Roster is incorrect. Ex. Charge Nurses doing Staff Nurse bedside role is still being counted s SN.	Make sure that in the section criteria that <b>Task skill</b> is chosen in the <b>Calculate Totals by</b>

## Cerner Clairvia Training Manual

Totals by Task Skill (in Staff)

Shift Partition	Skill	01/03 We	02/03 Th	03/03 Fr	04/03 Sa	05/03 Su	06/03 Mo	07/03 Tu	08/03 We	09/03 Th	10/03 Fr	11/03 Sa
0600 1400	HN	1	1	0	0	1	1	1	1	1	0	0
0600 1400	CN	1	1	1	1	1	1	1	1	1	1	1
0600 1400	SN	9	8	8	8	8	8	8	8	7	7	9
0600 1400	W/C	2	2	0	0	2	2	2	2	2	0	0
0600 1400	PA	2	2	2	2	2	2	2	2	2	2	2
0600 1400	Default	0	1	1	1	1	1	1	1	0	0	0
0600 1400 Totals		15	15	12	12	15	15	15	15	13	10	12
1400 2200	CN	1	1	1	1	1	1	1	1	1	1	1
1400 2200	SN	8	8	9	8	8	8	8	8	8	8	8
1400 2200	PA	2	2	2	2	2	2	2	2	2	2	2
1400 2200	Default	1	1	0	1	1	1	1	0	0	0	0
1400 2200 Totals		12	12	12	12	12	12	12	11	11	11	11
2200 0600	CN	1	1	1	1	1	1	1	1	1	1	1
2200 0600	SN	7	7	7	8	7	8	7	7	8	8	7
2200 0600	PA	1	1	1	1	1	2	1	2	2	1	1
2200 0600	Default	1	1	1	0	1	0	1	0	0	0	0
2200 0600 Totals		10	10	10	10	10	11	10	10	11	10	9

Calculate Totals By

☐ Employee Skill
 ☒ Task Skill

### Issue

- Duty Roster print out is not arranged as per the Customized Display Order

### Do

Make sure that you selected Employee Custom Display in the Schedule Selection Criteria Report.

Employee Sort By

- ☐ Skill and then Employee Name
 ☐ Break out by Job Skill  
☐ Employee Name Only  
☒ Employee Custom Display Order

### Issue

- Staff can't do Shift Swap of her Duty to one Nurse Off duty

### Do

Swapping Duty task to an Off duty of another employee is not possible. First Exchange your duty Tasks and then Exchange your OFF. **No Shift swap request for less than 24 Hour.**

Weekly Schedule

Profile: H1 HDU A Filter: [ ]

Task View List View Employee View

☒ Show Opportunities ☐ Show Shift Swaps

<< 08/03/2017 >>

Task	Skill	Wed 08/03/2017	Thu 09/03/2017	Fri 10/03/2017	Sat 11/03/2017	Sun 12/03/2017	Mon 13/03/2017	Tue 14/03/2017
Day	HN	PulkanaJessey molChenan	PulkanaJessey molChenan			PulkanaJessey molChenan	PulkanaJessey molChenan	PulkanaJessey molChenan
Day	CN	IsaacDermala PackaSelu	IsaacDermala PackaSelu	DeborahVan DerMerwe	DeborahVan DerMerwe	DeborahVan DerMerwe	DeborahVan DerMerwe	DeborahVan DerMerwe
		SherrnCelestin e Said Gaber Abd El-Basset AhmedEl KristineYapica AnthammaJos eph SiniPaul LeenaPhilip RajenaSoji GlendaleDe JesusTrinidad	SherrnCelestin e Said Gaber Abd El-Basset AhmedEl KristineYapica AnthammaJos eph Clara Margarette VivadorParami o SiniPaul	SherrnCelestin e Said Gaber Abd El-Basset AhmedEl KristineYapica AnthammaJos eph SiniPaul GlendaleDe JesusTrinidad	KarimaAbdellat if HassanAbdell at KristineYapica AnthammaJos eph LeenaPhilip RajenaSoji GlendaleDe JesusTrinidad	KarimaAbdellat if HassanAbdell at KristineYapica AnthammaJos eph LeenaPhilip RajenaSoji GlendaleDe JesusTrinidad	KarimaAbdellat if HassanAbdell at KristineYapica AnthammaJos eph LeenaPhilip RajenaSoji GlendaleDe JesusTrinidad	KarimaAbdellat if HassanAbdell at KristineYapica AnthammaJos eph LeenaPhilip RajenaSoji GlendaleDe JesusTrinidad
Day	SN							

Issue	Do
9. Employee not showing in the Assignment manager Caregiver list even the employee name is assigned to the task.	<p>Reason: doing copy/paste in editing the schedule.</p> <p>Do: Checked the Time of the assigned task to the employee and manually edit it.</p>

<div> <div>Auto</div> <div>100</div> <div>A</div> <div>Schedule to Core Cover</div> </div> <div> <div>0:00</div> <div>00:00</div> <div>1 hour</div> <div>14:00</div> <div>22:00</div> </div>		Mon 13/03/2017	Tue 14/03/2017	Wed 15/03/2017	Thu 16/03/2017
Assignment	Task				
1 DAY	Day : SN	BalarajChet	AshaKattat	AshaKattat	ArchanaKri
		AnuAntony	MichaelAng	MareenaTh	JohnMercy
		TestKKTtwo	MarcelinaB	MichaelAng	BijiSreedha
		BabyThoma	Aleyamma	MaryGrace	MareenaTh
			ElenaAlvara	JohnMercy	SamahBent
		ElenaAlvara	TestKKTtwo		Shamsudhe
		MarcelinaB			
		ReynanteA	JohnMercy		
		MaryAndiso			
1 DAY	Day : NA	Abdul Aziz	AwulAbdiH		
1 DAY	Day : HN	HananAbd	HananAbd	HananAbd	HananAbd

Issue	Do
10. Staff can't place Duty request	<p>Ability of the staff to place duty request is set per facility. Usually is only from 1-15th of every month. Make sure you are requesting during that time period.</p>

## Clairvia - Oracle Integration Troubleshooting

Issue	Do
1. OT and OFF Conflict Error	<p>If the staff is On call duty he should have two tasks, Request Off and On call Task (D,E or N)</p> <p>If the staff will be called for On call, Request off task should be deleted and Staff should be in Regular OT task</p>
2. Leaves shows “Absent” in Timecard	Casual leave and all other leaves must be applied and approved in Oracle, otherwise it will appear as <b>Absent</b> in OTL.
3. AHN, ACN Task Issue	These are only tracking tasks, staff whose doing this duty must be assigned to HN or CN task. Otherwise it will not generate any hours in the timecard
4. Inappropriate assigned Tasks generating Error in Oracle	Check the correctness of the tasks assigned, Ex. Ramadan OT assigned to even while not on Ramadan time
5. No OFF duties	For units which has fixed OFF duties (Fri and Sat) , you still have to input the names of the staff in the Request OFF task.
6. Manual and Automatic timecards conflicts	Inform staff not to manually create timecards prior to the automatic generation of timecards.
7. National Holiday Issue	If a staff is not coming to duty during these days, there should still be a task assigned to them which is “National Event”. Those who are coming to duty must have Regular OT Task that day.