BRIGHAM & WOMEN'S HOSPITAL APPLICATION

USER GUIDE

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WPI

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Chapter 1. User Analysis

Who is the user and why do they use it?

- Intended Users *(on page 4)*
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Intended Users

Who uses the product?

Patients and Visitors

People being treated at the hospital or visiting the hospital.

- Receiving treatment or registering to receive treatment at the hospital if a patient.
- Has an ailment or sickness if a patient.
- Visit or tour the hospital if a visitor.

Employees

People who work at the hospital.

- Have higher education in medicine or related fields if a doctor or nurse.
- Administering treatment if a doctor or nurse.
- Shadowing professionals within the hospital if a student.
- Maintaining or cleaning the hospital if a hospital housekeeper.
- Have training and certification if an EMT.
- Transporting patients if an EMT.
- Have higher education in law or related fields if an insurance agent or lawyer.
- Patrol hospital if a security guard.
- Sell merchandise or medication if a salesperson or pharmacist respectively.
- Receive schedule from administrator.

Administrators

People who manage employees at the hospital.

- Have higher education in management or related fields.
- Schedule employees.
- Oversee the affairs in the hospital.

User Goals

Why do they use the product?

Navigate hospital

Have a specific path when navigating to a desired destination in the hospital.

Related information

Navigation *(on page 9)*

Map Editor *(on page 15)*

Request services

Seek the following services provided by the hospital:

- Flowers
- Medication
- Internal Patient Transportation
- Security
- Sanitation
- Maintenance

Related information

Service Requests *(on page 21)*

Flowers *(on page 21)*

Medication *(on page 24)*

Internal Patient Transportation *(on page 26)*

Sanitation *(on page 28)*

Security *(on page 30)*

Maintenance *(on page 31)*

Track service request logs and insights

Monitor and delegate the request logs that come in and check the traffic of requests.

Related information

Service Requests *(on page 21)*

Service Request Logs *(on page 33)*

Service Requests Insights *(on page 35)*

Obtain or assign work schedule

Find or delegate hours in the hospital.

Related information

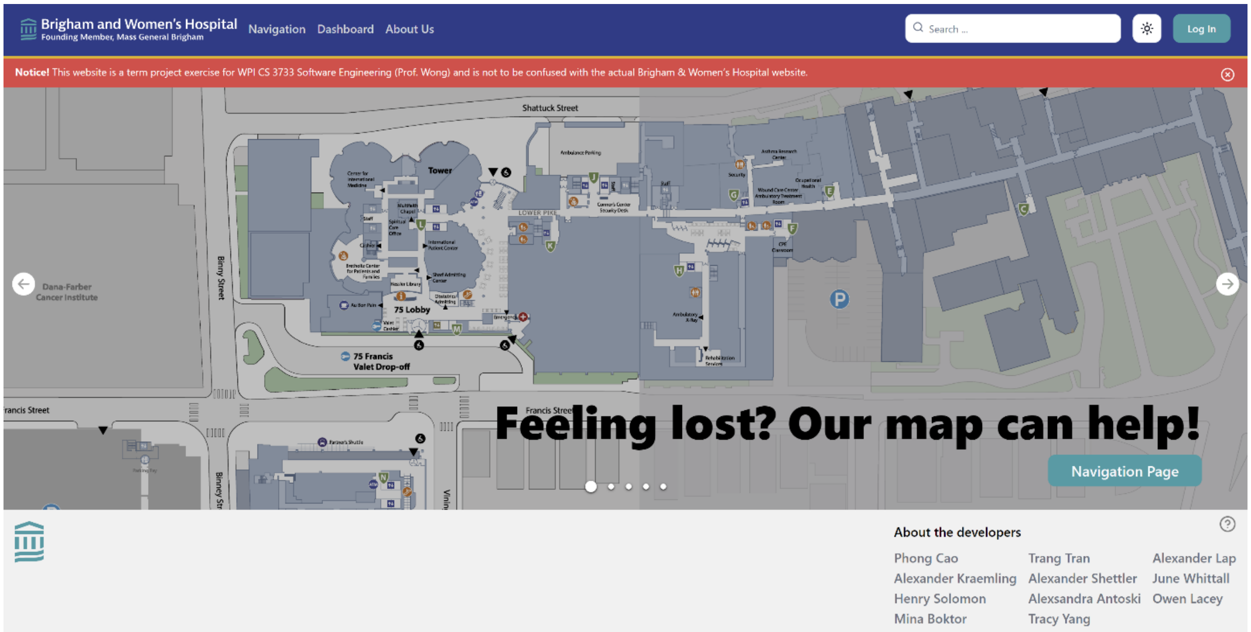
Scheduling *(on page 38)*

Chapter 2. Feature Analysis

What features are available, how should you navigate to it, and how to use the feature?

Start/Hero Page

Upon entering the website, you will be taken to this screen:



Sifting through the carousel will show slides that lead you to Navigation and Service Requests.

Clicking on any of the names at the bottom of the screen will take you to the About Us page.

Related information

Navigation *(on page 9)*

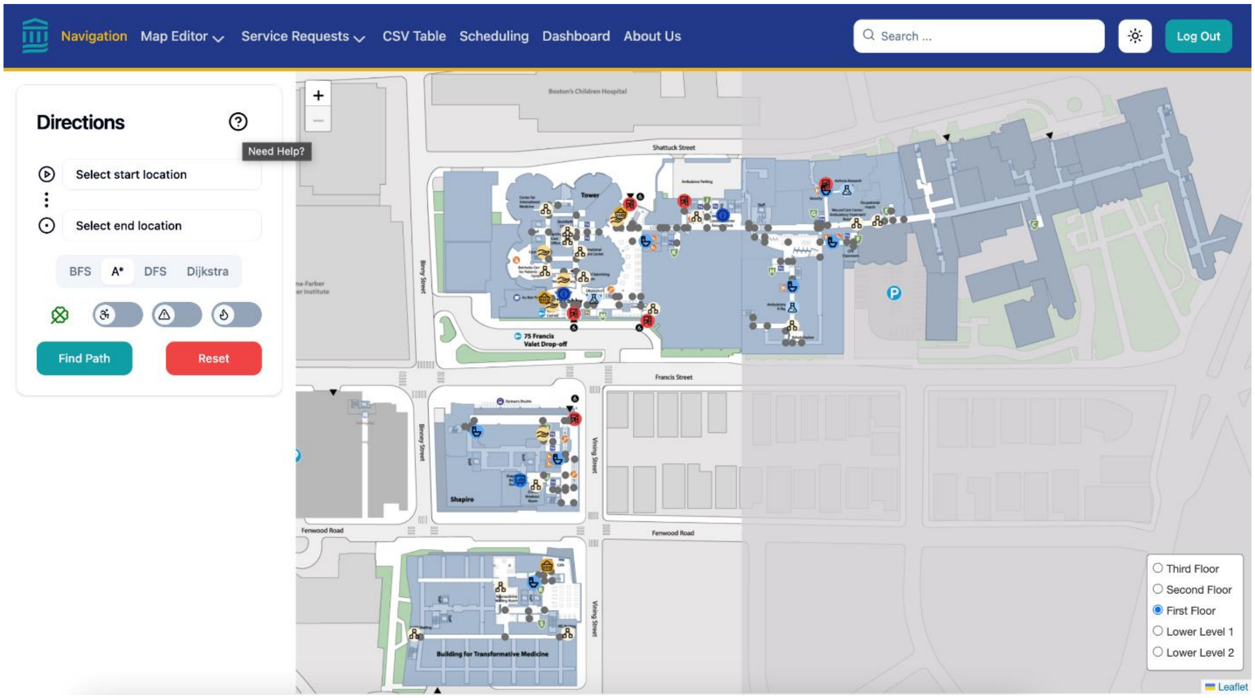
Service Requests *(on page 21)*

About Us *(on page 42)*

Navigation

How to get to a desired destination within the hospital.

Clicking the Navigation link in the **header above** will direct you to the pathfinding page.



Here you can get a view of the hospital map and find directions. It also includes the ability to avoid hazards, find accessible paths, and see a heatmap of the most searched paths. Clicking the question mark icon **on the left bar** will take you to the Instructions page.

Related information

Traverse the page *(on page 10)*

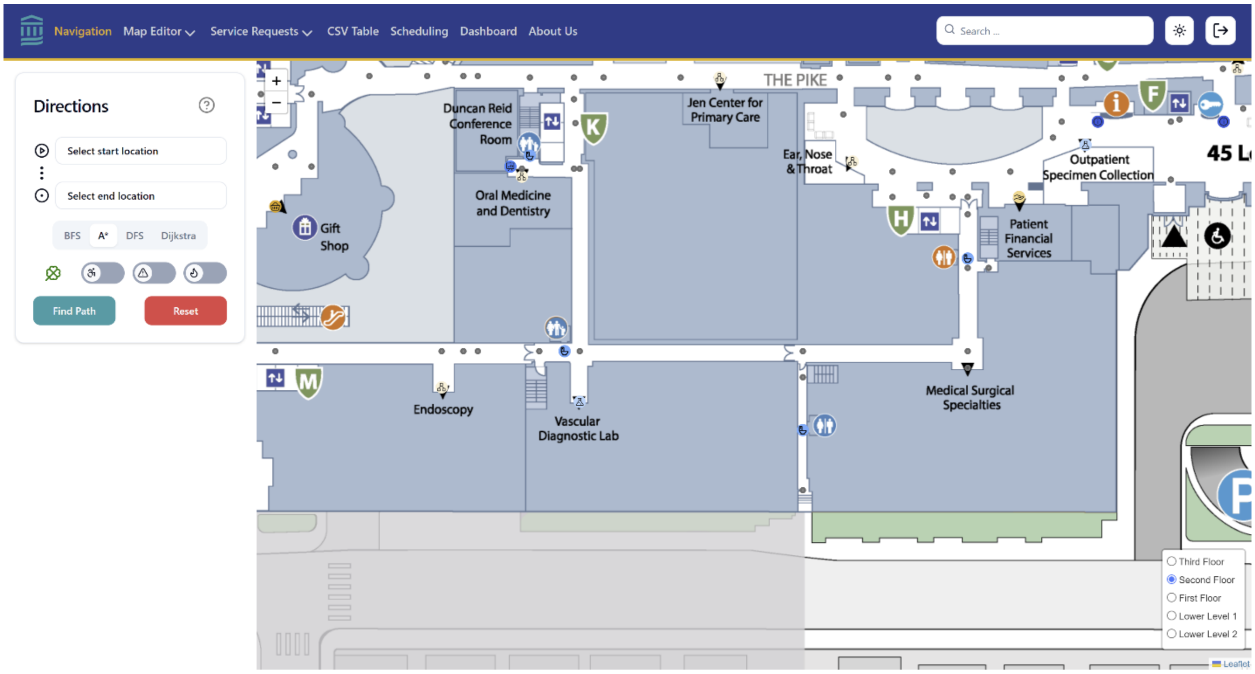
Find your desired room *(on page 10)*

Map Editor *(on page 15)*

Troubleshooting *(on page 43)*

Traverse the page

The radio buttons **in the bottom right** change the view between hospital floors. Clicking the “+” and “-” buttons **on the top left of the map** zooms in and out of the page.



Related information

Navigation *(on page 9)*

Find your desired room *(on page 10)*

Find your desired room

Navigation is determined through the location search bar **on the left side of the screen**. There, you can select a start and end location as well as a search algorithm.

Search algorithms

There are four algorithm options available to select for pathfinding:

- BFS (Breadth First Search), A* (A-Star), DFS (Depth First Search), Dijkstra

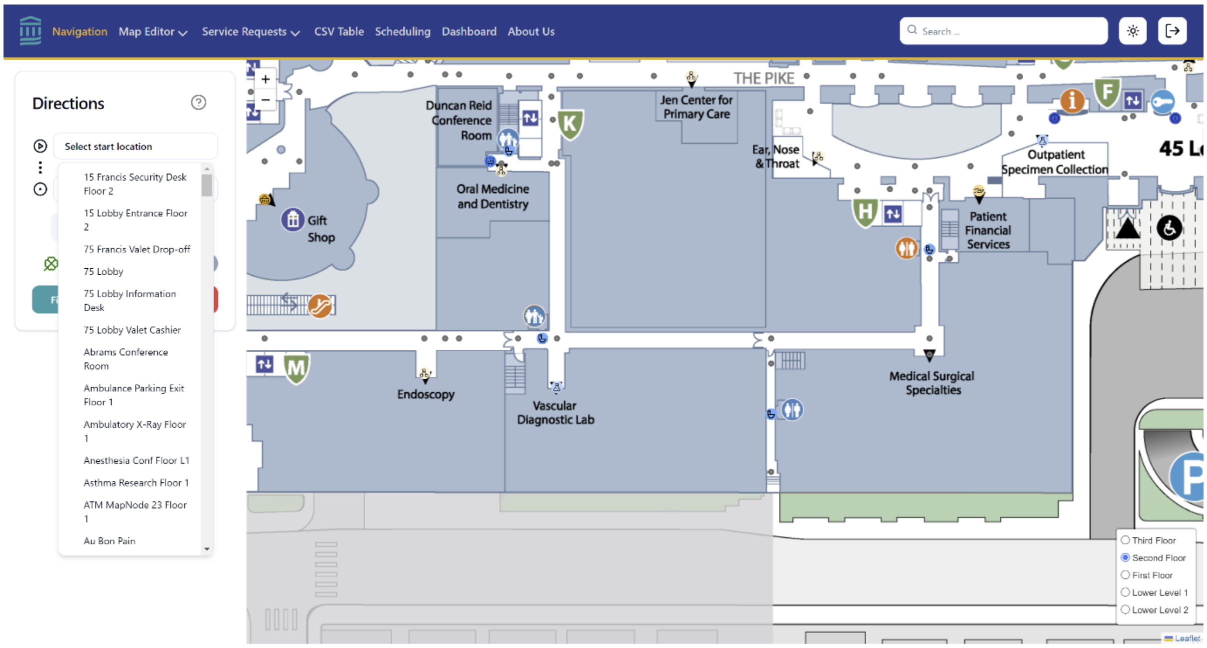
📝**Note:** The navigation defaults to A* for the most optimal path.

Pathfinding

There are 3 separate ways to select your start and end locations.

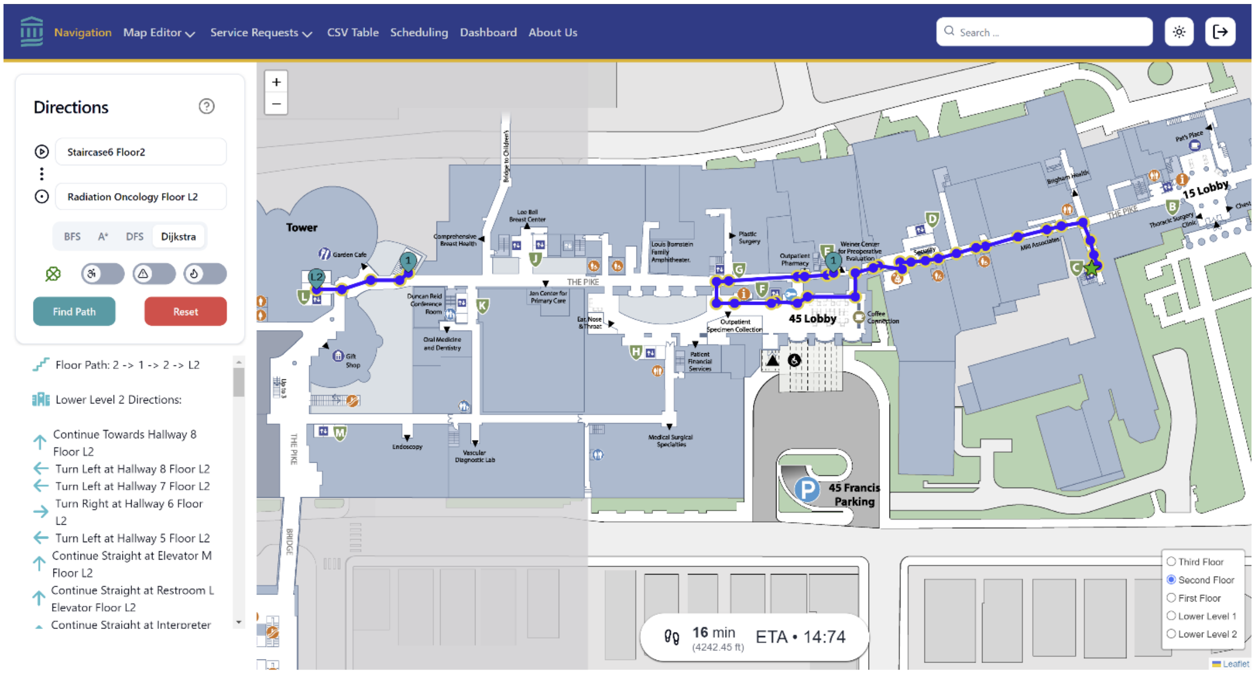
You can either:

1. Select the start and end locations from the dropdown menus **on the left side of the screen**.



2. Click any **two markers on the map**. The first marker clicked sets the start location – the **green star**, and the second marker clicked sets the end location – the **red star**. Clicking a marker also opens a popup with the location's name.

3. Click the green clover icon directly **above the "Find Path" button**. This will generate a random path using a random pathfinding algorithm.



For the first two options, you can select the search algorithm directly **below the dropdown menus.** Once a start location, end location, and search algorithm are selected, clicking "Find Path" will generate the path between the two locations.

Upon generating a path, all nodes (indicated by the dot markers) that are not included in the path will temporarily disappear. The nodes within the path are highlighted. If the path spans between multiple floors, a marker will be added at the end of the current floor's path to indicate which floor it is going to. Clicking this marker will take you to the respective floor.

Additionally, the path's distance and an ETA will be shown **at the bottom of the screen**.

In the bottom left of the screen, text directions appear for the path. This contains the order in which floors are visited and separate text directions for each floor.

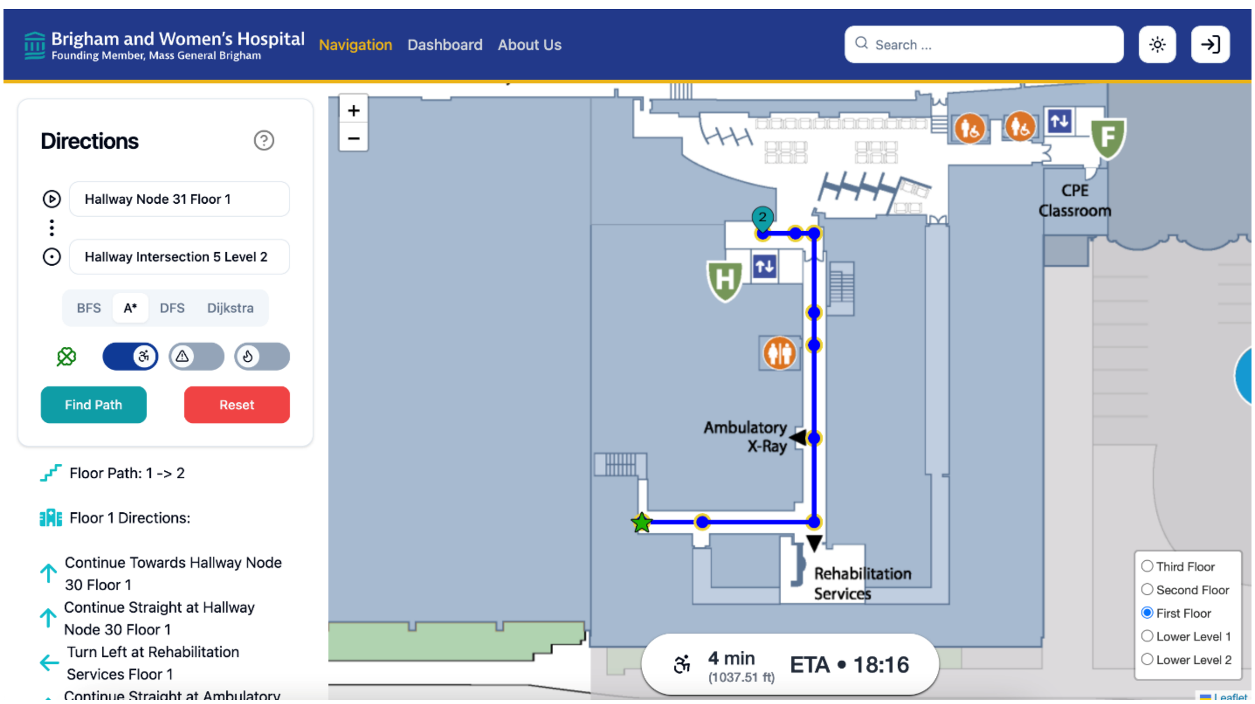
Clicking the red "Reset" button **in the location search bar** will erase the current path from the map as well as display any markers that were hidden when the path was generated.

Modifying the path

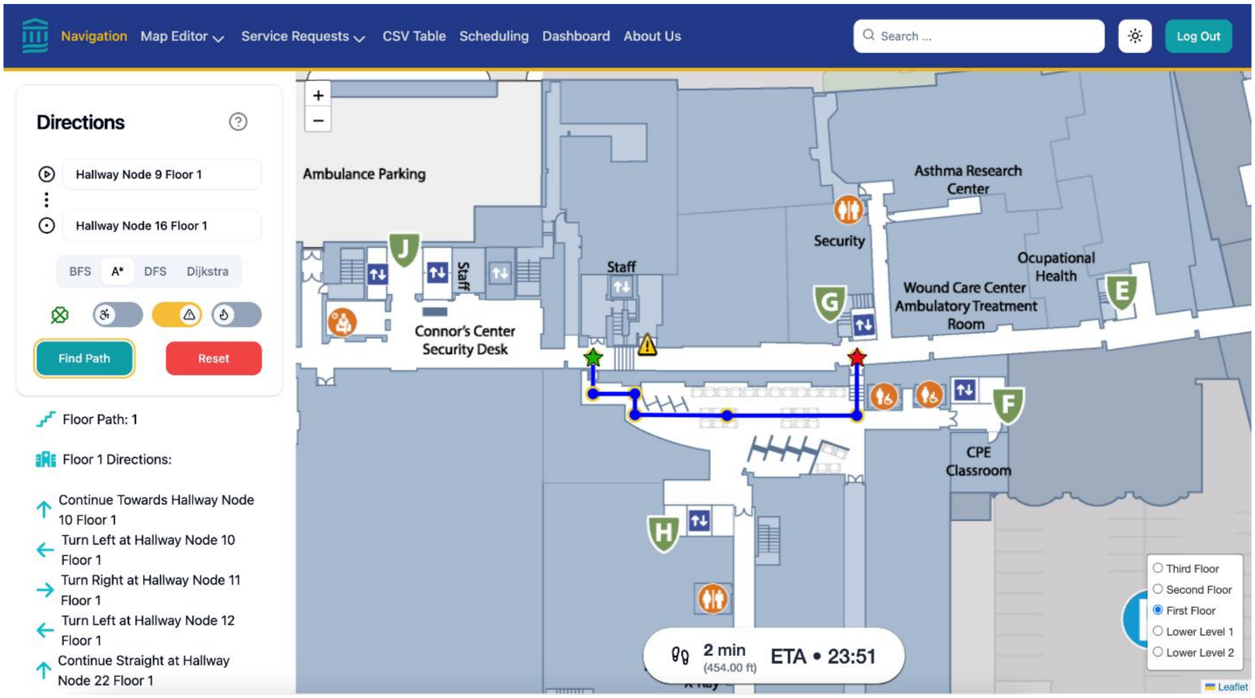
There are 3 separate modifications that alter pathfinding in a unique way. You can toggle on with the toggle switches **on the location search bar and above the "Find Path" button**. These toggle switches are shown below:

From the left to right, each switch changes the following:

1. **Accessibility:** The generated path will avoid stairs



2. **Obstacles:** The generated path will avoid any obstacles on the map



3. **Heatmap:** A heatmap of the hospital indicating the most traveled paths will display

Related information

Map Editor *(on page 15)*

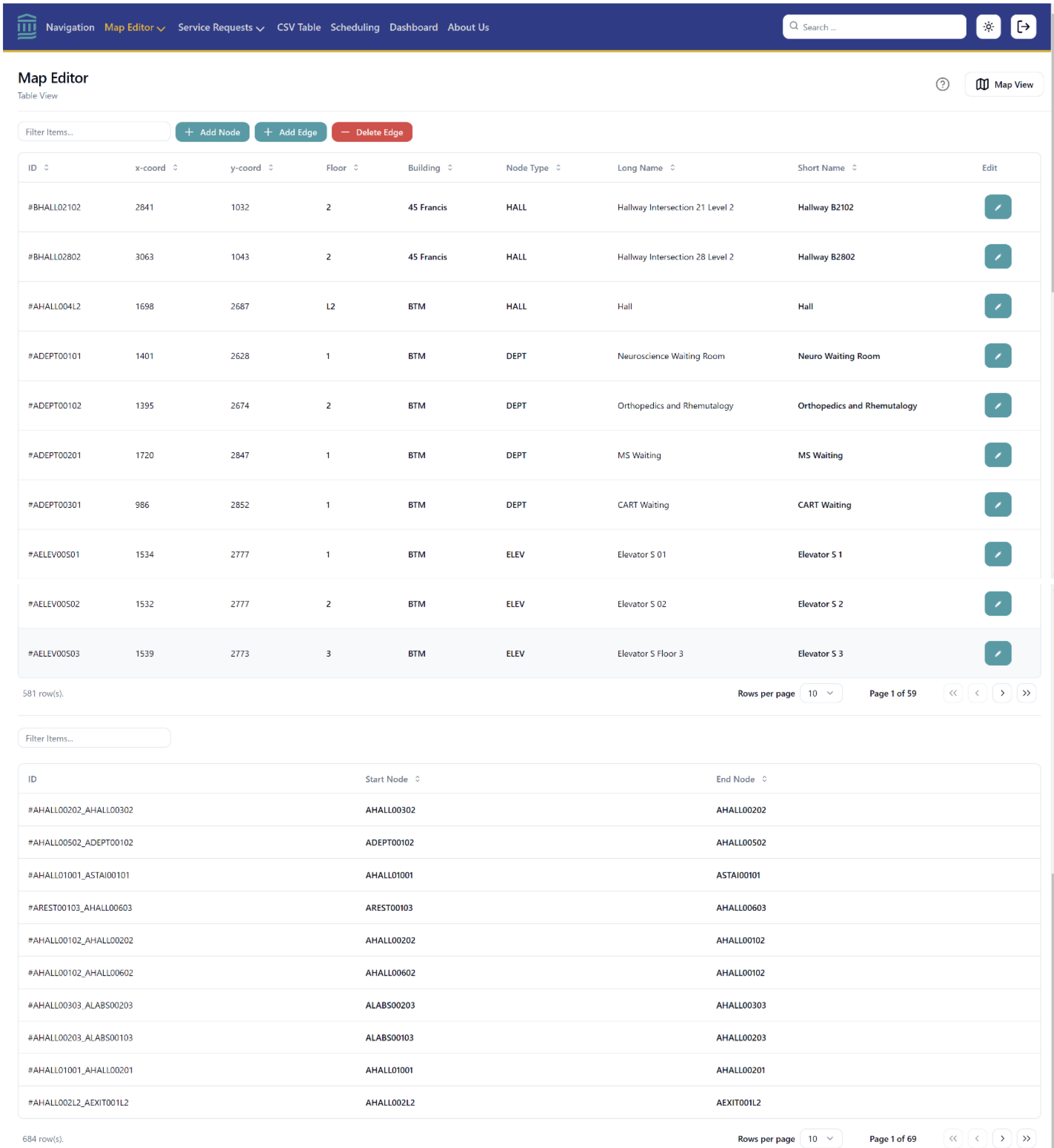
CVS Tables *(on page 36)*

Map Editor

Edit the map through a table view tab and a map view tab.

Table View Tab

Clicking the Table View tab in the Map Editor dropdown will take you to this screen:



ID	x-coord	y-coord	Floor	Building	Node Type	Long Name	Short Name	Edit
#BHALL02102	2841	1032	2	45 Francis	HALL	Hallway Intersection 21 Level 2	Hallway B2102	
#BHALL02802	3063	1043	2	45 Francis	HALL	Hallway Intersection 28 Level 2	Hallway B2802	
#AHALL004L2	1698	2687	L2	BTM	HALL	Hall	Hall	
#ADEPT00101	1401	2628	1	BTM	DEPT	Neuroscience Waiting Room	Neuro Waiting Room	
#ADEPT00102	1395	2674	2	BTM	DEPT	Orthopedics and Rhemutalogy	Orthopedics and Rhemutalogy	
#ADEPT00201	1720	2847	1	BTM	DEPT	MS Waiting	MS Waiting	
#ADEPT00301	986	2852	1	BTM	DEPT	CART Waiting	CART Waiting	
#AELEV00S01	1534	2777	1	BTM	ELEV	Elevator S 01	Elevator S 1	
#AELEV00S02	1532	2777	2	BTM	ELEV	Elevator S 02	Elevator S 2	
#AELEV00S03	1539	2773	3	BTM	ELEV	Elevator S Floor 3	Elevator S 3	

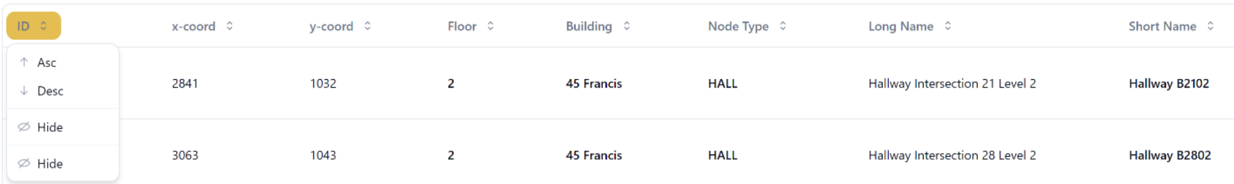
581 row(s). Rows per page 10 Page 1 of 59

Filter Items...

ID	Start Node	End Node
#AHALL00202_AHALL00302	AHALL00302	AHALL00202
#AHALL00502_ADEPT00102	ADEPT00102	AHALL00502
#AHALL01001_ASTAI00101	AHALL01001	ASTAI00101
#AREST00103_AHALL00603	AREST00103	AHALL00603
#AHALL00102_AHALL00202	AHALL00202	AHALL00102
#AHALL00102_AHALL00602	AHALL00602	AHALL00102
#AHALL00303_ALABS00203	ALABS00203	AHALL00303
#AHALL00203_ALABS00103	ALABS00103	AHALL00203
#AHALL01001_AHALL00201	AHALL01001	AHALL00201
#AHALL002L2_AEXIT001L2	AHALL002L2	AEXIT001L2

684 row(s). Rows per page 10 Page 1 of 69

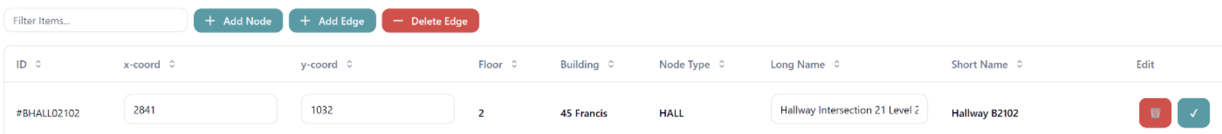
Here you can find the table of all current nodes. Upon scrolling down, you can see the table of all current edges. Typing in the "Filter Name" field in either table allows you to filter the items by name. Additionally, upon clicking the top of a column, you can hide it or sort it by ascending/descending order.



Within the Table View, there are three actions for the nodes: edit, delete, and add.

To edit a node, follow these steps:

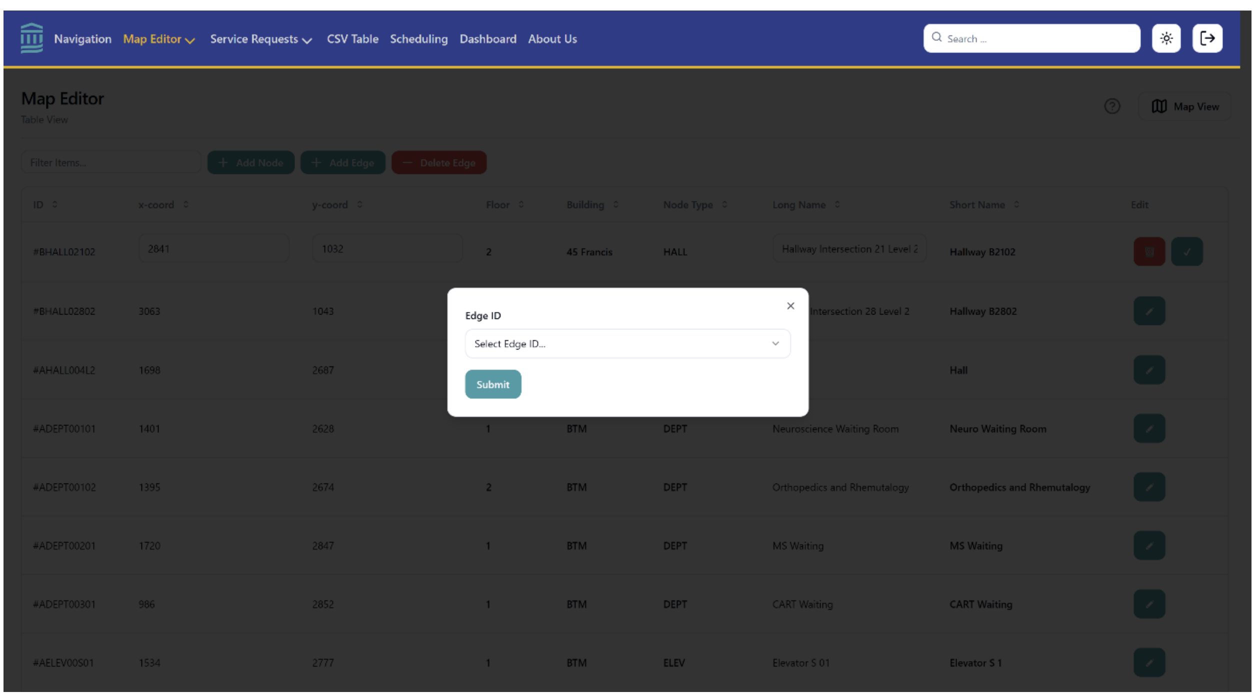
1. Click the cyan pencil button under the "Edit" column. You will then be allowed to change the coordinates of the node and the Long Name. Additionally, you can click the red trash can button to delete the node.



2. Once you are finished, click the cyan checkmark button to save your changes.

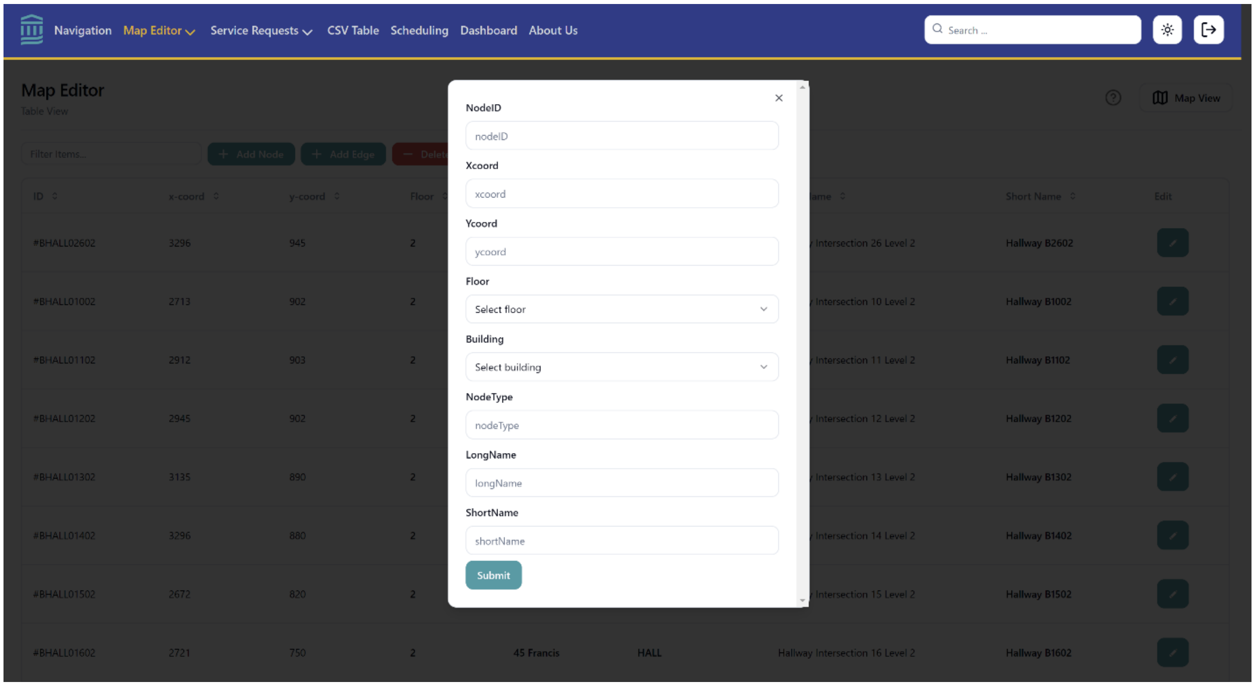
To delete an edge, follow these steps:

1. Click the red "Delete Edge" button above the node table. You will then be prompted to select the Edge ID of the edge you wish to delete. Upon submitting, the edge will be deleted from the database.

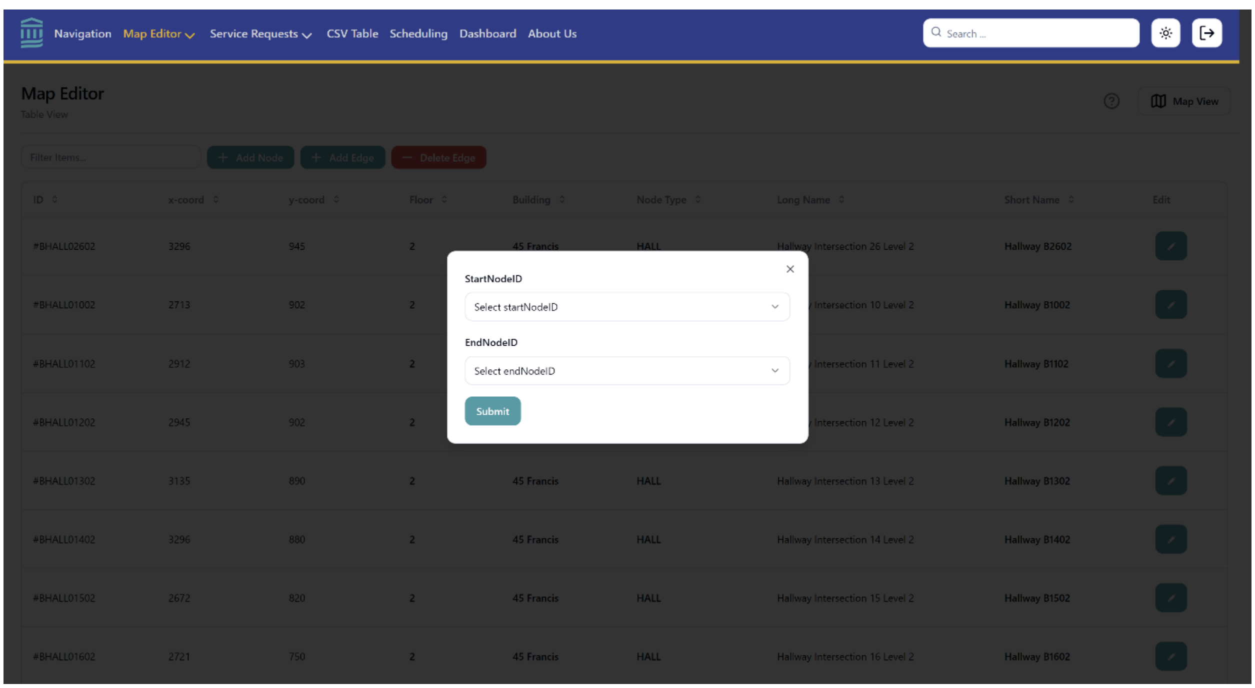


To add a node and its edge, follow these steps:

1. Click the cyan "Add Node" button above the node table. You will then be prompted to enter the NodeID, coordinates, Floor, Building, Node Type, Long Name, and Short Name of the node. Upon submission, the node will be added to the database.

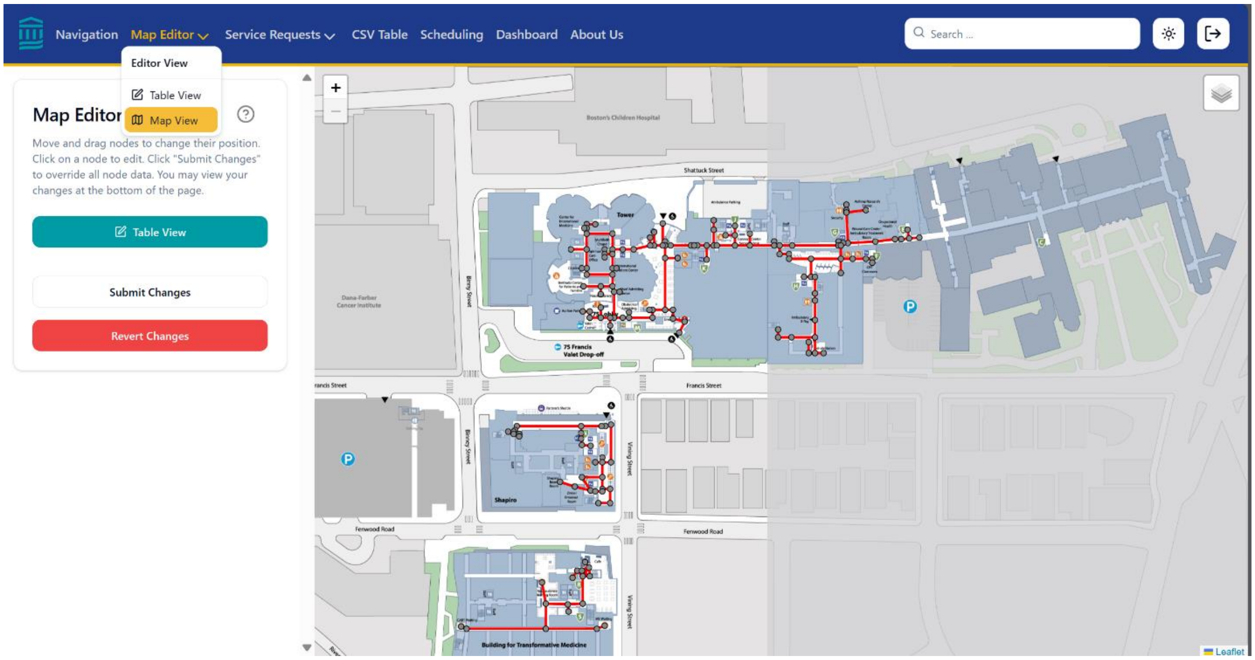


2. Click the cyan "Add Edge" button above the node table. You will then be prompted to enter the Start Node ID and End Node ID of the edge. Upon submission, the edge will be added to the database.

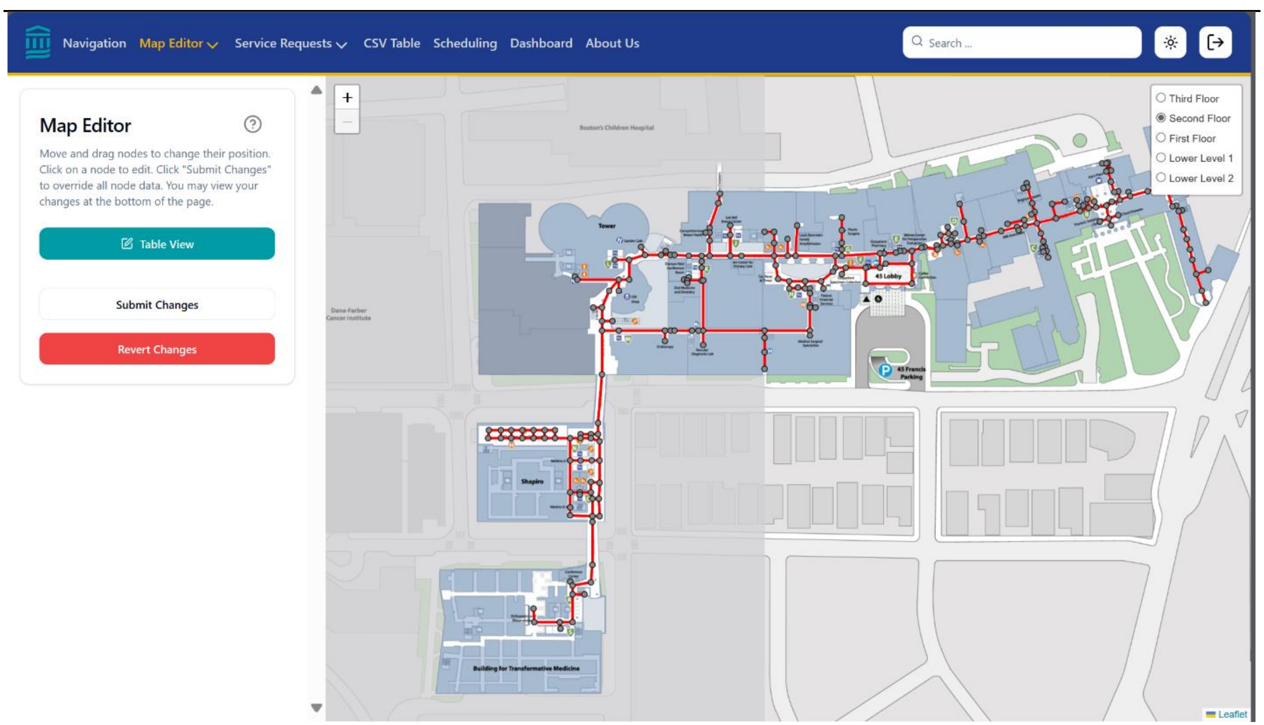


Map View Tab

Clicking on the "Map View" tab will bring you to this page:



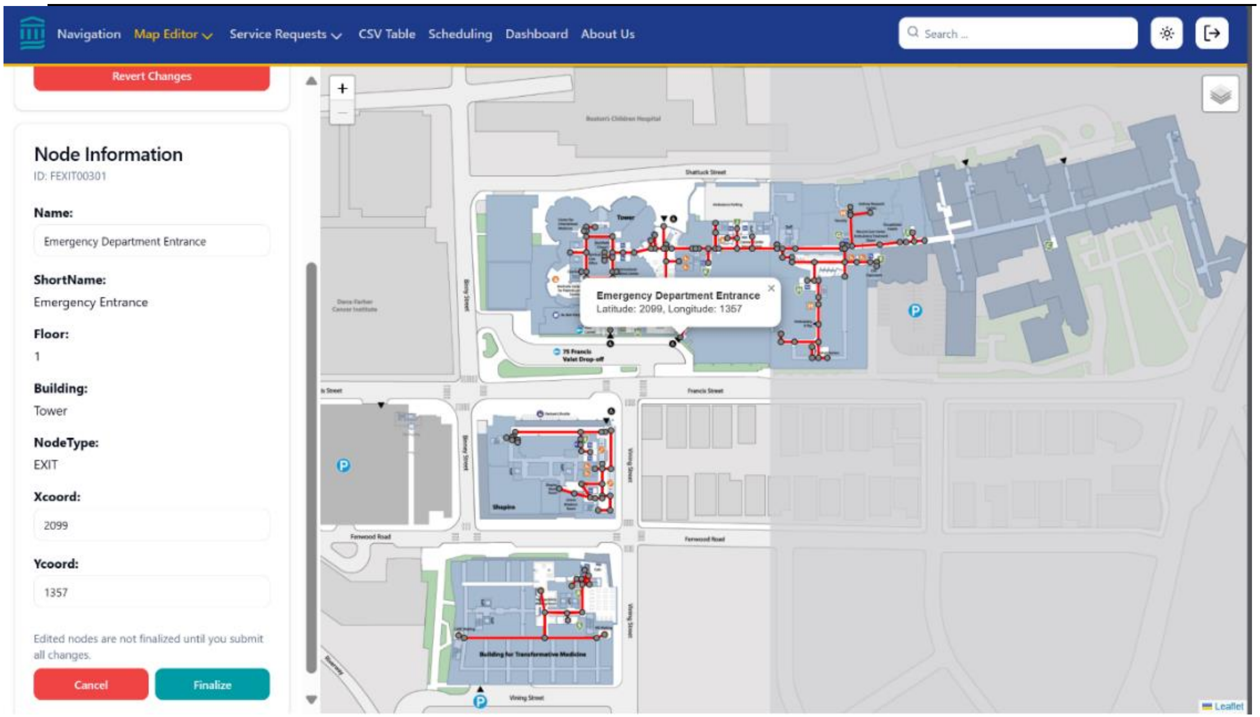
To change floors, hover over the icon in the top right corner and select the floor you would like to go to. Clicking the "Table View" button **on the left bar** will take you back to the map editor table page.



Within this page, you start an editing session. You may only edit the nodes on the map.

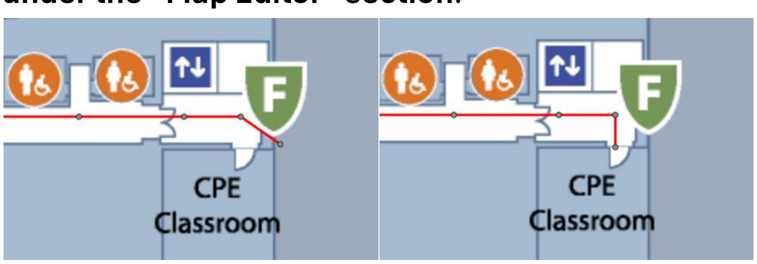
To edit a node:

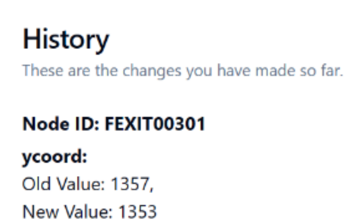
1. Click on a node to show the information of that node **on the left side of the screen**.



2. Edit the name of the node or the X and Y coordinates. You may also graphically edit the nodes' position by dragging the nodes to the desired position with your mouse.
3. Either click on the "Cancel" button to undo your changes or click the "Finalize" button to finalize your changes. The new value(s) will be reflected on the map and in the node popup.

After finalizing that node, you will be able to see a new "History" section in the sidebar **under the "Map Editor" section**.

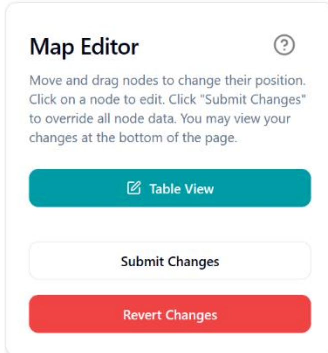




Displayed on the card are the changes made. If you edit more than one node, those changes will also appear here. For each node, the following fields are:

- Node ID
- Old value(s)
- New value(s)

Once satisfied with the changes made, you may click the “Submit Changes” button to override your changes to the database.



Note: Your changes will not be reflected in the database if you have not clicked the “Submit Changes” button. If you would like to revert your changes, clicking the “Revert Changes” button will set the nodes back to the last instance of the submit button click.

Related information

Navigation *(on page 9)*

CVS Tables *(on page 36)*

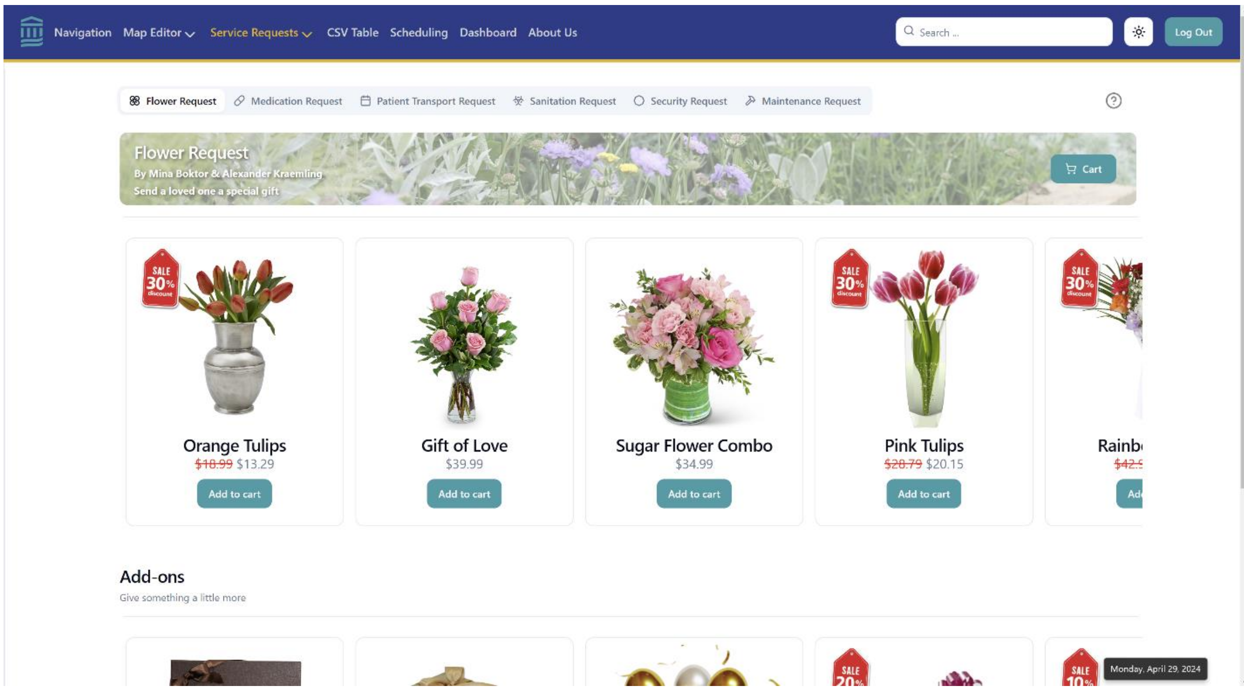
Service Requests

Services provided at the hospital.

Flowers

Flowers and gifts can be bought and delivered by request.

Clicking the Service Request tab **in the Service Request dropdown** will take you to the flower request page:

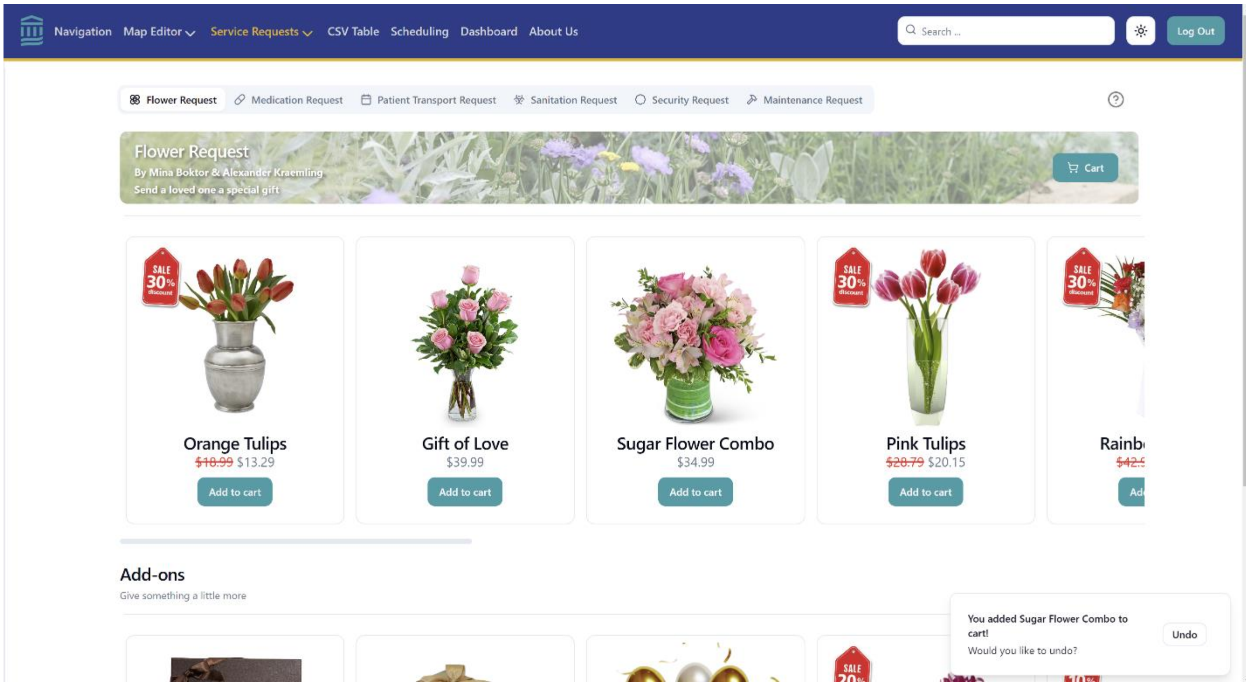


Create a flower request which will then be stored in the backend database in a schema of the same name.

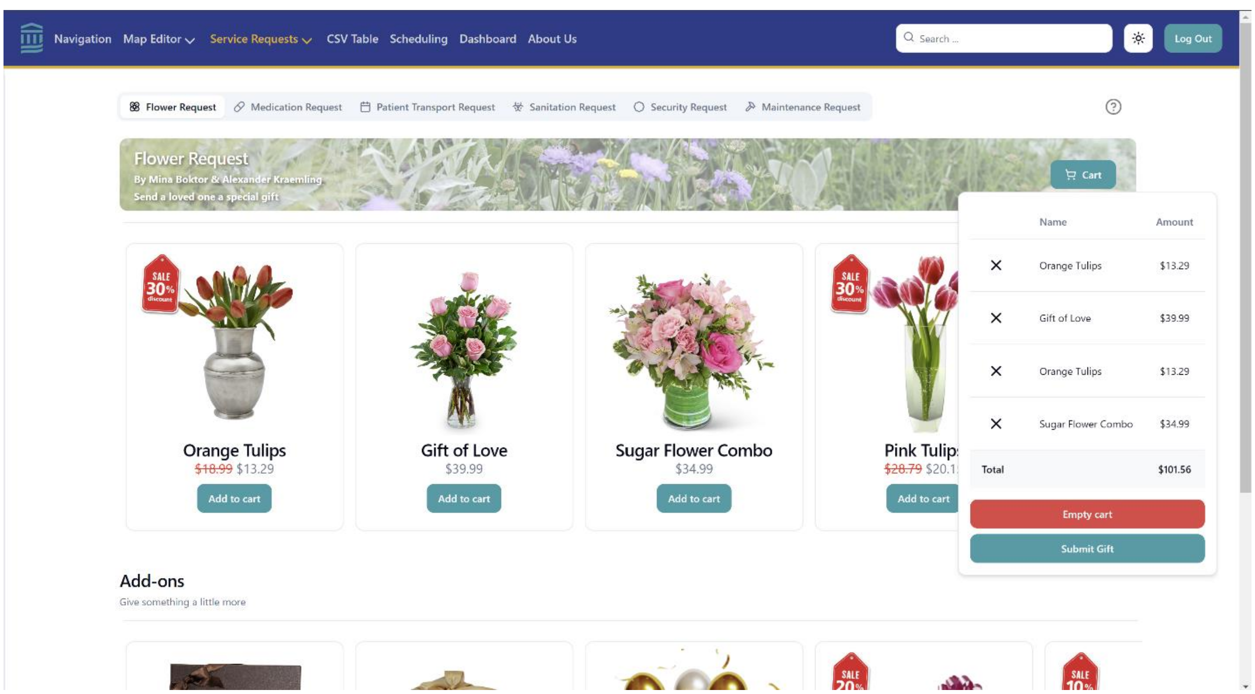
Here you can view all currently available flowers and add-ons as well as which items are on sale.

To buy flowers, follow these steps:

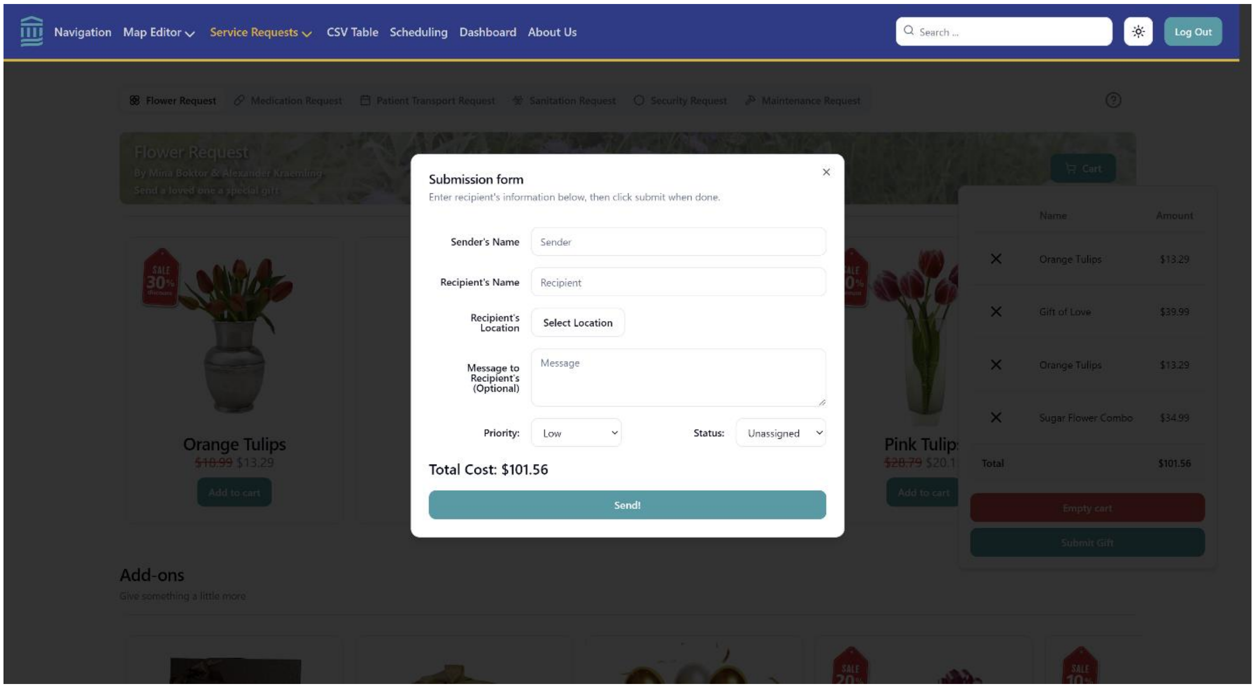
1. Click the “Add to cart” button on your desired item. The item will be added to the cart, and a notification will pop up **at the bottom of the screen** containing the option to undo.
2. If you wish to unadd the item, click on the “Undo” button and the item will be removed from the cart.



3. Once the desired items are added to the cart, you click the cyan “Cart” button to view which items have been added and their respective prices.
4. If you wish to empty the cart, you can do so by clicking the red “Empty cart” button. To remove a particular item from the cart, you can click the “X” symbol **next to the item’s name on the left**.



5. Once you are satisfied with your desired items, click the “Submit Gift” button to continue. Clicking the cyan “Submit Gift” button will take you to this screen:



Here you will find six fields to fill out:

Field	Description
Sender’s Name:	The name of the person submitting the request
Recipient’s Name:	The name of the request’s receiver
Recipient’s Location:	The room in which the receiver is currently staying
Message to Recipient:	An optional field to send a message to the receiver
Priority:	A dropdown indicating the priority of an employee with the options below: • Low, Medium, High, Emergency
Status:	A dropdown indicating the status of an employee on a task • Unassigned: An employee has yet to be assigned • Assigned: An employee is assigned but not started • In Progress: An employee is currently being worked on • Closed: The request has been completed or canceled

Upon clicking the cyan “Send” button, the request will be submitted to the database.

Related information

Service Requests *(on page 21)*

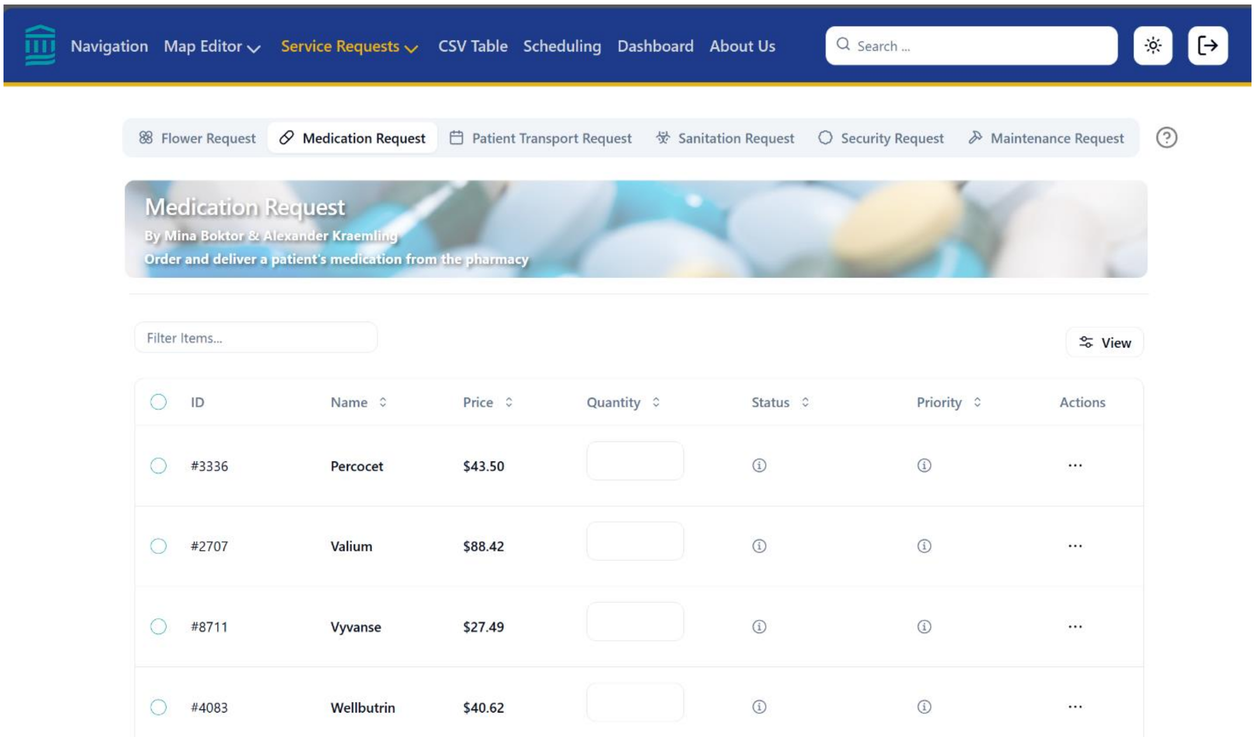
Request Logs *(on page 33)*

Request Insights *(on page 35)*

Medication

Medications can be bought and delivered by request.

Clicking the Medication Request tab on the Service Requests tab **under the header** will bring you to this screen:

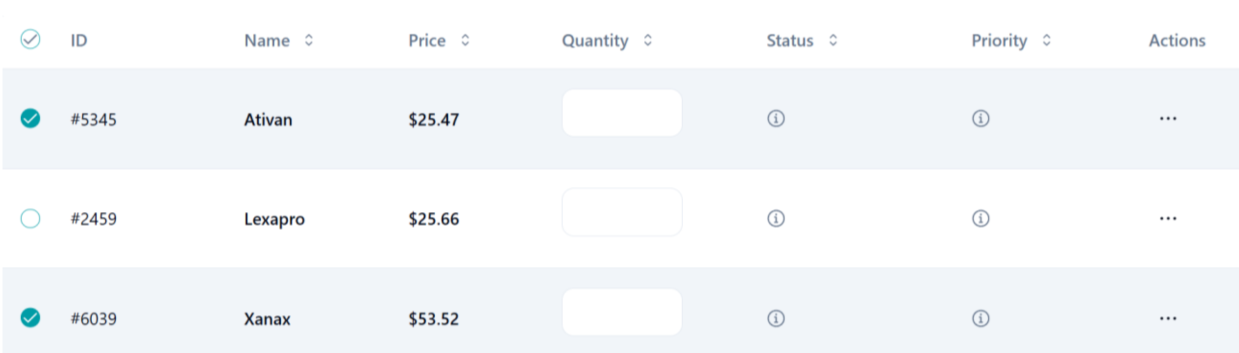


Create a medication request which will then be stored in the backend database in a schema of the same name.

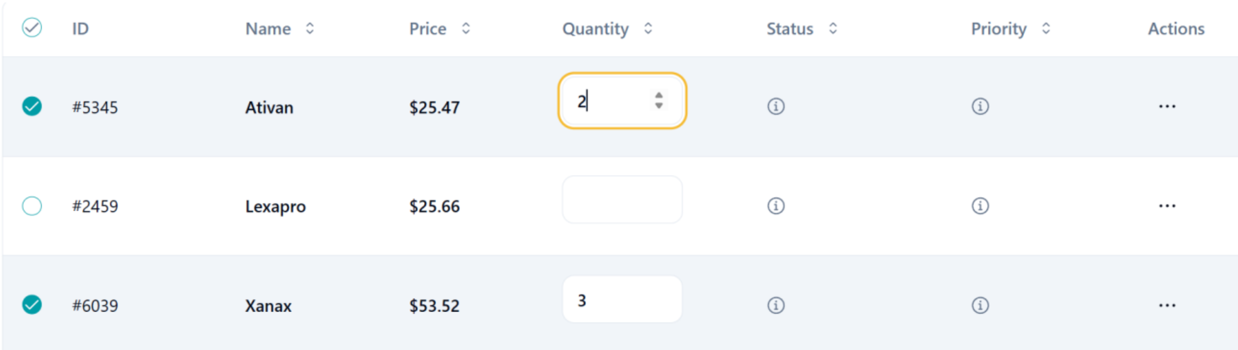
The medications available are listed with their ID, name, and price per pill. Medications can be searched through the “Filter Items…” search bar by name.

To make a medication request, follow these steps:

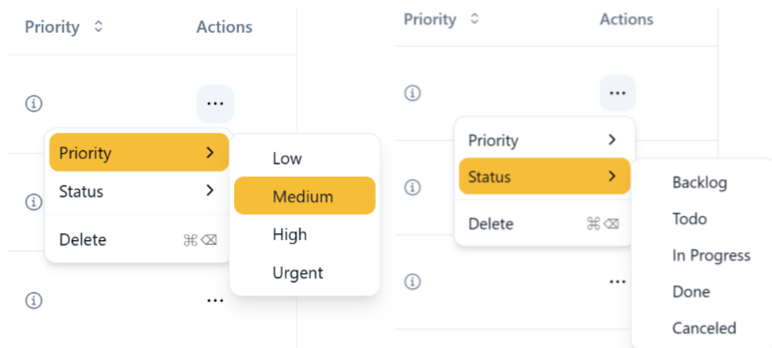
1. Click the selection button **on the left** and select the medications needed.



2. Adjust the quantity of the medication in the "Quantity" column. The current medication being adjusted is highlighted in yellow.



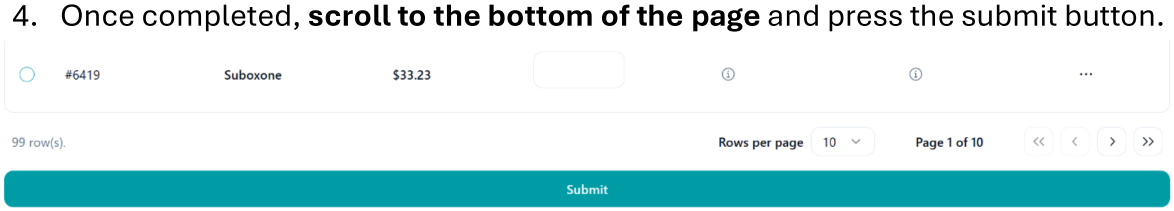
3. Select the status and priority of each request by clicking **on ellipses under the "Action" column**. Be sure to set both priority and status for each medication selected. You can set both by hovering over each as shown below:



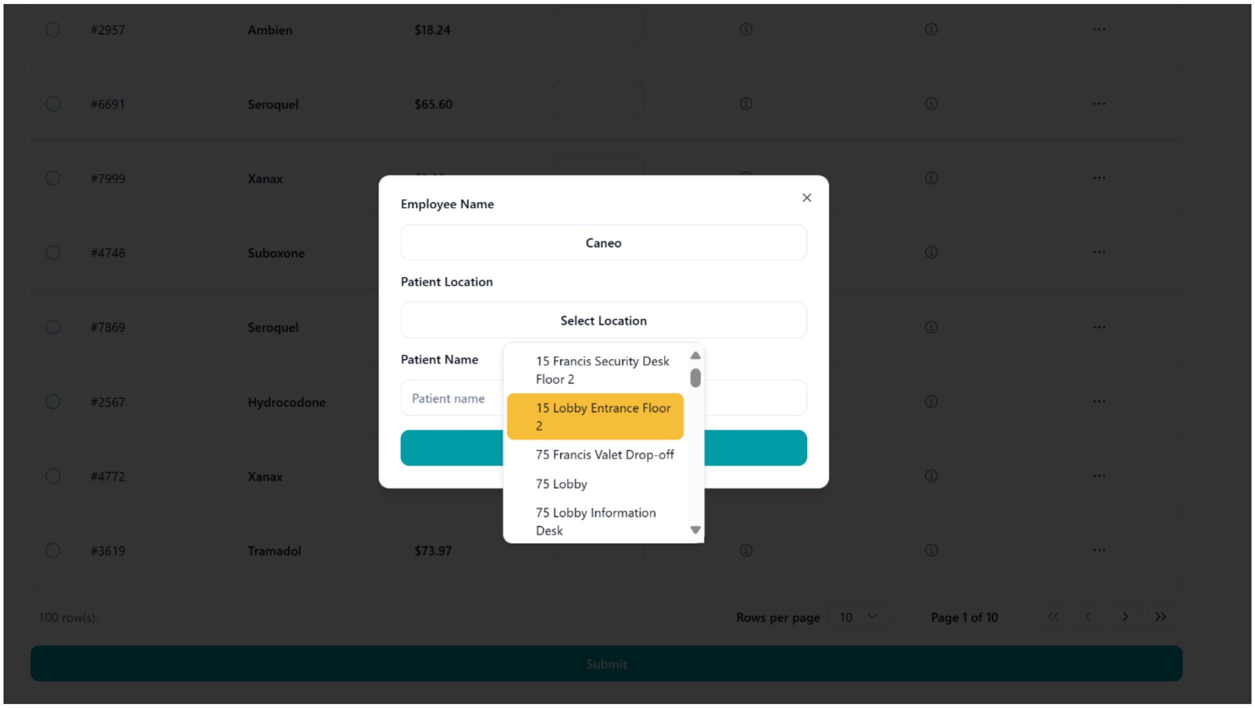
Priority and status are as follows:

Field	Description
Priority:	A dropdown indicating the priority of an employee with the options below: • Low, Medium, High, Emergency
Status:	A dropdown indicating the status of an employee on a task • Backlog: An employee has yet to be assigned • Todo: An employee is assigned but not started • In Progress: An employee is currently being worked on • Done: The request has been completed • Canceled: The request has been canceled

4. Once completed, **scroll to the bottom of the page** and press the submit button.



5. Once pressed, you will be prompted to fill in the employee’s name, the patient's location, and the patient’s name. You can select the employee and the location through a dropdown menu.



6. Press the submit button **at the bottom of the dialog** to finalize and submit the form.

Related information

Service Requests *(on page 21)*

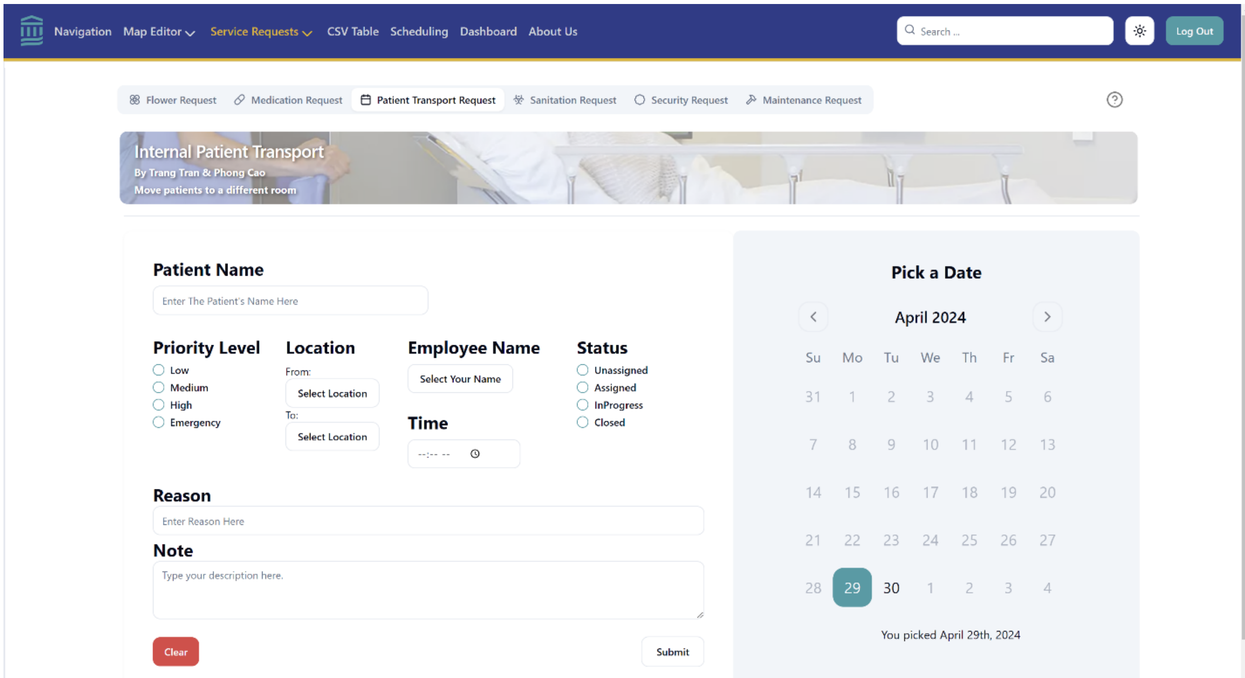
Request Logs *(on page 33)*

Request Insights *(on page 35)*

Internal Patient Transportation

Patients can be moved throughout the hospital by request.

Clicking the Patient Transport Request tab on the Service Request page **under the header** will bring you to this screen:



Create an internal patient transport request which will then be stored in the backend database in a schema of the same name.

To submit a request, follow these steps:

1. Fill in the nine required fields: Here you can submit a request for Internal Patient Transport to the database. The nine fields include:

Field	Description
Patient Name:	The name of the patient receiving transportation
Priority:	A dropdown indicating the priority of an employee with the options below: • Low, Medium, High, Emergency
Location:	The patient's current location and the location they are being transported to
Employee Name:	The name of the employee submitting the request
Time:	The time at which the request is to be fulfilled
Status:	A dropdown indicating the status of an employee on a task • Unassigned: An employee has yet to be assigned • Assigned: An employee is assigned but not started • In Progress: An employee is currently being worked on • Closed: The request has been completed or canceled
Reason:	The reason for patient transportation
Note:	Any additional relevant information

📝 **Note:** The “Submit” button is originally in its “ghost” form, indicating that clicking it does nothing. This is because there are required fields on the form that have not been filled out. All fields are mandatory except for the “Additional Comments” field.

2. Once all other fields are filled out, the submit button changes to cyan. Clicking “Submit” will submit the request to the database.

Related information

Service Requests *(on page 21)*

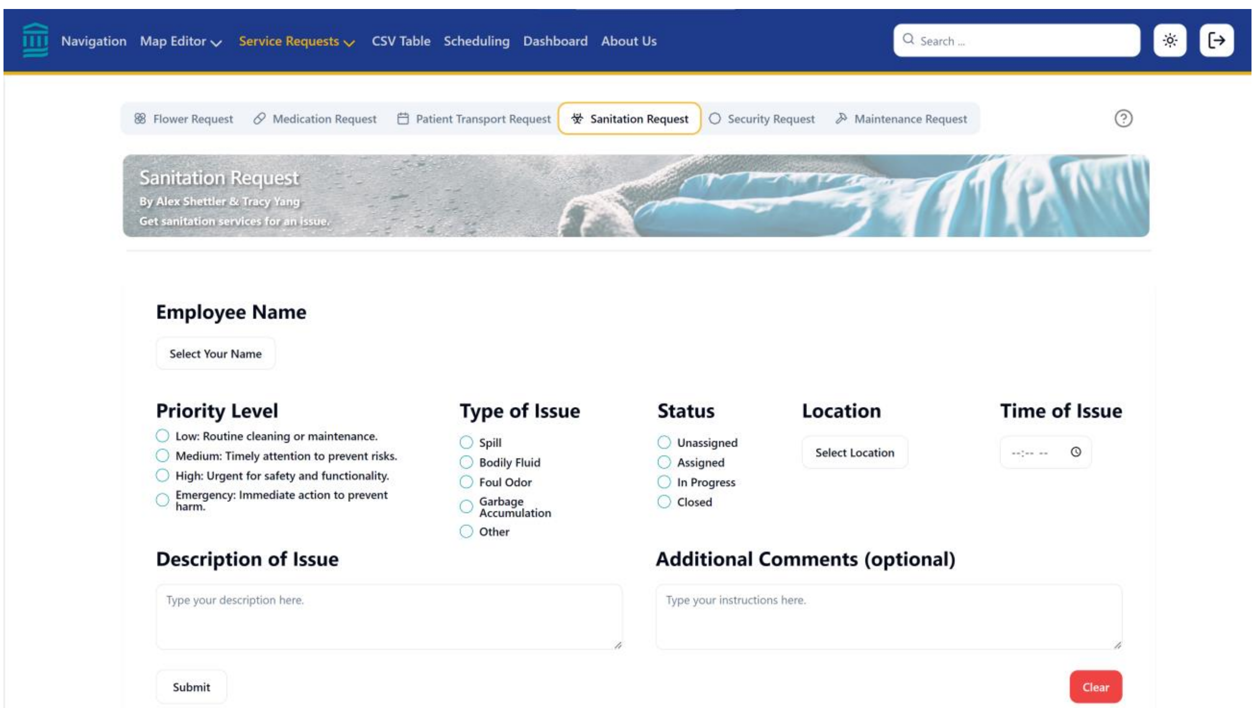
Request Logs *(on page 33)*

Request Insights *(on page 35)*

Sanitation

Rooms can be cleaned by request.

Clicking the Sanitation tab on the Service Request page will bring you to this screen:



Create a sanitation request which will then be stored in the backend database in a schema of the same name.

To submit a request, follow these steps:

1. Fill in the nine required fields: Here you can submit a request for Internal Patient Transport to the database. The nine fields include:

Field	Description
Employee Name:	The name of the employee submitting the request
Location:	The location of the incident
Time of Issue:	The time at which the request is to be fulfilled
Type of Issue:	The type of sanitation issue • Spill, Bodily Fluid, Foul Odor, Garbage Accumulation, Other
Status:	A dropdown indicating the status of an employee on a task • Unassigned: An employee has yet to be assigned • Assigned: An employee is assigned but not started • In Progress: An employee is currently being worked on • Closed: The request has been completed or canceled
Priority:	A dropdown indicating the priority of an employee with the options below: • Low: Routine cleaning or maintenance. • Medium: Timely attention to prevent risks. • High: Urgent for safety and functionality. • Emergency: Immediate action to prevent harm.
Description	A short description of what happened and why you're making the request
Additional Comments:	An optional field where you can submit any further information not covered by the other fields

Note: The "Submit" button is originally in its "ghost" form, indicating that clicking it does nothing. This is because there are required fields on the form that have not been filled out. All fields are mandatory except for the "Additional Comments" field.

1. Once all other fields are filled out, the submit button changes to cyan. Clicking "Submit" will submit the request to the database. The clear button will clear all the fields and/or reset them to their default values.

Related information

Service Requests *(on page 21)*

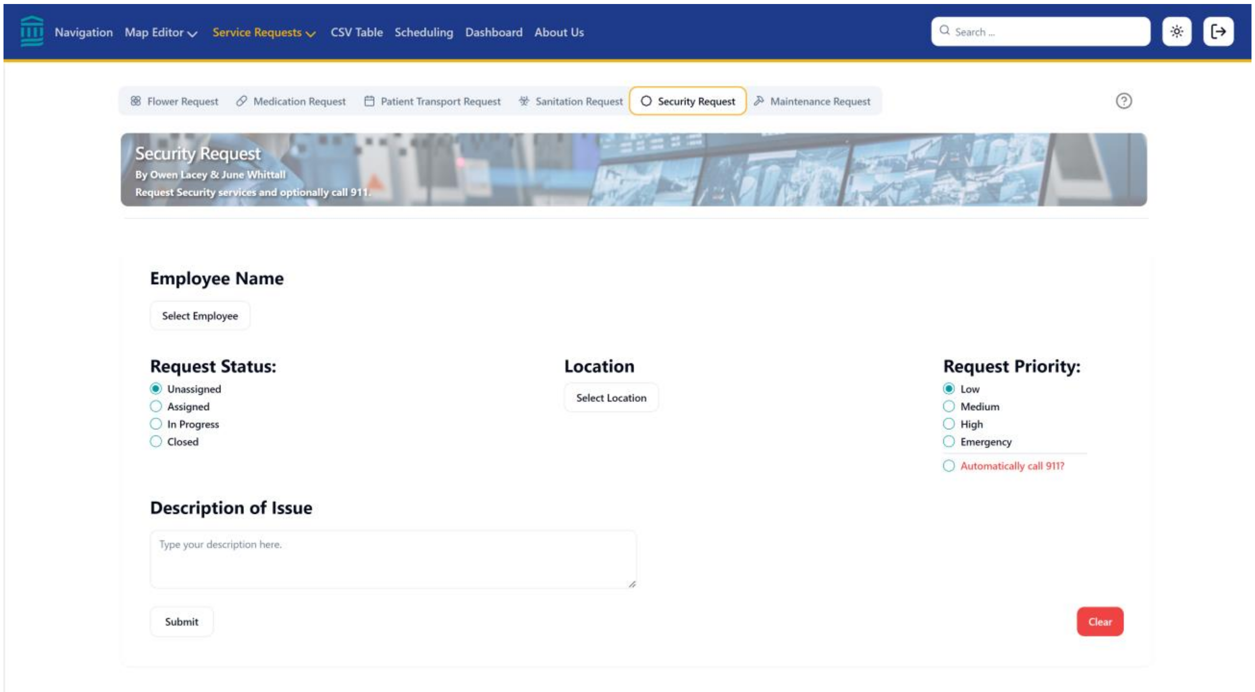
Request Logs *(on page 33)*

Request Insights *(on page 35)*

Security

Security can be called for by request.

Clicking the Security tab on the Service Request page will bring you to this screen:



Create a security request which will then be stored in the backend database in a schema of the same name.

To submit a request, follow these steps:

1. Fill in the five required fields:

Field	Description
Employee Name:	The name of the employee submitting the request
Status:	A dropdown indicating the status of an employee on a task • Unassigned: An employee has yet to be assigned • Assigned: An employee is assigned but not started • In Progress: An employee is currently being worked on • Closed: The request has been completed or canceled
Location:	The location of the incident
Priority:	A dropdown indicating the priority of an employee with the options below: • Low, Medium, High, Emergency
Description	Write out a short description of the issue to communicate further detail

📝 **Note:** The “Submit” button is originally in its “ghost” form, indicating that clicking it does nothing. This is because there are required fields on the form that have not been filled out.

2. Once all other fields are filled out, the submit button changes to cyan. Clicking “Submit” will submit the request to the database. The clear button will clear all the fields and/or reset them to their default values.

Related information

Service Requests *(on page 21)*

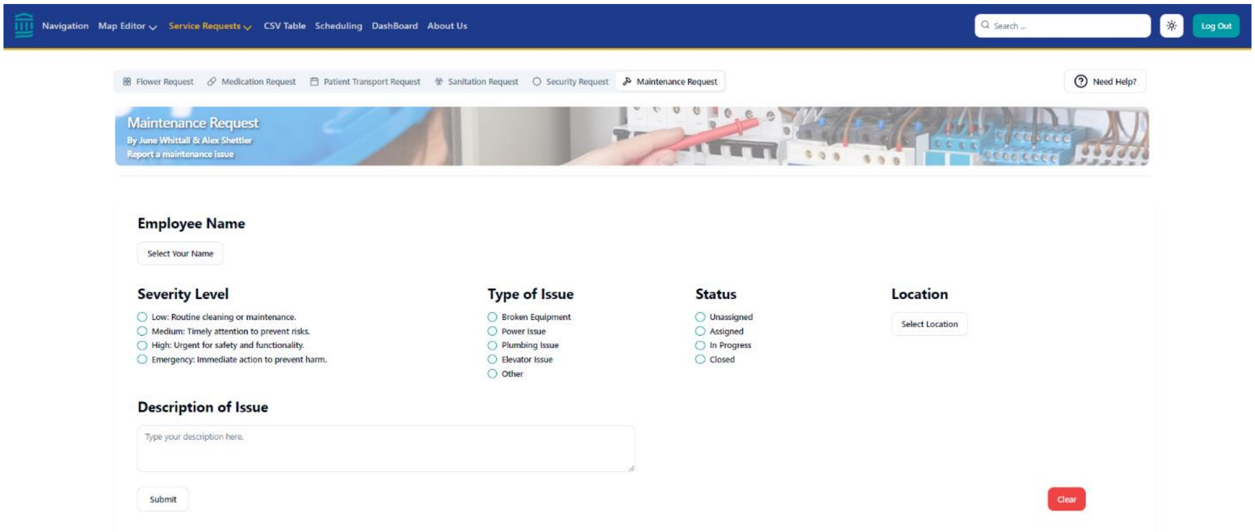
Request Logs *(on page 33)*

Request Insights *(on page 35)*

Maintenance

Maintenance can be called for by request.

Clicking the “Maintenance Request” tab on the Service Request dropdown **under the header** will bring you to this screen:



Create a maintenance request which will then be stored in the backend database in a schema of the same name.

To submit a request, follow these steps:

1. Fill in the six required fields:

Field	Description
Employee Name:	The name of the employee submitting the request
Status:	A dropdown indicating the status of an employee on a task • Unassigned: An employee has yet to be assigned • Assigned: An employee is assigned but not started • In Progress: An employee is currently being worked on • Closed: The request has been completed or canceled
Type of Issue:	The type of sanitation issue • Broken Equipment, Power Issue, Plumbing Issue, Elevator Issue, or Other
Location:	The location of the incident
Priority:	A dropdown indicating the priority of an employee with the options below: • Low, Medium, High, Emergency
Description	Write out a short description of the issue to communicate further detail

Note: The “Submit” button is originally in its “ghost” form, indicating that clicking it does nothing. This is because there are required fields on the form that have not been filled out.

2. Once all other fields are filled out, the submit button changes to cyan. Clicking “Submit” will submit the request to the database. The clear button will clear all the fields and/or reset them to their default values.

Related information

Service Requests *(on page 21)*

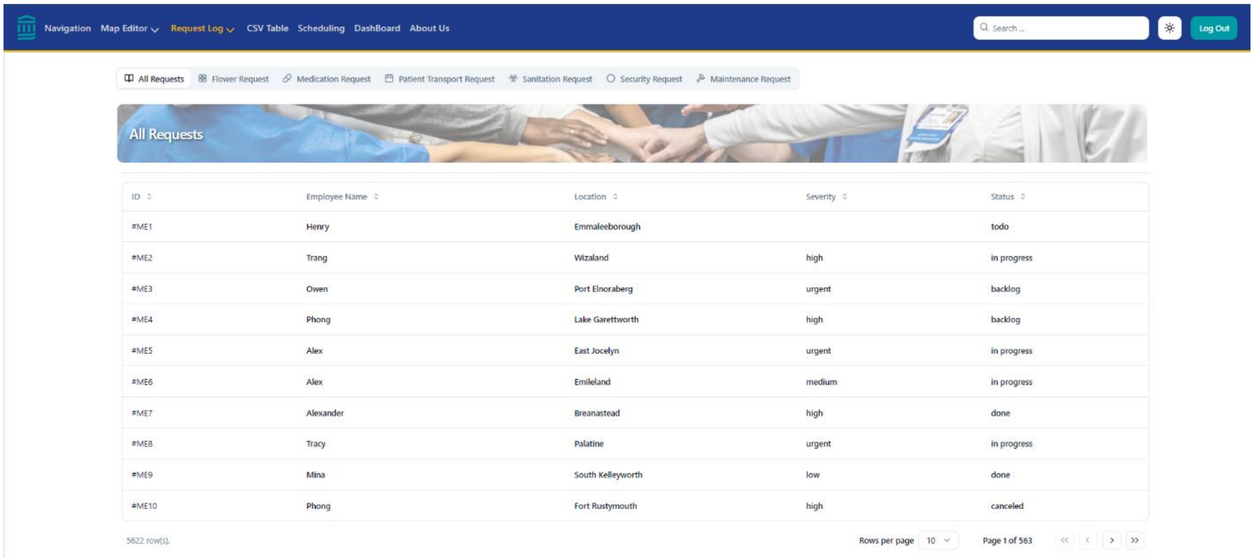
Request Logs *(on page 33)*

Request Insights *(on page 35)*

Service Request Logs

Requests logs can be tracked and documented.

Clicking the Request Logs tab in the Service Request dropdown will bring you to the Service Request Log page:



The page defaults to show all requests in the database. Every time someone inputs a service request, it will be updated to this list.

To sort requests, do so with the five following fields:

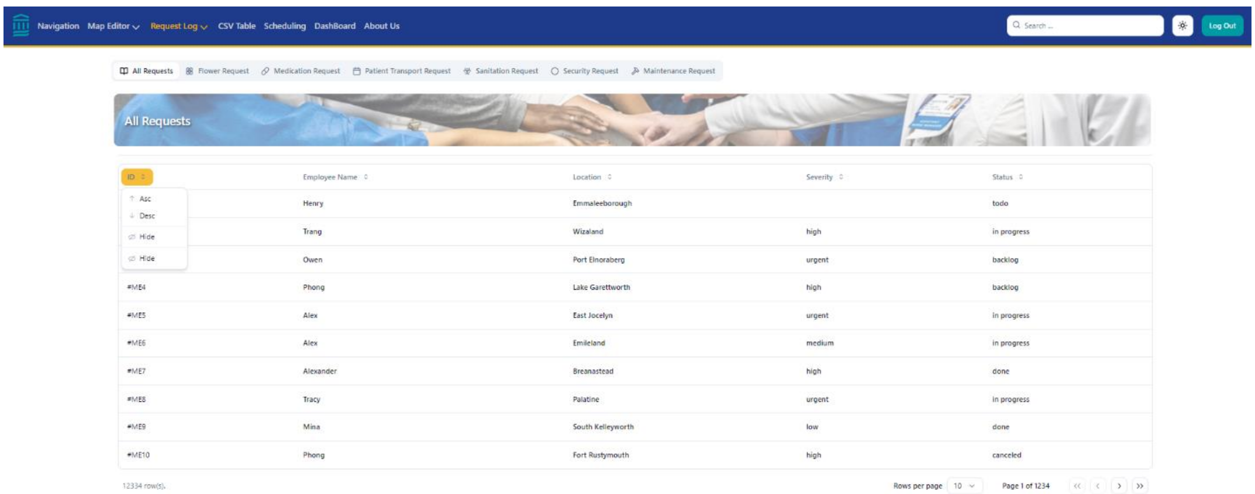
Field	Description
Request ID:	An ID consisting of a letter or two corresponding to the type of service request as well as a number
Employee Name:	The name of the employee who made the request
Location:	The location referenced by the service request **In the case of patient transportation, this is the patient's original location*
Priority:	A dropdown indicating the priority of an employee with the options below: Low, Medium, High, Emergency
Status:	A dropdown indicating the status of an employee on a task • Unassigned: An employee has yet to be assigned • Assigned: An employee is assigned but not started • In Progress: An employee is currently being worked on • Done: The request has been completed • Canceled: The request has been canceled

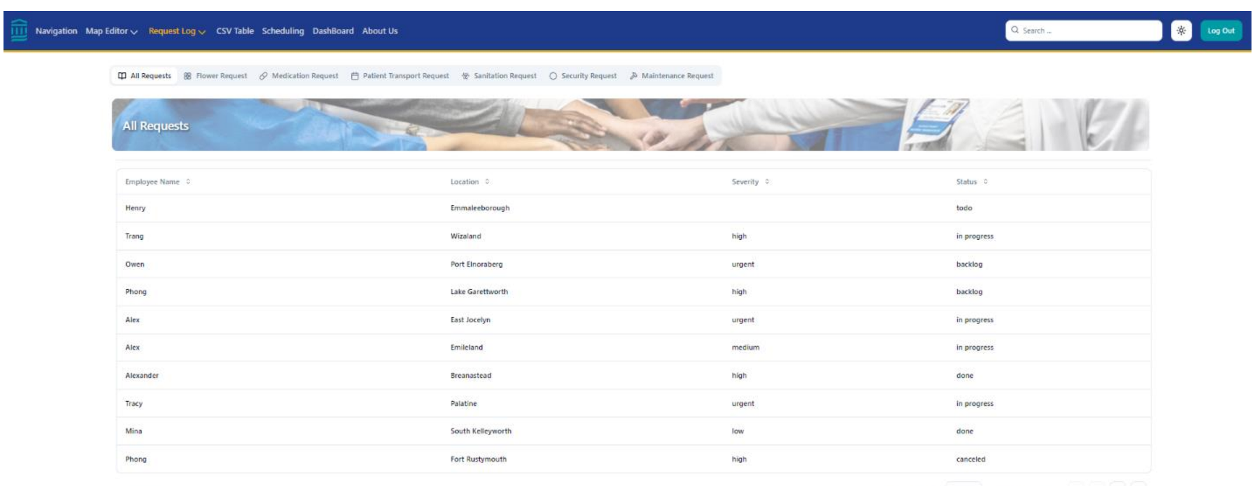
📝 **Note:** All requests logs on this page are common regardless of its type.

Clicking any tab **below the header** will show the corresponding service request type. These tables will also show more information about each request.

Each service request log table will show different information depending on what was submitted on the form. Note that you can sort and filter by any item in the header.

You can also choose to hide information shown **by clicking the Hide button in any filter dropdown**. For example, you can hide the ID numbers on the Maintenance page.





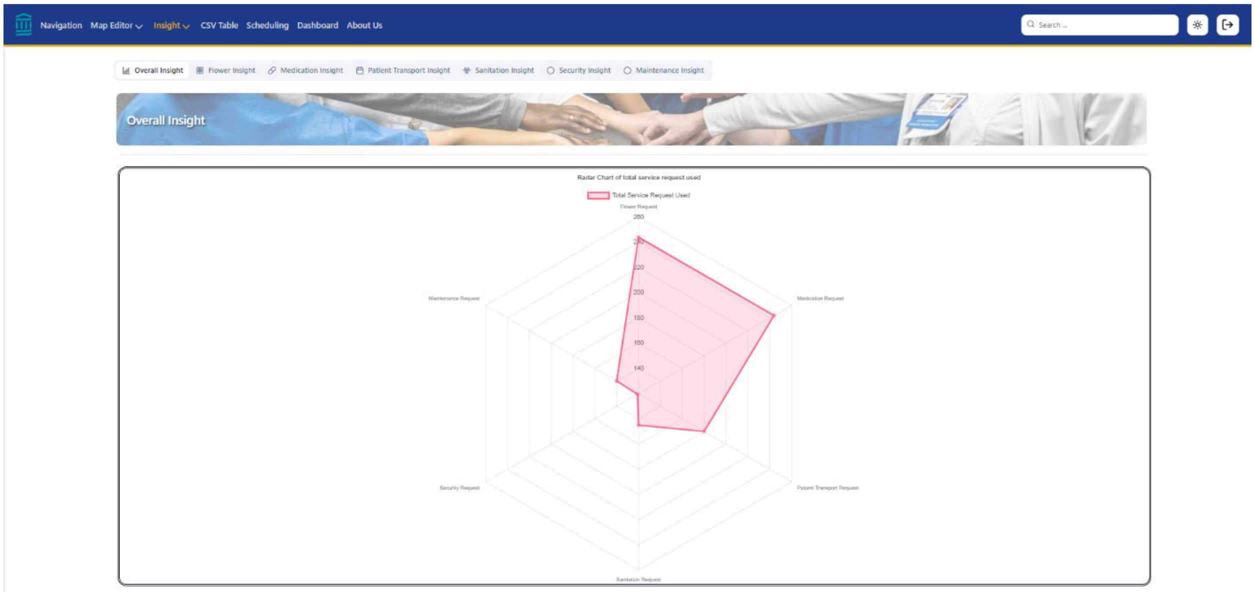
Related information

Service Requests *(on page 21)*

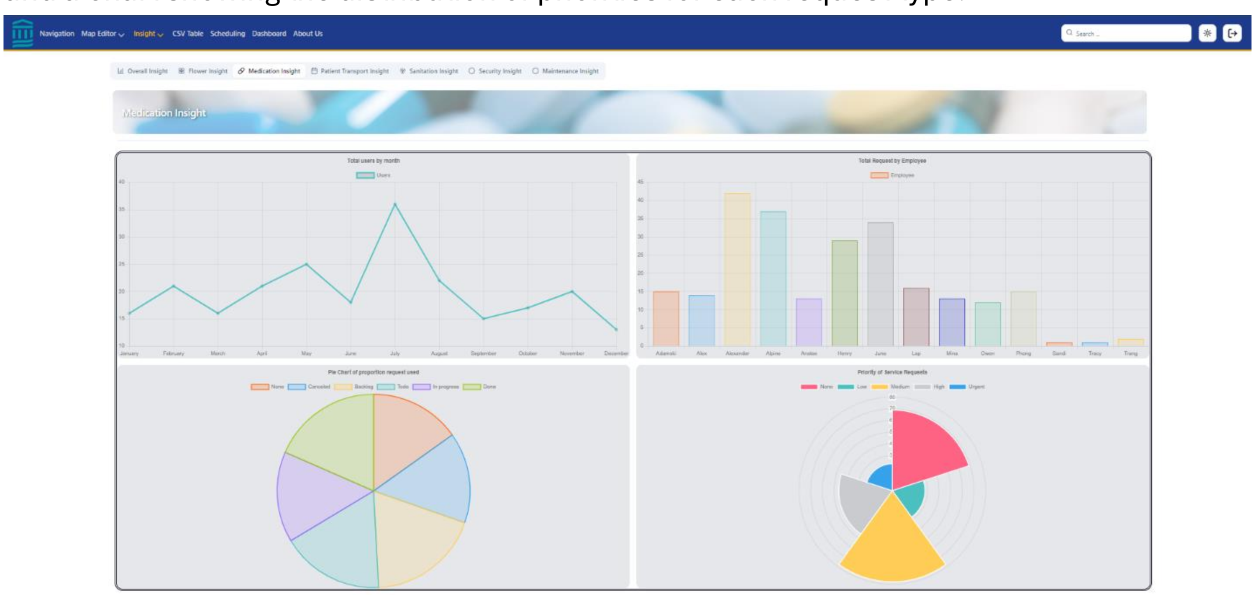
Request Insights *(on page 35)*

Service Request Insights

The Service Request Insight page has 7 tabs: One for a general overview graph, and one for each of the 6 service requests. The general overview graph shows how many of each service request was submitted.



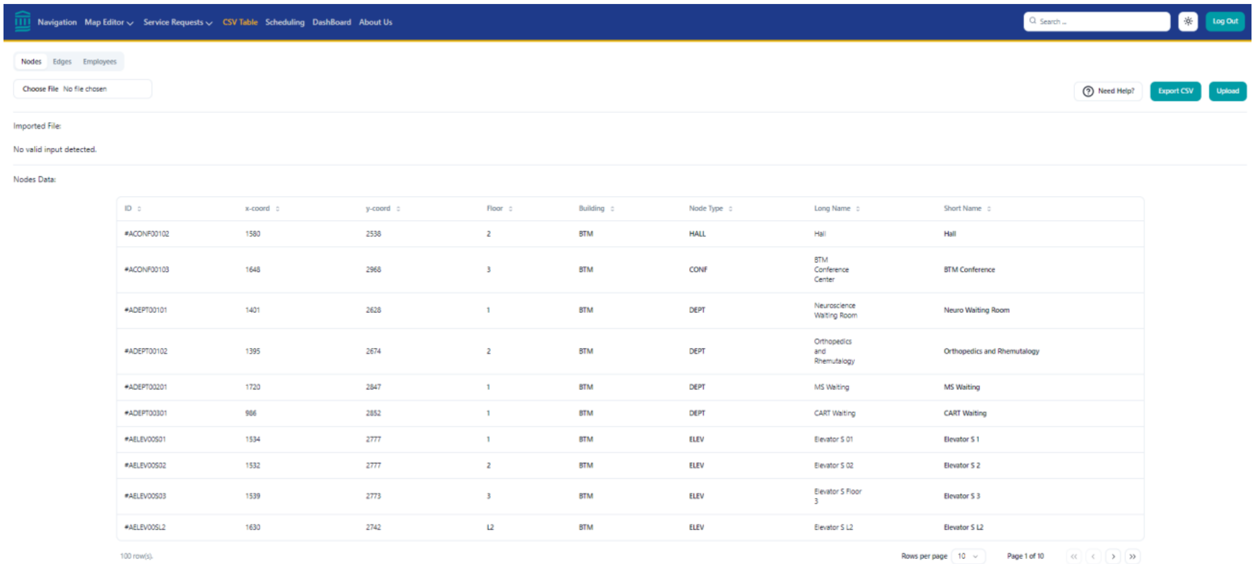
Each service request page has Four graphs: One for total users by month, one for requests by employee (this is substituted for cost of orders for flower requests, since flower requests don't have employees), a pie chart showing the statuses of requests for that type, and a chart showing the distribution of priorities for each request type.



CSV Tables

Look through and edit the database of nodes, edges, and employees.

When you click “CSV Table” in the header of the website, it will bring you to this page:



The page displays three tabs:

- Nodes, Edges, and Employees

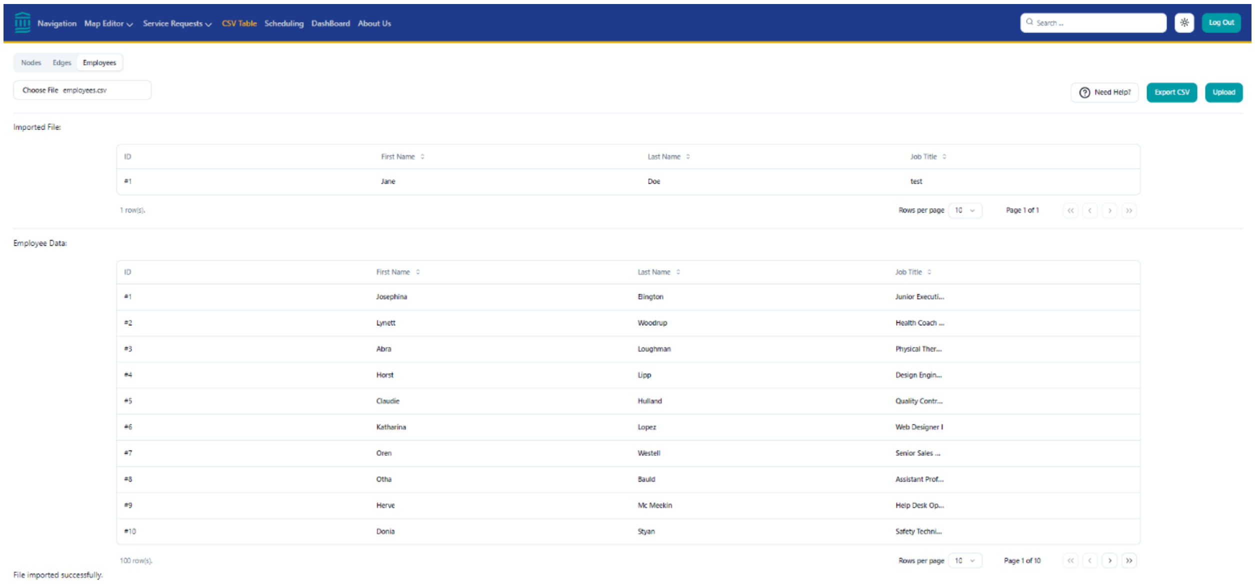
> 📝**Note:** The “Nodes” tab is selected by default.

The table of its corresponding tab displays the data that is in the database. Using the arrows **at the bottom of the screen** will allow you to see every entry in the database; using the dropdown labeled “Rows per page” will allow you to see more rows per page. This applies to all the other data types.

There are four buttons (from left to right) **towards the top of these pages** that you can select:

1. **Choose file**

   Selecting this allows you to select a CSV file on your computer and upload into the database. Once a valid file is selected, the contained data will be previewed on a table above the database table, as seen below:



2. **Need Help?**

   Selecting this will bring you to the "App Instructions" page

3. **Export CSV**

   Selecting this will automatically download a CSV file onto your computer containing the data in the database, of the same type that is selected in the tabs.

4. **Upload**

   Once you choose a CSV file, selecting the upload button will send this data into the database. The page will automatically refresh and be updated with the new data imported.

Related information

Navigation *(on page 9)*

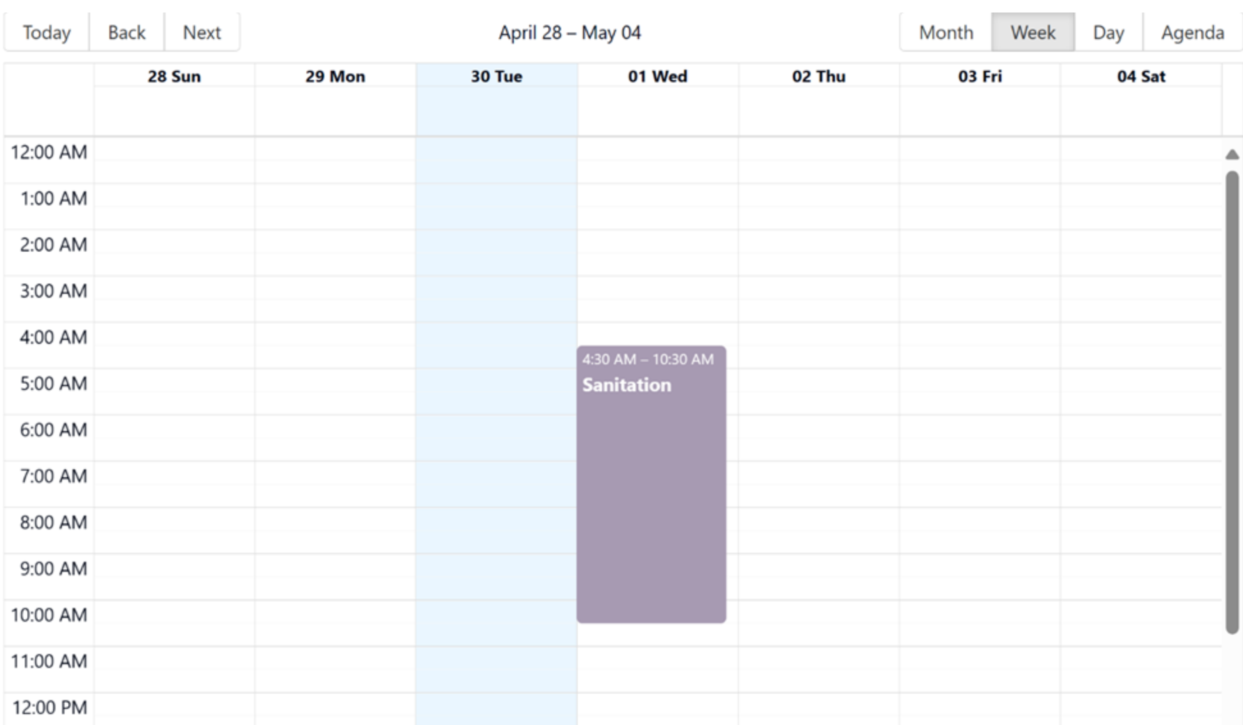
Map Editor *(on page 15)*

Scheduling

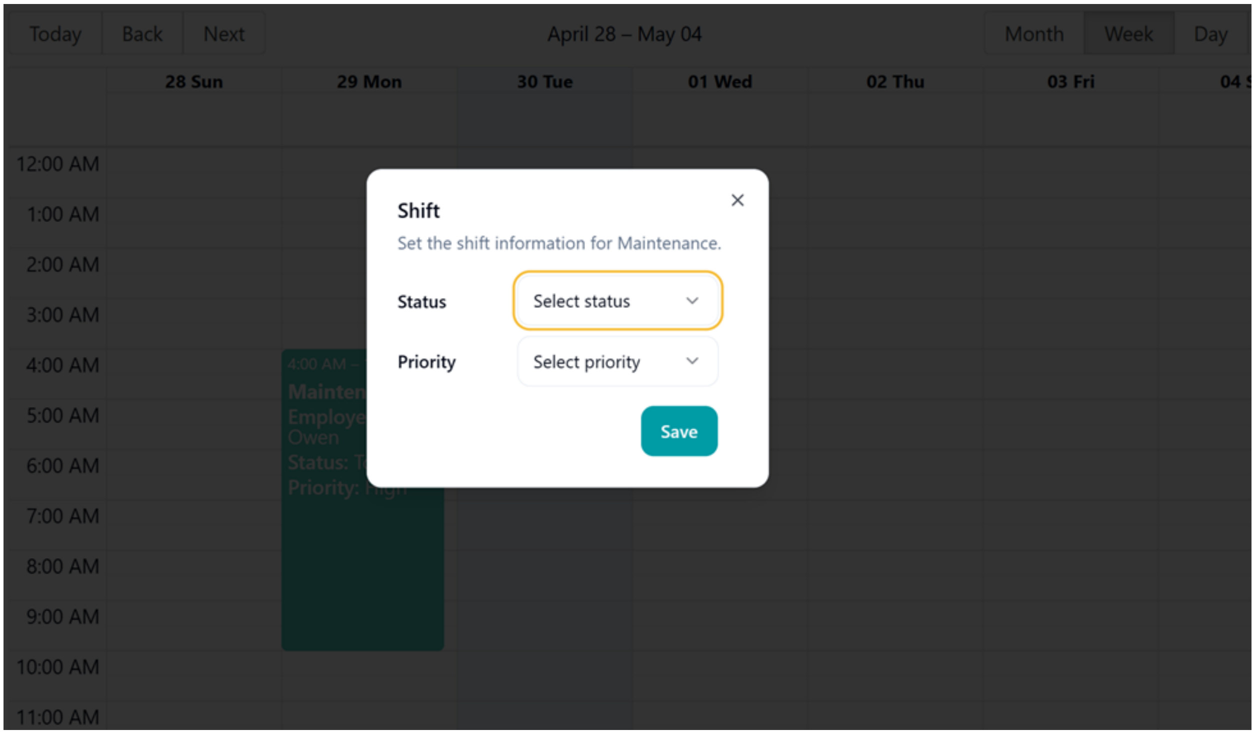
To schedule an employee:

1. Click and drag on one of the service requests, and place them on the calendar where you want a six-hour shift.

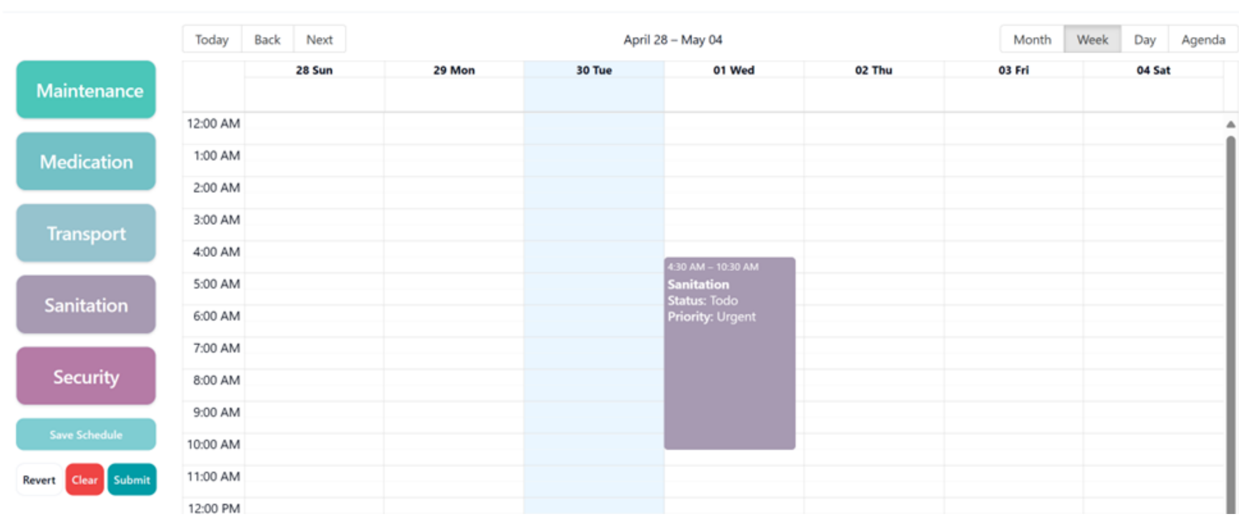
2. You may drag the event around the calendar to change the event's time and date.
3. You may stretch the event to make the shift longer.



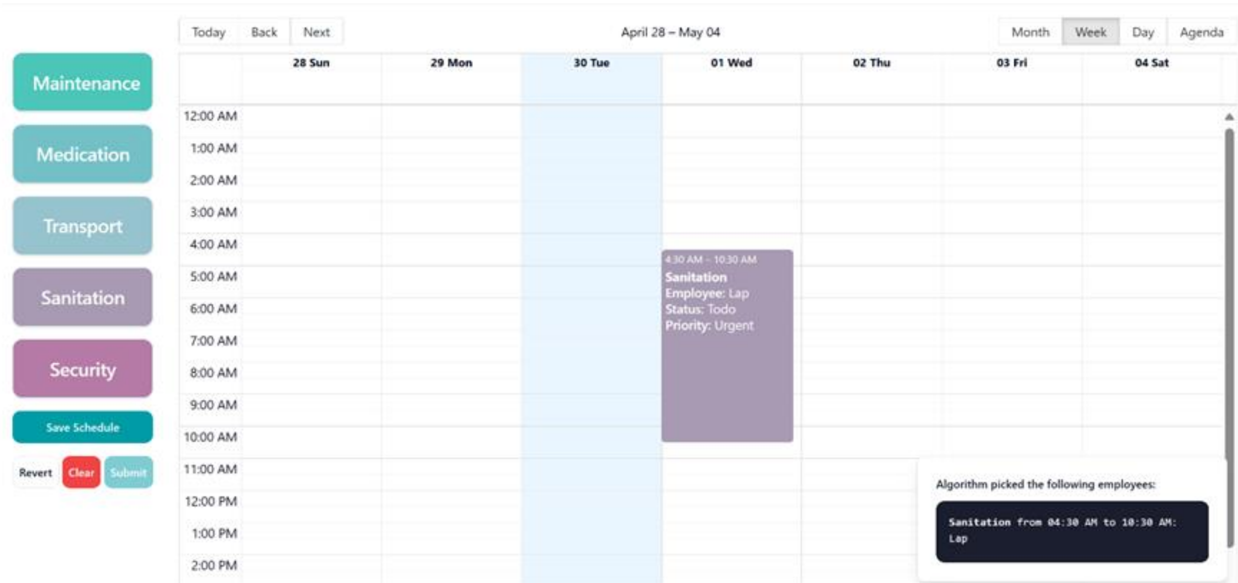
4. Once an event has been initiated, click anywhere on the event to set the priority and status of the event. Be sure to press "Save" afterwards.



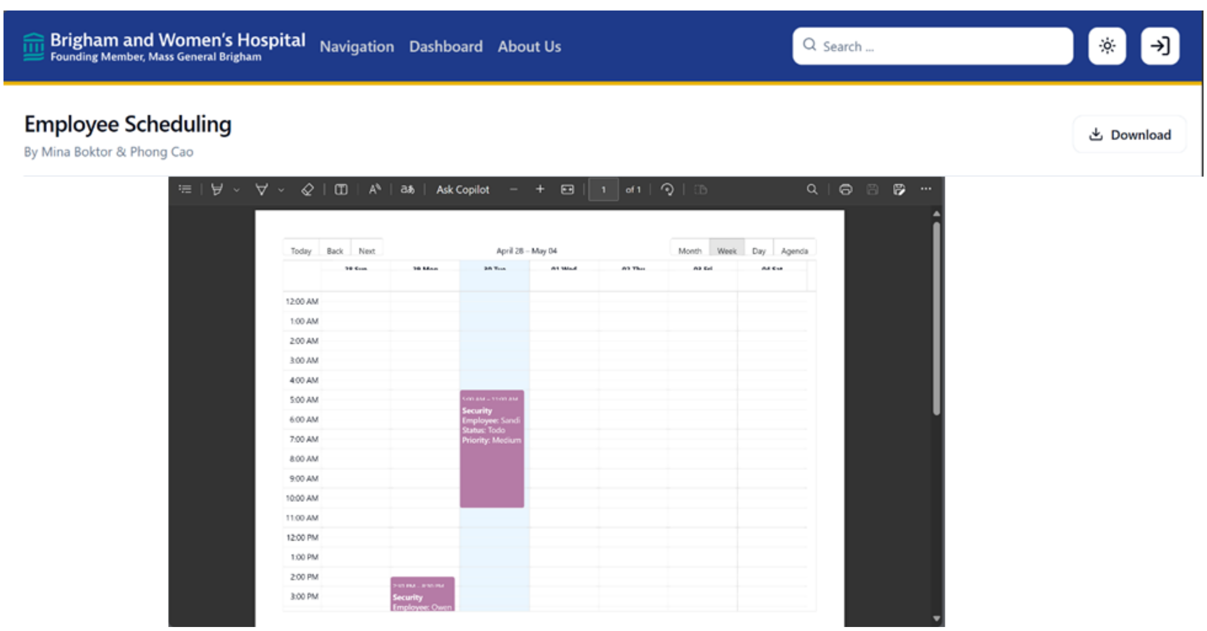
5. After all events on the calendar have been initialized with status and priority, the submit button will now be clickable. Clicking the button will automatically populate the employee that is the best fit for the job.



6. After clicking the button, you will be notified with what the algorithm picked, and you will also now be able to save the schedule to the database. Saving the schedule will also notify you when you have successfully saved the schedule to the database.

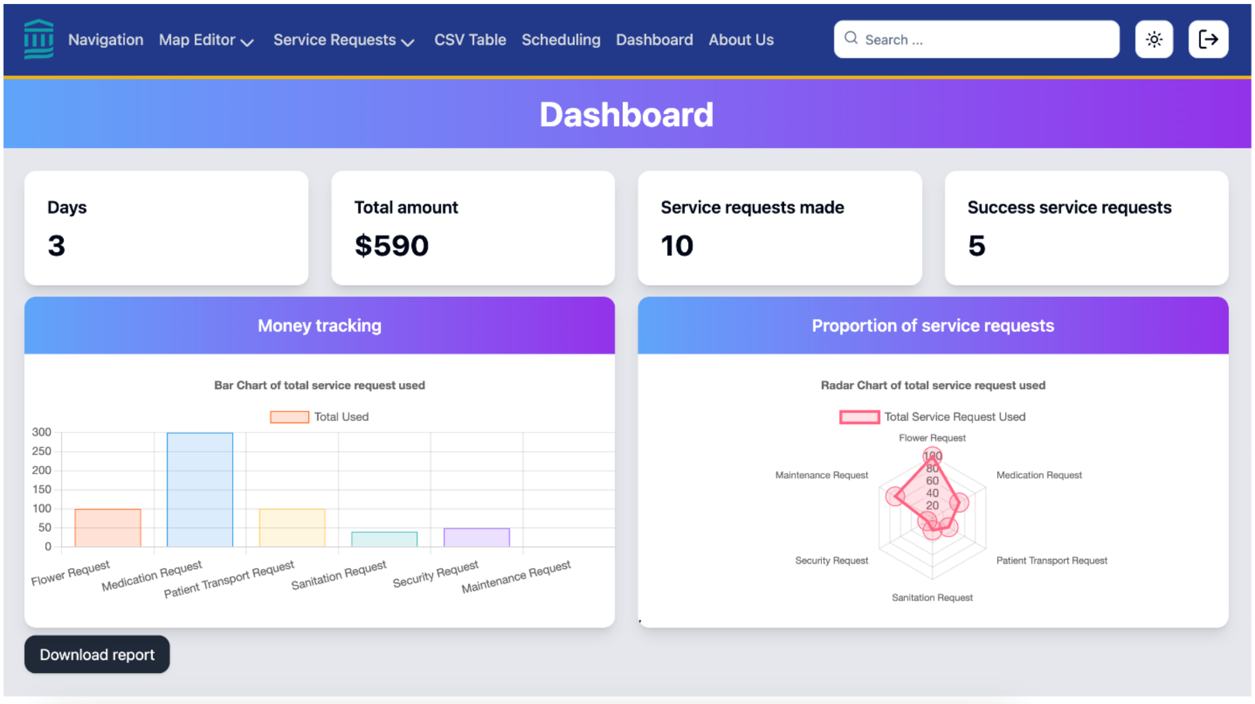


7. You will also be able to Clear the whole schedule, as well as reverting your changes to the last instance of the “Save Schedule” button press.
8. You may also change the calendar view by pressing one of the buttons in the top-right corner of the calendar.
9. You may also download the calendar that’s currently being viewed as a PDF by clicking the “Download” button.

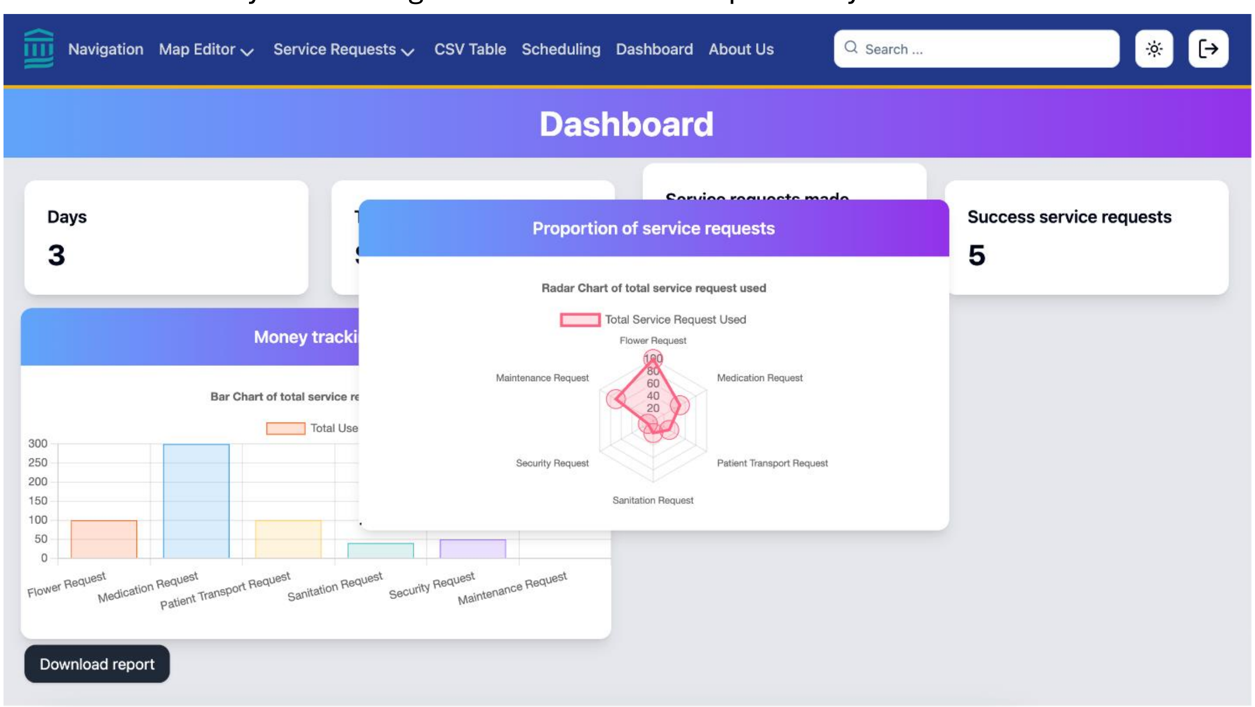


Dashboard

Upon clicking the “Dashboard” in the header you’ll be directed to the admin dashboard.



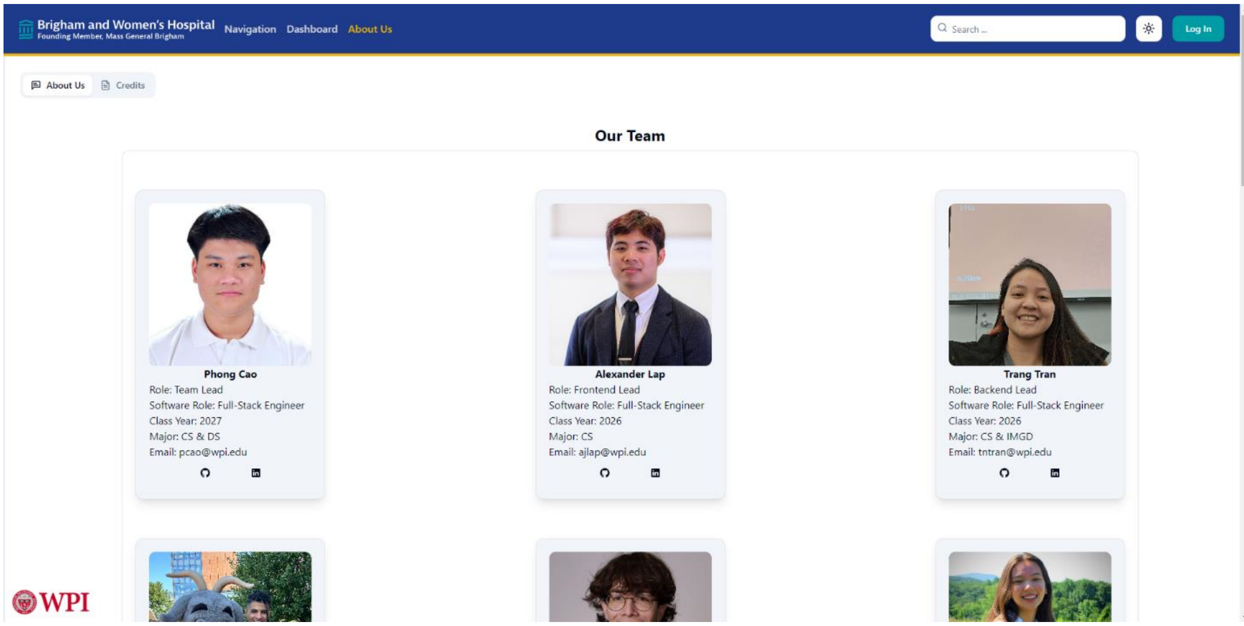
In the Dashboard you can drag the tiles to whichever position you want.



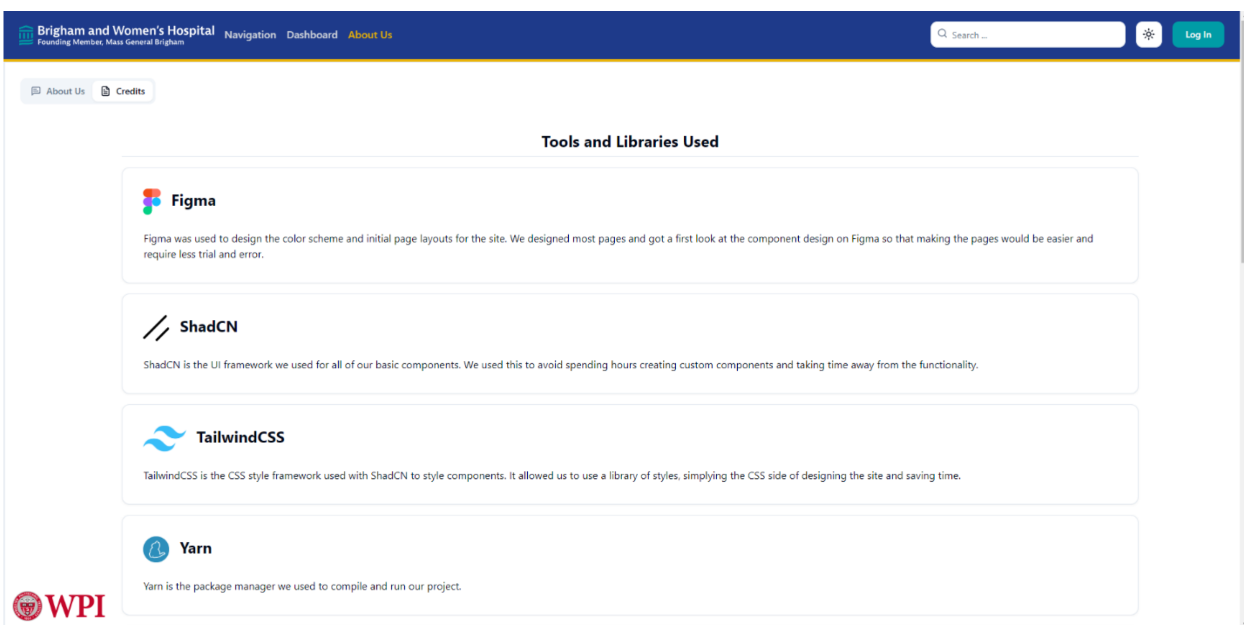
Once the tiles are in the position you would like, you can click the “Download report” button **at the bottom of the page** to automatically export the dashboard as a PDF file.

About Us

Upon clicking any of the names at the bottom of the hero page or clicking "About Us" on the website header, you will be taken to this page:



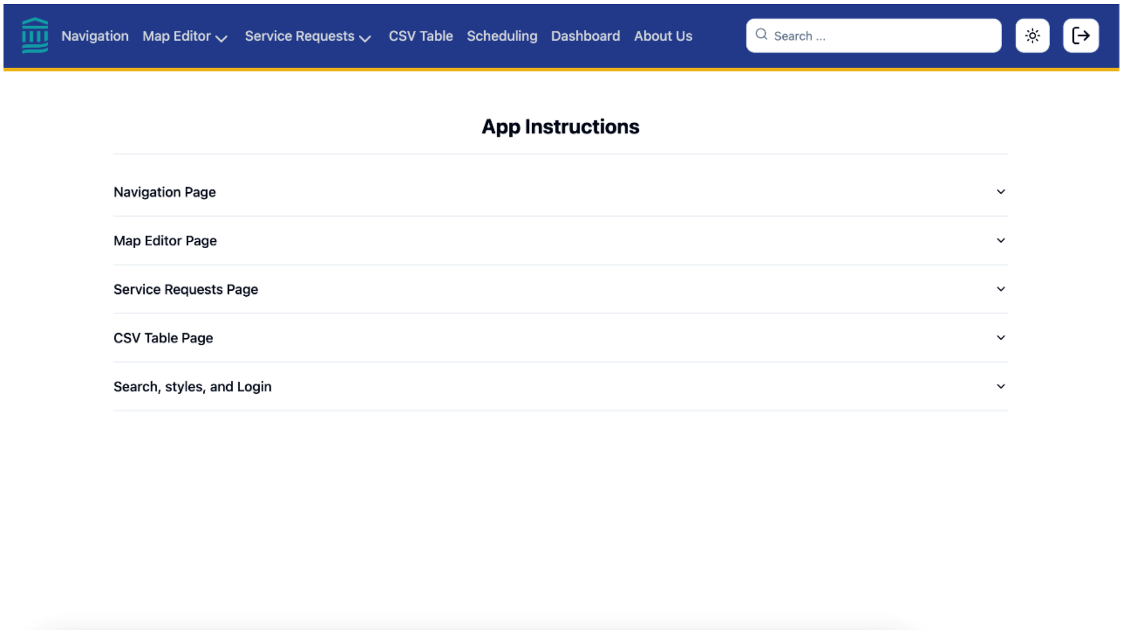
Here, you can find information about the Team C developers, as well as the faculty that assisted in the development process. Clicking the "Credits" tab in the top left corner will take you to this page:



Here you'll find all the tools and libraries that were used during the app's production. Clicking names/icons will take you to their respective websites.

Chapter 3. Troubleshooting

Throughout the application there is a question mark button that will direct you to application instructions.



The headings for "Navigation Page", "Map Editor Page", etc are clickable and will give you instructions on how to use that portion of the website.