

ALM System Training

Staff Monitor App Operation Guide

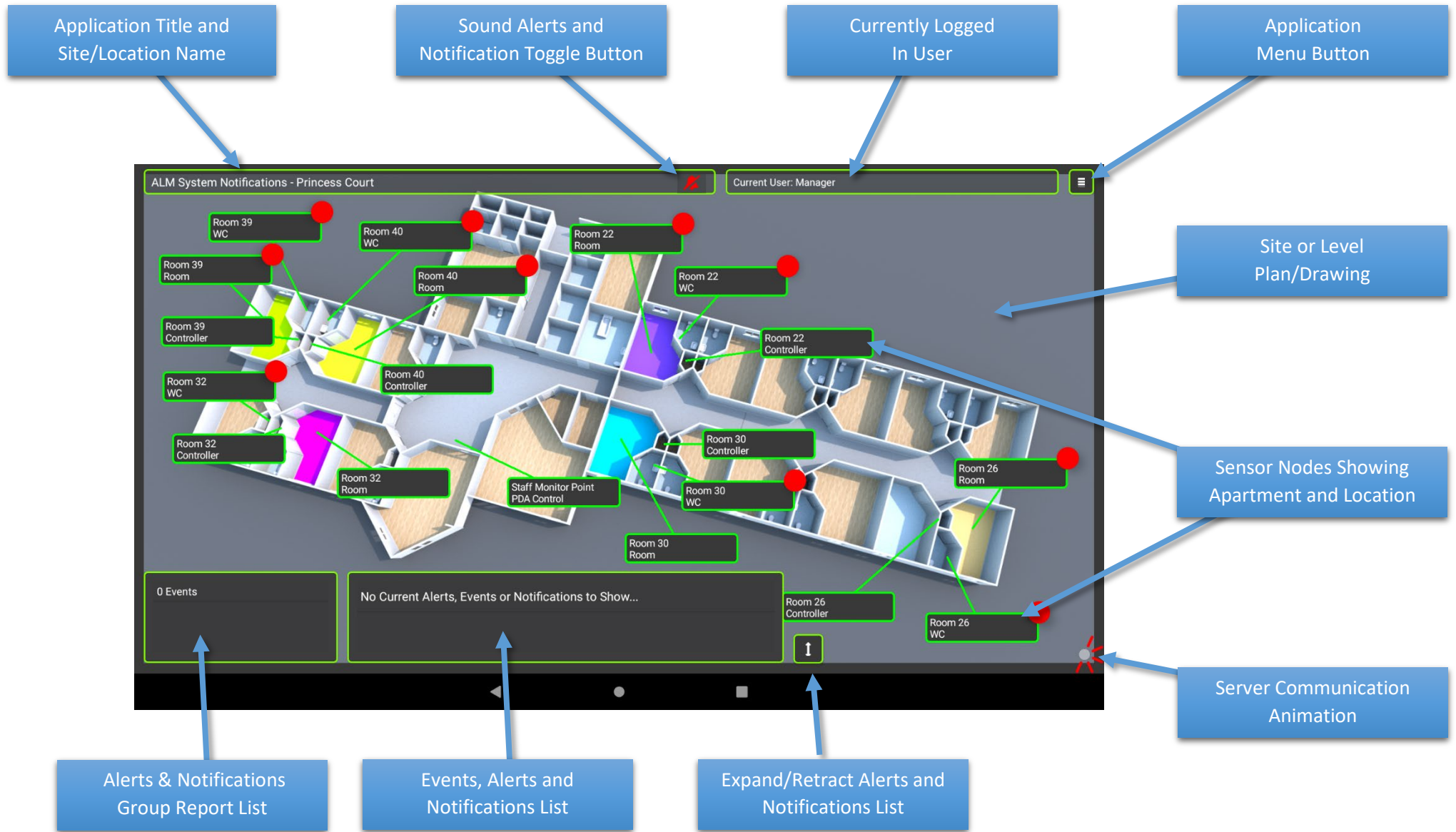


ALM System Staff Monitor Point – User Guide.

The Staff Monitor app is the primary point for displaying Events 'Alerts' & 'Notifications' raised by the ALM sensors installed in Apartments or Rooms.

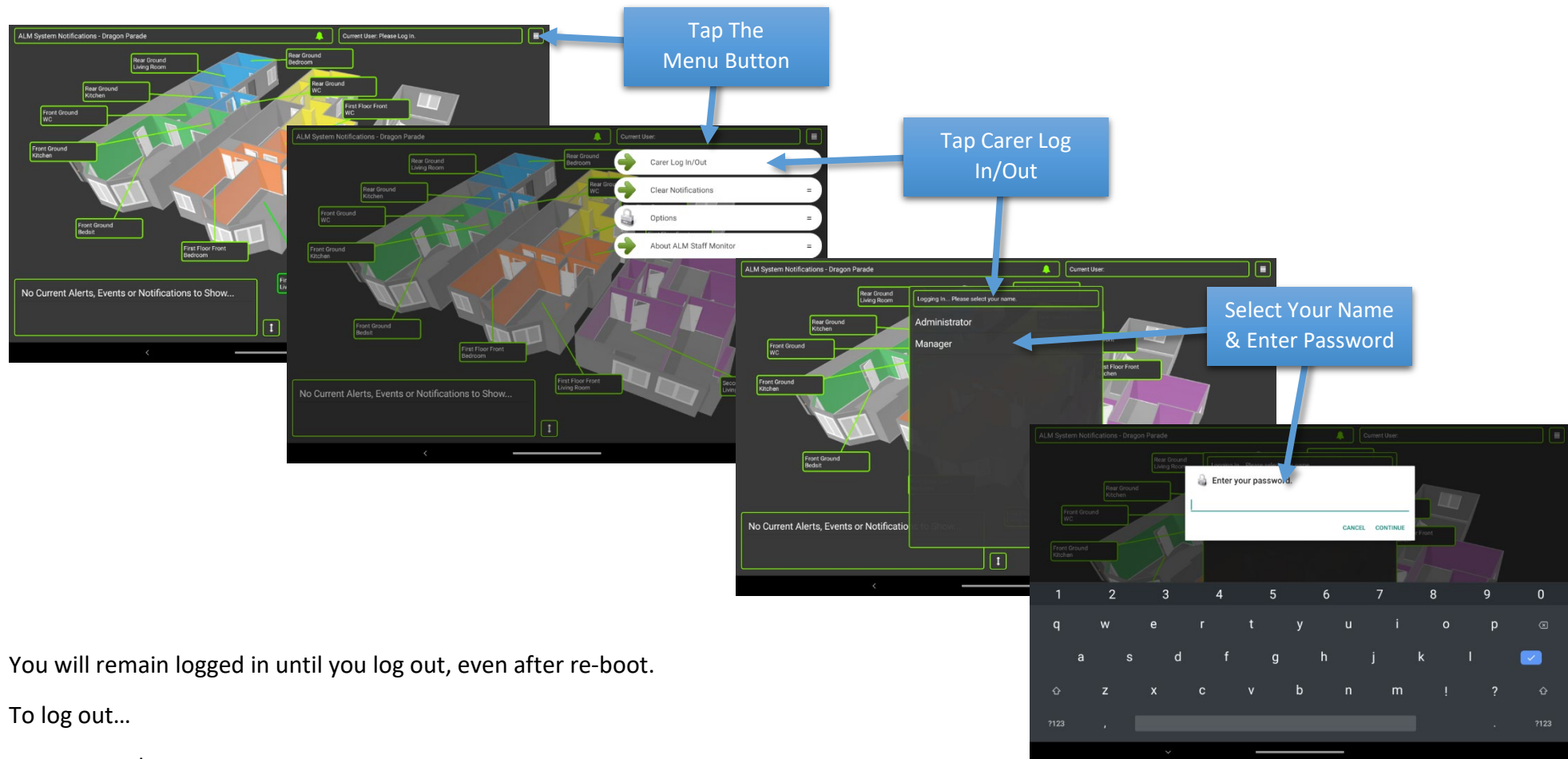
- The Staff Monitor App Queries the ALM Server for new events.
- The Staff Monitor App displays the event results on a site map.
- The Staff Monitor App displays the event results in a chronological events list.
- Unacknowledged Events are grouped and displayed in a group list.
- A filtered timeline of Acknowledged & Unacknowledged events for the current day can be displayed in a separate list.
- There are two types of events 'Notifications' & 'Alerts'.
- Certain Notifications & Alerts can be 'Played Back' to view thermographic data and sound level values for approx. 5 seconds before and up to 2 minutes after an event occurred.
- Notifications can be read and quickly dismissed.
- Alerts require Acknowledgment then clearance with a reason if any.

Application Overview



Logging In:

In order to acknowledge Alerts and Clear Notifications a user must be logged in. User administration is performed by the Manager via the Manager Portal.



You will remain logged in until you log out, even after re-boot.

To log out...

- Tap the Menu Button
- Tap Carer Log In/Out
- You will be asked to confirm logout.

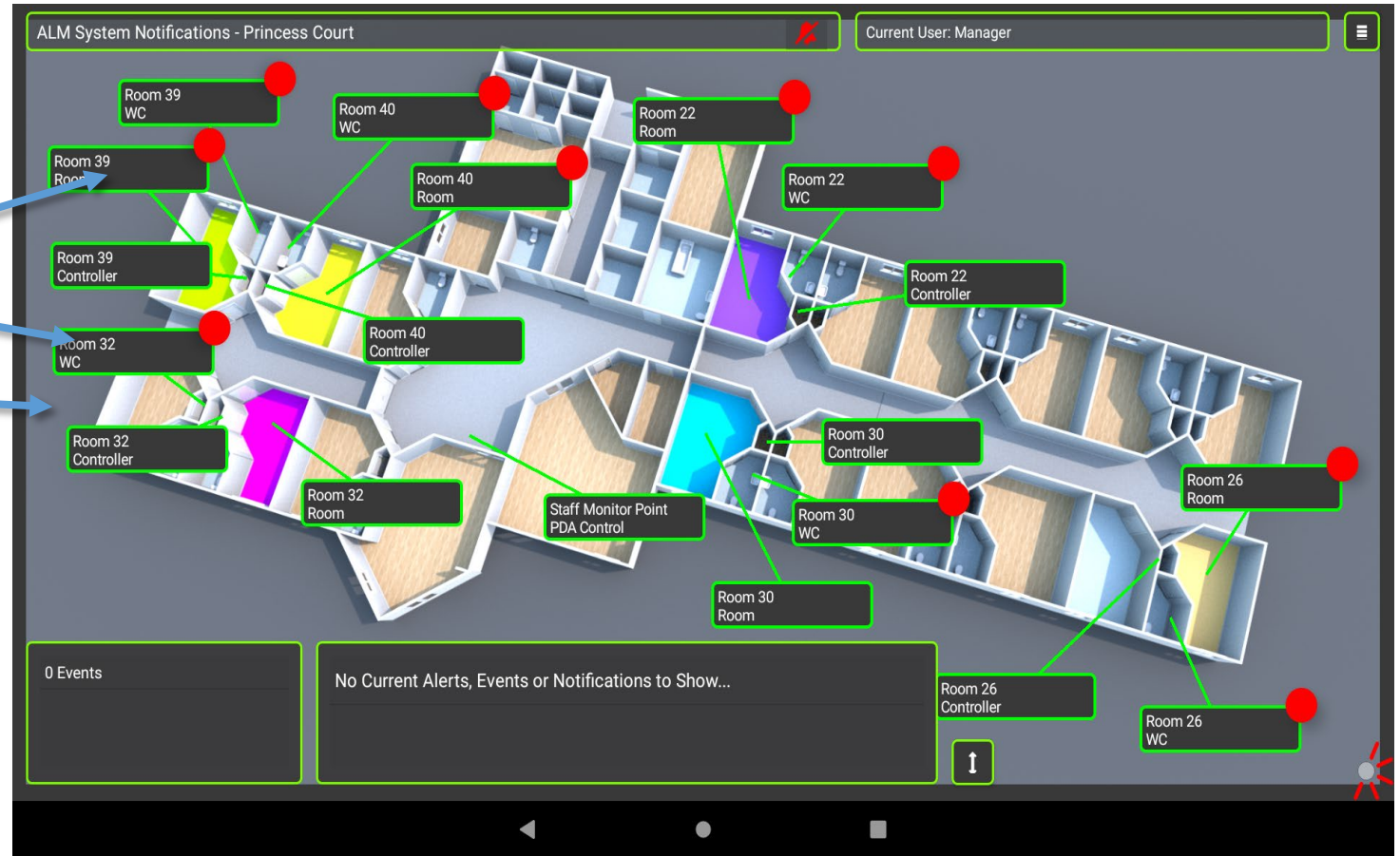
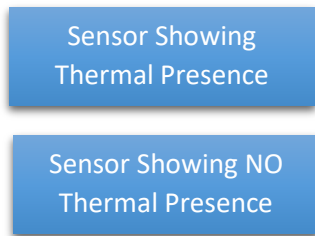
If you do not see your username in the list on Log In, please contact your manager. Passwords for the ALM system are administrated and provided by your manager.

Thermal Presence:

The ALM sensors detect thermal heat and can indicate on the Active Map what sensors detect possible body heat in the last second scan.

Sensors that detect possible body heat have a Red Dot in the top right of the node.

This indicates that a person may have been in that room, area or apartment within the last second or two.



The system will ignore items like a hot beverage cup etc.

But a stove left on in a kitchen or a sensor coverage area not disabled in configuration (e.g., space heaters and radiators), that detects a heat source larger than a small child may appear to be a valid thermal body heat to the sensor.

This will include Animals and Pets if any are in residence.

As the process of detecting thermal presence is continuous and changeable from second to second, thermal presence is not shown in the list of events and does not require staff to read or acknowledge.




It is designed as an indicator to where the resident might be within the apartment.

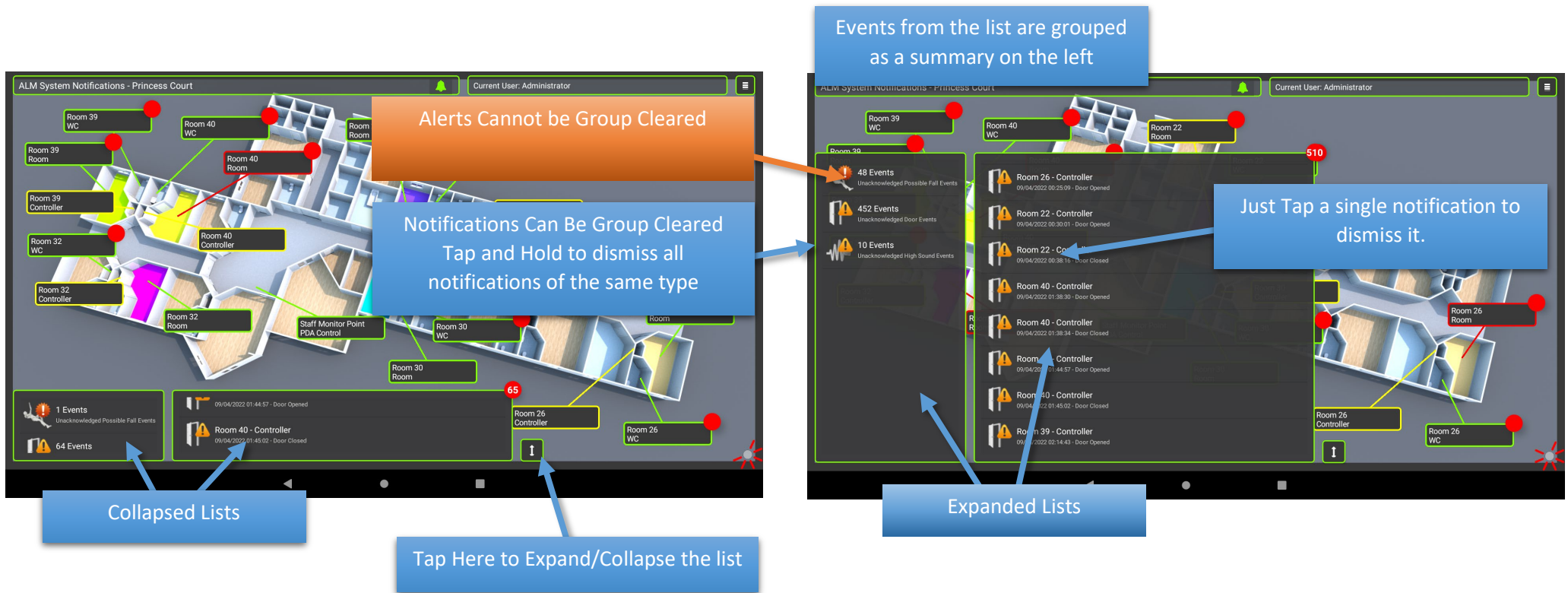
Please Note: Residents Who Are Entirely covered by a bed duvet will not show thermal body heat but will trigger the virtual bed fence on bed exit if enabled.

Notifications:

There are two types of notification, Basic Notifications and Alerts. Basic Notifications require the users/staff to read and tap a notification in the events list to clear the notification. Notifications are events like doors opening or high sound levels.

When a notification event occurs the sensor that produced the notification will display in Yellow and the event will be added to the notification list.

You can quickly see what type of notification occurred, for a Door Sensor Change the icon will be  and for High Sound  all Notifications contain the  icon



ALM System Notifications - Princess Court

Current User: Administrator

Alerts Cannot be Group Cleared

Notifications Can Be Group Cleared
Tap and Hold to dismiss all notifications of the same type

Events from the list are grouped as a summary on the left

Just Tap a single notification to dismiss it.

Collapsed Lists

Expanded Lists

Tap Here to Expand/Collapse the list

1 Events
Unacknowledged Possible Fall Events

64 Events

09/04/2022 01:44:57 - Door Opened

Room 40 - Controller
09/04/2022 01:45:02 - Door Closed

Room 39 WC

Room 40 WC

Room 39 Room

Room 40 Room

Room 32 WC

Room 40 Controller

Room 32 Controller

Room 32 Room

Staff Monitor Point
PDA Control

Room 30 WC

Room 30 Room

Room 26 Controller

Room 26 WC

Room 26 Room

Room 22 Room

48 Events
Unacknowledged Possible Fall Events

452 Events
Unacknowledged Door Events

10 Events
Unacknowledged High Sound Events

Room 26 - Controller
09/04/2022 00:25:09 - Door Opened

Room 22 - Controller
09/04/2022 00:30:01 - Door Opened

Room 22 - Controller
09/04/2022 00:38:10 - Door Closed

Room 40 - Controller
09/04/2022 01:38:30 - Door Opened

Room 40 - Controller
09/04/2022 01:38:34 - Door Closed

Room 39 - Controller
09/04/2022 01:44:57 - Door Opened

Room 40 - Controller
09/04/2022 01:45:02 - Door Closed

Room 39 - Controller
09/04/2022 02:14:43 - Door Opened

Room 26 Controller

Room 26 WC



Notifications can be quickly cleared by tapping and holding the icon in the group list, Alerts cannot be cleared in this way.

Once a notification has been read it should be tapped to clear it.

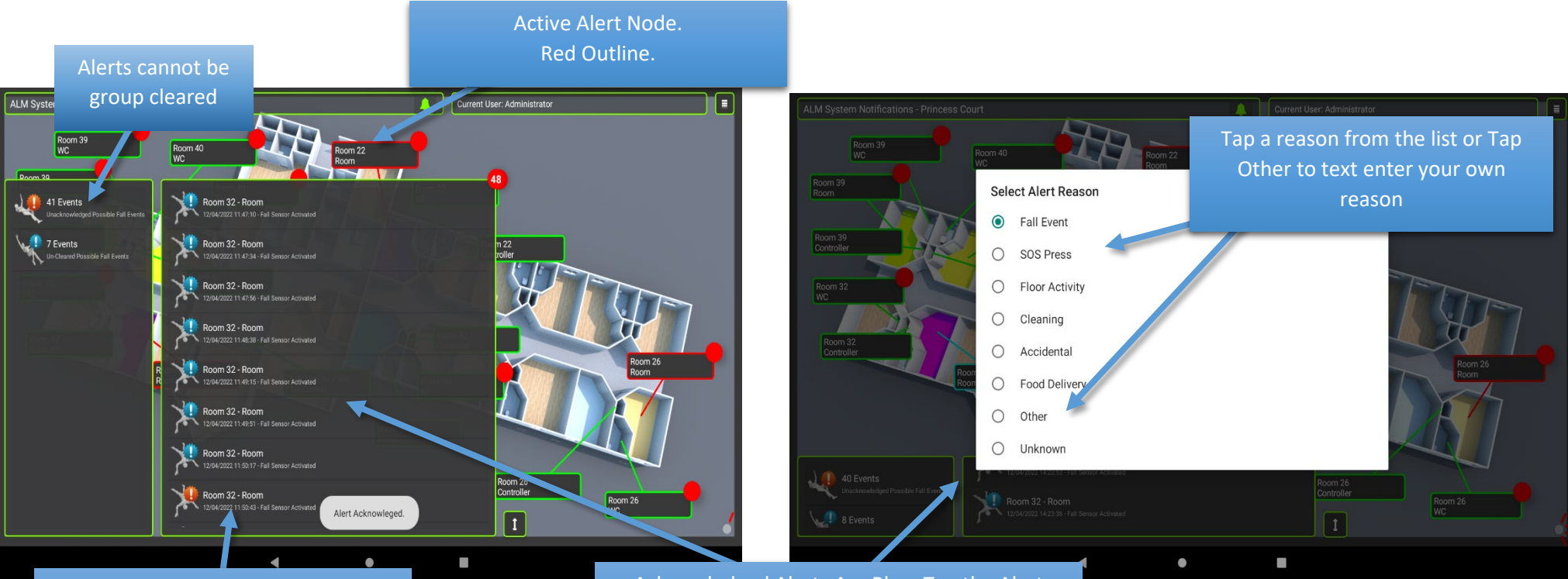
Alerts:

Alerts require more interaction from the carer/staff. When an alert is received the node turns red and if the system is set to 'Sound Events' and audible alarm will sound for a few seconds.

Alerts require a two stage Interaction from the staff. '**Acknowledgement**' and '**Clearance**'

When the Alert is first received the users/staff need to tap an alert from the list and confirm they are Acknowledging the alert, the Alert will turn from  to  and the site plan node will turn Blue. New Alerts for any sensor will continue to be sent and received as long as the Alert condition remains.

Once the Alert has been investigated Tap the Blue Alert Icon in the list to clear it. The Carer/Staff will be asked to select or enter a comment about the alert.



Alerts cannot be group cleared

Active Alert Node. Red Outline.

Active Alert In The Events List. Tap An RED Alert from The List To Acknowledge It.

Acknowledged Alerts Are Blue, Tap the Alert from the list AGAIN To Clear the Alert Once The Alert Has Been Investigated.






Tap a reason from the list or Tap Other to text enter your own reason

Select Alert Reason











- Fall Event
- SOS Press
- Floor Activity
- Cleaning
- Accidental
- Food Delivery
- Other
- Unknown



The most common Alerts & Notifications have individual icons representing the Event.

Notifications

-  Generic Notification used for Aux & other Input.
-  Door Open Or Door Closed.
-  High Sound Levels.
-  Body Heat Detected In A Watch Area.
-  Possible Bed Exit.

Alerts

-   Generic Alerts used for Aux & other Input.
-   Fall Sensor Alert From Ceiling Microwave Sensor.
-   Heat Detected From Low Level Thermal Sensor
-   Patient or Resident SOS button press.
-   Staff SOS button or sos now app activated.

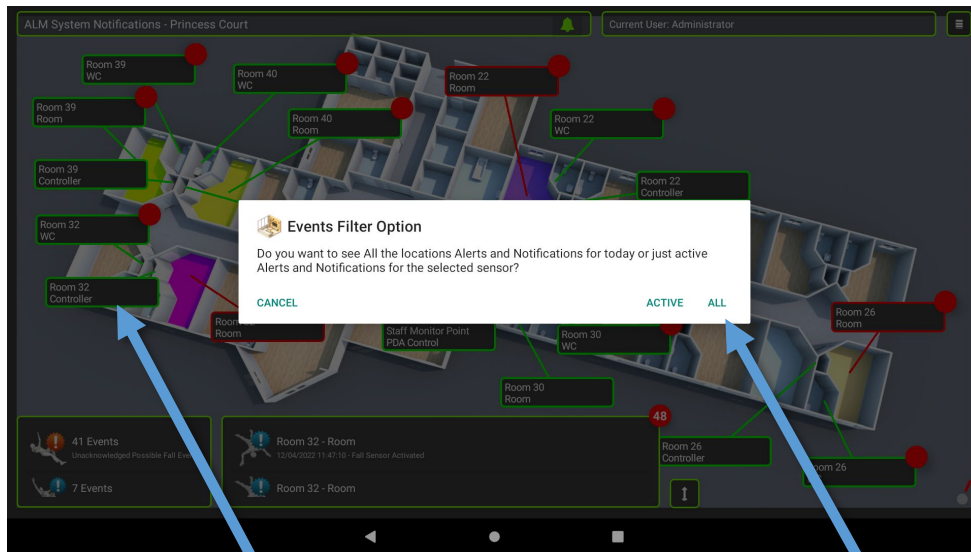
-  Red alert icons signify an Unacknowledged 'Alert'
-  Blue alert icons signify an Acknowledged 'Alert' but not Cleared.

- ▶ By Default, Notifications & Alerts are set as per details above, however notifications and alerts can be re-configured to be either.
- ▶ Alerts cleared on one device will periodically clear from all other devices (Staff Monitor or PDA's)
- ▶ It is advisable to clear all notifications and alerts on a particular PDA prior to shift change.

Events Timeline

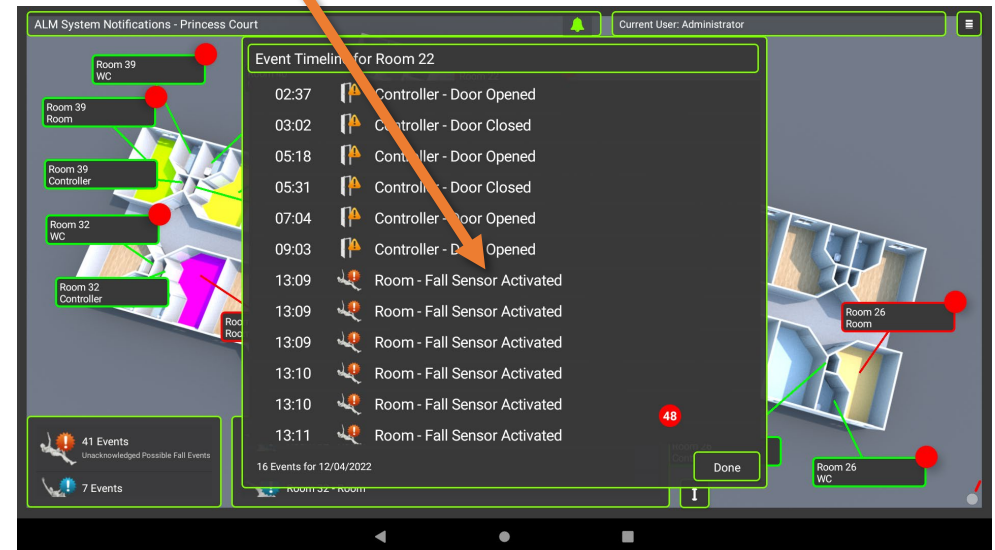
Events for the entire day can be displayed in a separate list for a selected room/apartment this is irrespective of Alert acknowledgement, clearance or notification dismissal.

Alerts & Notifications cannot be cleared from this timeline but can be played back by tapping and holding an event



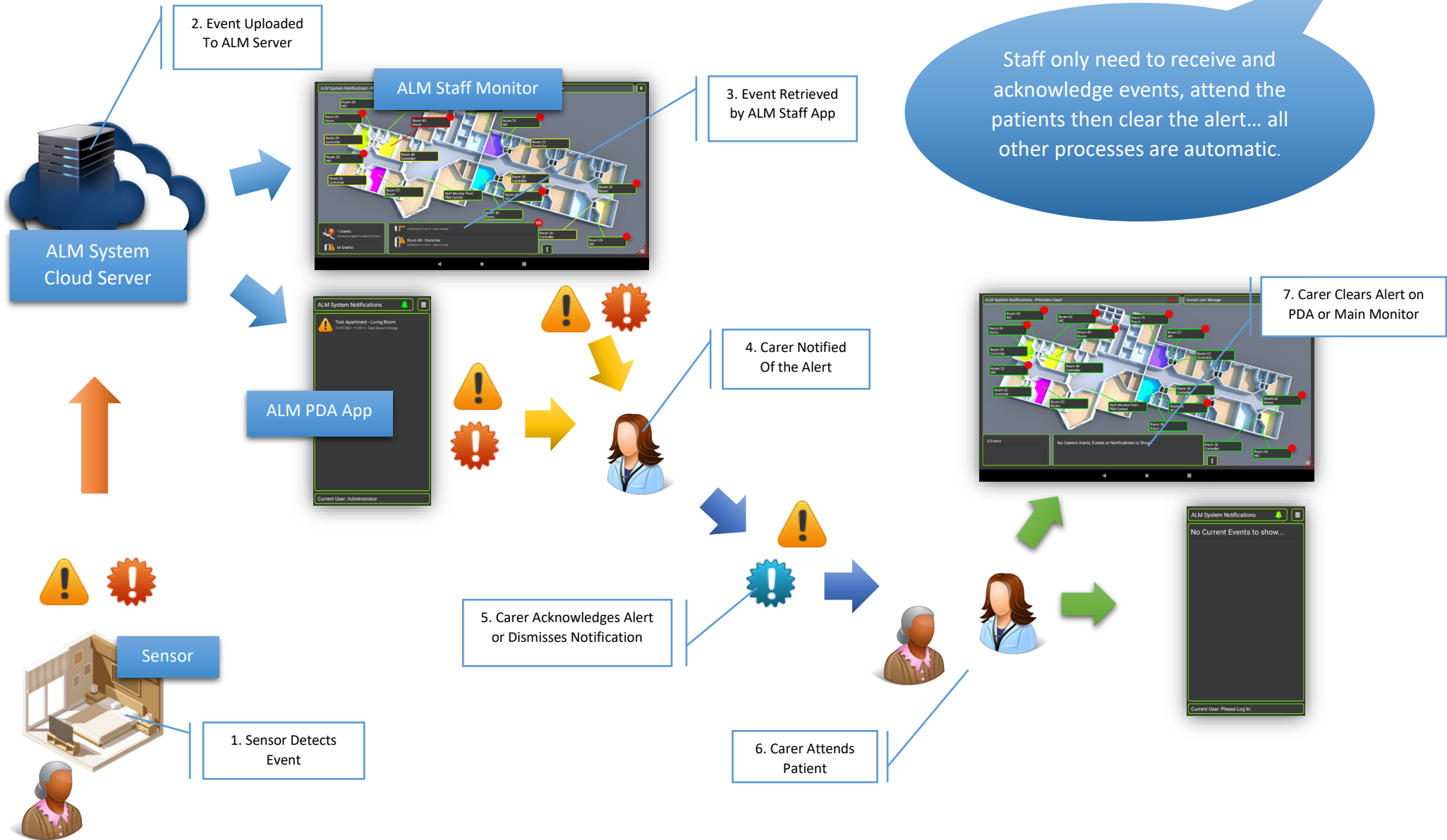
Tap a sensor node to request a time line report

Select a time line report of just active events or all events for that room/apartment



Not all Events, Notifications or Alerts can be played back

ALM & EM Systems Events Lifecycle



Alert Playback:

When an alert occurs, the sensor sends telemetry data to the server every second for about two minutes, this information can be replayed **before** the Alert is cleared. (Events can be reviewed at other times even after clearance with the Management Portal Only)

From the Events list Tap and **HOLD** the Alert to Play Back.

Once The Event Records Have Been Downloaded Tap Continue

Tap Continue To View Playback. Alert Data Received.

Active Alert In The Events List. Tap & HOLD to Request Playback

ALM System Notifications

Current User: Administrator

Replay Event Data. Do you want to play the event data again?

END PLAYBACK REPLAY

When Complete You Can Replay As Required.

The Thermographic and Sound level Output From The Time Of The Event Will Display In A Popup, This Will Run For About 2 Minutes.

NOTE: Alert Playback is not accessible once an alert has been cleared on the Staff Monitor, this must be accessed via the Management Portal - Not All recorded events can be played back!

Trouble Shooting

ALM Staff Monitor App has zero user configuration options.

If the ALM Staff Monitor app or device does not appear to be responding the first step is to locate the device power plug and turn off the device for a few moments and then turn it back on again.

Specific ALM Routers are automatically configured to reboot each day at 9am, ALM Staff Monitor is designed to continually attempt re-connection.

If the above steps fail to bring the equipment back on line, please contact MyQOL support staff who can in the first instance attempt remote connection to the Router and Staff Monitor who can then advise further steps or arrange engineer visit.

If the Staff Monitor appears to be operational but unable to connect to the server, then contact MyQOL Support.

Common Reasons for the ALM Staff Monitor to fail server connection.

- Staff Monitor device is using site router or wi-fi for internet connection and the router hardware has been changed.
- Staff Monitor device is using site router or wi-fi for internet connection and the router Password has been changed.
- The ALM router is using 4G/LTE connection and new High Voltage equipment has been installed adjacent to the ALM router
- The ALM Router has been accidentally turned off.
- The ALM Router cannot connect to the 4G/LTE network due to unforeseen network issues (like 4G ISP Network outages)

The ALM Staff Monitor App is locked to ALL users, only System administrators & engineers can exit the main ALM Staff Monitor app to access device network settings.

To Unlock the ALM Staff Monitor App...

- Tap and hold the Network Connection Icon in the lower right corner.
- Enter the Engineer Password (can be obtained from MyQOL Support).
- Select Continue on the popup to unlock the application.
- You can now access the home menu and device settings to reconfigure wi-fi connections.

IMPORTANT:

Remember to reverse the above process to lock the staff monitor app once done!



Animated Network Icon

ALM & EM Systems Important Disclaimer and Notes

- ▶ ALM & EM Systems are designed to report and display wellbeing information.
- ▶ The information gathered is not considered medical grade or accurate to medical grade.
- ▶ Information presented can be used to indicate further medical assessment may be required.
- ▶ Large everyday heated objects like space heaters or hot food trolleys or warm bucket of water/cleaning fluid can raise alerts from thermal sensors.
- ▶ Fast Moving Residents or Staff can Trigger a Possible Fall Event Alert from the ceiling sensor.
- ▶ Audible alerts can be turned off so as not to cause noise nuisance at certain times, but should not remain muted for extended periods.
- ▶ Alerts will continue to be sent and received as long as the alert condition remains.
- ▶ PDA devices will still buzz/vibrate even if muted.
- ▶ As with all IoT (Internet of Things) systems. ALM relies heavily on reliable broadband and/or 4G/LTE internet connections and unreliable connections can and will provide unreliable results.
- ▶ In many cases reliable connections are entirely dependent on the environment within the vicinity of the target operational location.