



## What's New in RIM 2009

### **Accounts Management:**

A new Accounts Management feature has been created. If you have not had the password feature before (for example you used place or place1 or place 2 etc. or to open RIM) we recommend that you make a plan to assign usernames to all your staff that use RIM and allow them to give themselves passwords. Until that time you will be able to access RIM as before but you may have to type in the username (place, place1, place2 etc.) as well as the password. See [Accounts Management Overview](#) page 5 for more information.

If you are familiar with the older Password feature read on -- You no longer have to close RIM and wait for it to open in order to change users. You can change accounts in the blink of an eye. Each user including 'A' and 'D' level users now can use their name for the User ID instead of 'A1' or 'D1' and all user account information is now stored in RIM. There are no limits to the number of 'A' or 'D' level accounts. Accounts management is accessed from a special icon on the Start Menu beside RIM called RIM Account Management. See [Accounts Management Overview](#) page 5 for more information. See [How to Manage User Accounts](#) page 6 for details on setting up and modifying accounts.

### **Automatic log off:**

You can configure RIM so that after a certain number of minutes of inactivity RIM will close the current users session and go to a log on screen forcing the next person who wishes to use RIM to log on with their user name and password. See the topic [How to Adjust the inactivity Timeout](#) page 9 to learn how to turn this feature on and control the amount of time RIM waits before forcing a new logon. It also explains how to turn this feature off. This new feature will be turned off by default.

### **Audit Trail Report:**

This will be new if you have not had the Password and Audit trail feature in the past. You will be able to view the Audit Trail Report to see any changes made to the Profiles, Medication records and some items on the Admission record. Once people have their individual account names, you will be able to identify who has made the changes and when they were made. The audit trail report can be used as an educational tool so that you can help those who are not entering information in the right places or in the correct way. It can also be used to correct mistakes made since a record exists of what information was in RIM before the mistakes were made See [How to view the Audit Trail Report](#) for details page 10.

### **Nursing Unit Drop down on the Main Menu:**

A new drop down box called 'Nursing Unit' appears just above the 'Choose Resident' drop down on the main menu. If left empty all residents are accessible. If a nursing


unit is selected, only residents from that unit are visible in the drop down list, the admission records, the records buttons on the main menu, all profiles and many of the reports.

To delete the name of the 'Unit' highlight it and press the delete key.

If you wish to lock the Nursing Unit choice so that regular users will only have access to the residents in a particular unit, see the topic [How to control access to the Nursing Unit drop down box](#) page 10 for details.

### **Unlimited Reminders:**

Now you can create a reminder on any field in any profile and Resident Admission Record simply by right clicking a field and choosing 'Create a Reminder'.

Also a new rectangular Reminder Button  at the top of each Profile and Admission Record holds all the reminders created on that profile or Admission record. This button allows creating, viewing and editing of them.

The 10 reminders from Version 2008 still exist. They continue to have a specific pre-typed message. The new unlimited reminders do not have a specific pre-typed message. You will have to type your message in each one. When you use the new rectangular reminder button at the top of the profile all of the reminders for that profile will be available to view and edit including the old ones with a pre-typed message. See [How to make the Daily Action Plan work for you](#) in RIM Help for details on using reminders.

### **Automation of 'Date Profile Last Updated' Field:**

In the situation where you have made a change in any of the profiles and you are about to exit, choices are available as to what happens to the 'Date Profile Last Updated' field. This field can be set up so that:

1. It will automatically be revised with today's date without warning the user.
2. It will never be automatically revised with today's date.
3. The user will be prompted to decide if the date should be revised using today's date or not.

See [How to Configure Automatic Date Profile Last Updated field](#) page 9 for details.

### **Changes to the ADL:**

-The 'Feeding Comments' field coming from the Dietary profile has been added.

-A new field at the top shows the last time the ADL was previously printed. Every time you print out the ADL sheet this date is automatically updated. Another new field called 'ADL last updated' shows the last time when a change has been made to items in the profiles which appear on the ADL.

-A new button at the top of the ADL called 'Changes to ADL' shows a report of the changes made to items on the ADL since the last time it was printed or any previous date of your choosing.

To see if the ADL being used on the floor is up-to-date, compare its 'Printed On' date with the 'ADL Last updated date' on the computer screen. If the two are the same the paper copy is up-to-date. If not, print out a new ADL and use the new report 'Changes to ADL' to see the changes. Highlight the changes on the new paper copy.

### **Medical Profile:**

A new drop down list exists in the Medical Profile called 'Infection Alerts' indicating the resident's infectious disease status such as C. difficile, MSRA, HIV positive, Hepatitis A, B and C, TB and VRE. This information also shows in the ADL, and the Continuity of Care Report.

### **Dietary Profile:**

A new check box for 'Risk to Choke' has been added. This also appears in the ADL, and the Daily Action Plan.

### **Resident Incident Records:**

When you check the 'Near Miss' box a label appears in red in the header with the words "Near Miss Incident Record" This is to make clear the difference between a regular incident record and a near miss record. Since it is in the header, this label stays visible when you scroll down to work on the lower part of the form. When you check or uncheck this box you are now asked to confirm your action. This is to minimize the risk of an incident record accidentally becoming a near miss record and vice-versa.

### **Manage Admissions:**

A new "Manage Admissions' button and feature is found in the 'Utilities section'. It shows a list of all current and archived admissions. This information had been previously available in the form of an admissions statistics report, but if there were any errors generated over the years of archiving, unarchiving, deleting incomplete admissions, making regular admissions and transfers, it was impossible to correct. This new feature lists all admissions and some pertinent details such as Names, Resident Numbers, Admission Dates and where they were admitted from. You can sort the list many ways to facilitate the discovery of duplicate records, missing records or records with inaccurate information. Adding, deleting and editing these records to make corrections is readily done with this feature. Now your admission statistics can be corrected and you will be able to rely on the existing statistical admission report.

The 'Admission Statistics Report' has been improved – a summary is shown on the first page of this report including percentage figures. A detailed list of admissions follows on the subsequent pages.

### **Resident and Non Resident Incidents:**

In both the Resident's and Non-Resident Incident forms, a new button exists at the top of the form called 'Search Incidents'. Clicking this button presents you with a list of the

Resident and/or Non Residents incidents for a given period of time. It can also list the Near Misses. You can sort the list by name or date or incident type. You may be able to discover patterns using this list. Double clicking the name in any row opens the full incident report behind it where all details are visible. You can minimize the tool to read further details then maximize the tool to continue searching. You can now quickly switch between a Resident incident and a related staff incident by double clicking each one in turn.

### **Statistic Incident Reports section:**

An improved Resident Incident Summary Report for the entire facility replaces multiple smaller reports (Location, Physical Nature, Degree of Injury etc.) in last years version. Each subsection also shows percent figures.

Separate reports have been retained to display information by Unit for the same categories (Location, Physical Nature, Degree of Injury etc.) These also have percent figures added to then to make analysis easier.

In each of the above Improved reports you have the choice of seeing real incidents or 'Near Misses'.

### **Room Numbers:**

Some reports depend on consistent formats for room numbers. Room numbers must now be set-up in a consistent way in a list in the utilities menu.

When filling out an admission record you will choose the room number from a drop down list – it will no longer let you type it in directly thus enforcing consistency. See [Creating consistent Room numbers](#) page 9 for details.

### **Restraints:**

If in the Safety/Security profile you choose 'No' in the Restraints drop down, all the restraint choices in the corresponding bed/chair/toilette drop down boxes get changed to 'None'

### **Care Objectives:**

New Care objective buttons now exist on the profile buttons visible at the top of the admission record. They will open the Care objectives for each profile. Any changes made to the Care Objectives are now recorded in the audit trail.

### **Evacuation Code report:**

New Headings have been added to this report: They are 'Resuscitate', 'Comments', 'Transferred to', 'Date/Time'. The 'Resuscitate' information comes automatically from the Admission record, The other two columns are to be filled in by hand on the printed report. Each row is taller making it easier to hand write the information.

### **SIN and Medicare Number List Report:**

The Health card number and its expiry date has been added to this report. It is now called 'SIN / Medicare / Health card List'.

## **Accounts Management Overview**

### **User Accounts:**

It is recommended that one 'User Account' be assigned to each RIM user. It is made up of a:

User Account name  
User Account Level  
User Account Password

### **User Account Name:**

User names can be any combination of alphanumeric characters between 2 and 20 long. We recommend using the person's last name and initials. For example for an employee named Cathrine Smith we would suggest using 'smith c' -- the case of the characters does not matter at any time. Putting the family name first makes them easier to find in the list.

### **User Account Level:**

Users can have one of three levels of Account:

- \* Full access (A level)
- \* Maintenance (D level)
- \* Regular user

### **Regular User Account:**

The regular user has full access to the admission record, all profiles and care objectives, the Continuity of Care report, the ADL and all records except past incident records. They can fill out an incident record but not view previous ones. They have access to all reports except the statistical and audit trail reports. They do not have access to the items on the utility menu except to update dates. They cannot update any of the maintenance lists such as staff, physicians, religious institutions etc. on the utility menu. They cannot archive or unarchive nor delete a resident. They cannot download RIM updates.

### **Maintenance or D level Account**

They have access to everything the regular user does plus full access to the utility menu items so they can archive and unarchive and update any of the lists on the utility menu such as staff, physician, religious institution etc. They cannot delete a resident's information. They can download RIM updates. They can add and delete Regular User Accounts.

### **Full access or A level Account**

These have full access to everything which includes the statistical and audit trail reports and all incident reports. They have the ability create and delete Accounts in each of the three Account levels. They can Manage any level of User Account.

You can create as many user accounts in each of the three levels as you need.

**NB:** A fourth level of account is available but rarely used and it is 'Read Only'. A person with this level of Account sees what a regular user sees but may not make any changes in RIM.

### **User Account Password**

In order to be protected, each user must have a 'Password' for their account. We recommend that each user be instructed to give themselves a password of their choosing. See [How to Manage User Accounts](#) page 6 for details.

## **How to Manage User Accounts**

**NB:** User Accounts is no longer accessed from the Utilities menu of RIM. Click the special shortcut icon called 'RIM Account Management' found on the Resident Information Manager Start menu group or to access this feature.

To carry out the instructions below you must have a Full Access or Maintenance level account. If you have a Maintenance level account you will only be able to manage Maintenance or Regular User accounts.

### **Setting up User Accounts:**

1. Consider which staff will be using RIM and which level they will be assigned to. See [Accounts Management Overview](#) page 5 for a description of the levels.
2. Click the Special shortcut on the Resident Information Manager Start Menu group called RIM Account Management it will open the Logon window.
3. Enter your User Name and Password. Click OK. The Account Management window opens.
4. At the top of the window you will see the 'User Account Name' that you have used to logon. Slightly below you will see two tabs – Users and Change Account Password. Make sure the 'Users' Tab is selected.
5. Click the Add Account Name button –the New Account form opens.
6. Enter the Account name – we suggest using the last name and initials of the user e.g. for Cathrine Smith use 'smithC' or 'smith c' without the quotes. It does not matter if you use upper or lowercase characters for the Account Name. You can use a space except at the beginning of the name.
7. Then select the 'Account Level' in the drop down box below. Then click the OK button. The Add new account window disappears. Click The OK button at the bottom of the Accounts Management window to close it. You have now finished creating one User Account, congratulations!
8. Repeat these steps for each user.

### **Rules for User Account Names:**

User Account Names must be between 4 and 20 characters long, can't begin with a leading space and can't include following characters:

, [ ] ? | < > : " + = \*

We recommend using the person's last name and initials. For example for an employee named Cathrine Smith we would suggest using 'smith c' without the quotes. The case of the characters of the name does not matter at any time but passwords are case sensitive. Putting the family name first makes them easier to find in the list. A space may be used between the names. It is important to use a consistent method of assigning Account names.

### **Rules for passwords:**

Passwords can be made up of any characters. The length must be at least one and at most 14 characters.

### **How first time Regular users give themselves an Account Password**

1. Click the Special shortcut on the Resident Information Manager Start Menu group Called 'RIM Account Management' it will open the Logon window.
2. Enter your Account User Name, leave the password box empty. Click OK. The Account Management window opens showing only the Change Account Password portion. Leave the Old password box blank and enter your new password. Click the apply button, then click the OK button – you are done. You may now open RIM with your new Account Username and Password.

### **How Regular users change their Account Password**

1. Click the Special shortcut on the Resident Information Manager Start Menu group Called 'RIM Account Management' it will open the Logon window.
2. Enter your Account User Name and password. Click OK. The Account Management window opens showing only the Change Account Password portion. Enter the Old password in the box and enter your new password. Click the apply button, then click the OK button – you are done. You may now open RIM with your new Password.

### **How first time Full access (A level) and Maintenance (D level) users give themselves an Account Password**

1. Click the Special shortcut on the Resident Information Manager Start Menu group Called 'RIM Account Management' it will open the Logon window.
2. Enter your Account User Name, leave the password box empty. Click OK. The Account Management window opens. Click the Change Account Password tab. Leave the Old password box blank and enter your password. Click the apply button, then click the OK button – you are done. You may now open RIM with your new Account Username and Password.

### **How Full access (A level) and Maintenance (D level) users change an Account Password**

1. Click the Special shortcut on the Resident Information Manager Start Menu group Called 'RIM Account Management' it will open the Logon window.

2. Enter your Account User Name, and password. Click OK. The Account Management window opens. Click the Change Account Password tab. Enter your old password and enter your New password. Click the apply button, then click the OK button – you are done. You may now open RIM with your new Password.

### **Clearing an Account Password:**

- Regular users may not clear account passwords
  - Maintenance ('D' level) users may only clear account passwords of other Maintenance level and Regular users
  - Full access ('A' level) users may clear any account password
1. Click the Special shortcut on the Resident Information Manager Start Menu group Called 'RIM Account Management' it will open the Logon window.
  2. Enter your 'A' level or Full Access User Name and Password. Click OK. The Account Management window opens.
  3. Find the Account Name in the User Account Name drop down and click on it.
  4. Click the 'Clear Account Password button. A confirmation message appears 'You are about this users password do you want to continue?'. Click OK. The password is cleared. The user may now logon and give themselves a new password.

### **Deleting an Account**

When an employee no longer works at the facility their account should be deleted.

- Regular users may not delete accounts
  - Maintenance ('D' level) users may only delete Maintenance ('D' level) and Regular user accounts
  - Full access ('A' level) users may delete any account
1. Click the Special shortcut on the Resident Information Manager Start Menu group Called 'RIM Account Management' it will open the Logon window.
  2. Enter your 'A' level or Full Access User Name and Password. The Account Management window opens.
  3. In the User Account Name drop down box find the Account Name that belonged to the Employee in question. Highlight the name and click it. The name should be apparent in the User Account Name window and the drop down list should be closed.
  4. Click the Delete Account button. A confirmation message will appear 'You are about to delete this Account. Do you want to continue? Click OK. The account is deleted. Click OK to exit the 'RIM Account Management' window.



## **Creating consistent Room numbers**

In the Utility Menu click the 'Room Numbers' button. This is where all the room numbers must be entered in a consistent way. Please place leading zeros on room numbers where necessary as described below. Also make sure room letters are entered consistently as described below.

### **Leading Zeros:**

If the largest room number is two digits then add a leading zero to each room number with less than two digits. For example if the largest room number is between 10 and 99 then room numbers 1 through 9 should have leading zeros. Room number 1 should be 01 using one leading zero. Room Number 2 should be 02 etc.

If the largest room number has three digits then all room numbers need three digits. Use leading zero's to make up the three digits on numbers 1 to 99. Room number 1 would be 001, room number 20 would be 020 etc.

### **Consistent room letters:**

If each room has more than one bed and is designated by a letter then make sure the letters are added in the same way. For example if capitals are used for the letters make sure all letters are capitalized. If no space exists between the number and the letter then make sure they all have no space between the number and the letter.

## **How to Configure Automatic Date Profile Last Updated field**

In the situation where you have made a change in any of the profiles and you are about to exit, choices are available as to what happens to the 'Date Profile Last Updated' field. This field can be set up so that:

1. It will automatically be revised with today's date without warning the user.
2. It will never be automatically revised with today's date.
3. The user will be prompted to decide if the date should be revised using today's date or not.

These choices can be configured by clicking the 'General / Backup / Profile Settings' button in the 'Utilities Menu' under the heading "Profile Update Settings". Check the box of the behaviour you wish to have take place. Then click OK. You must have an 'Full Access' ('A Level') or 'Maintenance' ('D Level') account to be able to change this behaviour. Regular users do not have access to change this.

## **How to Adjust the inactivity Timeout**

### **Overview Example:**

If RIM is left unattended and the inactivity setting is '5' for example, RIM will close after 5 minutes of inactivity and will make the Logon screen appear. The next person wanting to use RIM will have to enter their user name and password to get in. If this setting is zero (0) then this feature is turned off and RIM will never close by itself.

How to:

To set the amount of minutes of inactivity, open the Utility menu and click the button called 'Inactivity Timeout Setting' A window will open. Enter the number of whole minutes you wish RIM to stay open while inactive. If the setting for inactivity is set to '0' minutes then RIM will not close at all by itself.

### **How to control access to the Nursing Unit drop down box**

Regular users can be blocked from changing the Nursing Unit in the Nursing Unit drop down on the main menu. If you wish to restrict access, open the Utilities menu and click the "Backup / General / Profile Settings' button. Check the box "Restrict changes to the Nursing Unit drop down box to 'Full Access' and "Maintenance level users. You must be logged on as a Full or Maintenance level user in order to check or uncheck this box.

If the box is checked, then a Full or Maintenance level user can choose the Nursing Unit – regular users will not be able to change it. Even when restarted, RIM will retain the last choice that the Full or Maintenance level user choose. The choice of Nursing Unit can be different on each computer.

### **How to view the Audit Trail Report**

You must be logged on to RIM as a Full Access Level user in order to view this report.

To view the Audit Trail Report, click the Reports button on the Main Menu. The Reports window opens. Click the Audit Trail button at the bottom of the window, the Audit Trail window opens giving you a choice of Care Plan Audit Trail or Medication Record Audit Trail. Click the radio button of your choice. To preview it click the Preview button, to print it, click the Printer button. Since the report may be long we recommend that you preview it first. In either case you will be asked for a beginning date and then an end date. Enter these as you would elsewhere in RIM. You will then be asked to choose a Resident or to click the All Residents button.

If there is a lot of information to show, RIM will be busy preparing the report which may take a minute or two. The information will then be on the screen or have gone to the printer. If the information is more than one page click the right arrow button at the bottom of the window to advance to the next page, the left arrow button to view the preceding page. Use the close button at the top of the window to exit the Report.