

Observations & Nurse Escalations

Step-by-step guide to enabling faster, clearer care communication between CNAs and nurses

Overview

Share what you see

CNAs document any changes or concerns they notice while providing care.

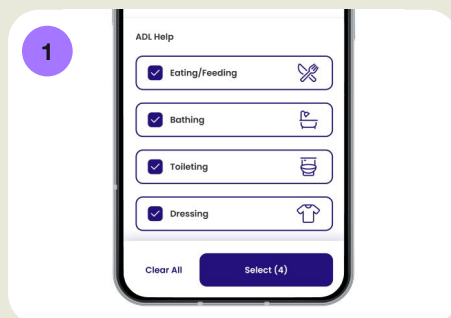
Receive real-time alerts

Nurses get the update right away.

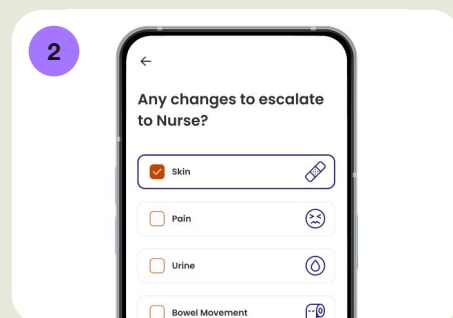
Follow up and track

Nurses can review and follow up during the shift. Managers can close the loop.

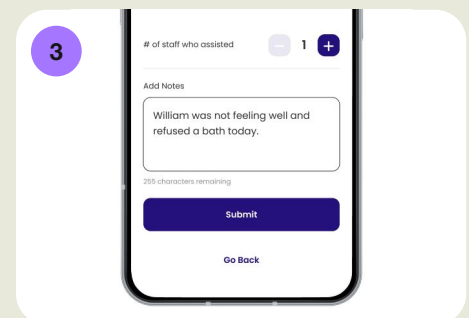
Steps for CNAs | See it. Select it. Note it.



1 Document the care provided as usual.

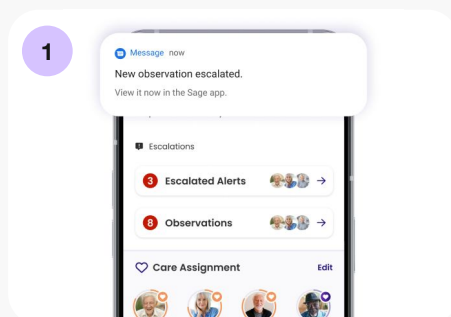


2 Select a change or concern (only if needed).

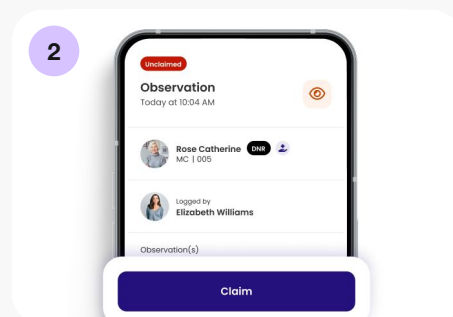


3 Add a note to describe what you saw or what you're worried about.

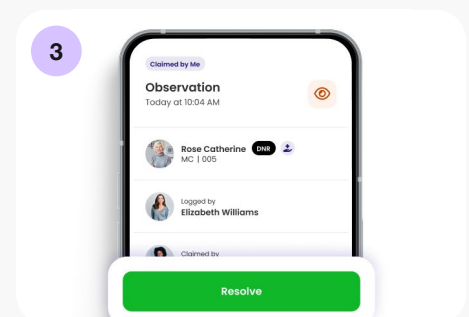
Steps for Nurses/Medtechs | Responding to Observations



1 Get instantly notified of new observations, viewable on the Today page.



2 Select and claim observations as you check with the resident.



3 Resolve the observation before the end of shift.