Mobile Heartbeat Education:

Dynamic Roles
Course Objectives:

After this Education you will:

✓ Understand Dynamic Roles

✓ Know how to favorite a Dynamic Role

✓ Know how to Browse to find Dynamic Roles

✓ Know how to sign into a Dynamic Role
Important at Time of Log In

Check your Sound Settings

- Be sure the device was not switched to silent.
- Check the volume of the device to ensure you will be able to hear it.

**NOTE:** Turning the device to silent increases the risk of alerts and alarms to be missed. This becomes a patient safety concern.
Important Settings

• Shared Device Users
  • BHVoice
  • Airplane Mode
    • Properly connect to the network
    • Prevents battery drain
    • When devices complete an update, Airplane Mode must be reenabled
      • If Airplane Mode is not reenabled, an orange banner will display
      • An orange banner would also display if there is no phone number associated with the login/user.

• Personal Device Users
  • BHGuest
  • Be sure to Allow Critical Alerts within the app
  • If you own an Apple Watch, disable notifications for MH-Cure
Remove Yourself from Training Unit

- Navigate to the **Dashboard**.
- Select **Assigned Units**.
- Tap **Edit**
- Remove yourself from *zTraining/*New User (Dearborn) and/or Go Live

No more training do you require.
Dynamic Roles
What is a Dynamic Role?

- Daily Assignment
- A dynamic role is used for a role that is changing
- Assign oneself to a specific role(s) and locations
- Provides a label and a set phone number for that role. A person in a dynamic role can be contacted by the role. (example: Charge Nurse)
- Increases ease of communication
Why are Dynamic Roles important?

How do I find the Charge Nurse in 2 South East?

With Mobile Heartbeat: A Dynamic Role allows a user in a role (Charge Nurse SSU) to assign themselves in order to receive calls and messages for the Dynamic Role as well as themselves (Susan Smith, RN).
### Difference between Hired Roles vs Dynamic Roles

<table>
<thead>
<tr>
<th>Hospital/Hired Role</th>
<th>Dynamic Role (daily assignments)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Registered Nurse</td>
<td>• Charge Nurse</td>
</tr>
<tr>
<td>• Respiratory Therapist</td>
<td>• On Call Stroke Service</td>
</tr>
<tr>
<td>• Care Manager</td>
<td>• Stroke and Sepsis</td>
</tr>
<tr>
<td>• Clinical Assistant</td>
<td>• Surgical Tech Float</td>
</tr>
<tr>
<td>• CRNA</td>
<td>• First Assist Float</td>
</tr>
<tr>
<td>• Social Work</td>
<td>• Emergency Preparedness</td>
</tr>
<tr>
<td>• Chaplain</td>
<td>• Surg Path Runner</td>
</tr>
<tr>
<td>• Inventory Clerk</td>
<td></td>
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</tbody>
</table>
ATTENTION!!

• A person can have more than one dynamic role at a time, but only one person can be assigned to any given dynamic role.

   Example:
   Susan Smith can be assigned as the Charge Nurse and a RRT Nurse.

• If you sign into a dynamic role and it is occupied by another user, you will unassign them from that role.

• It is important to read all messages that come to your phone!
How to use Dynamic Roles
How to self assign to a Dynamic Role:

1. Navigate to the Dynamic Roles section on your dashboard.
2. Select a role from the list provided.
3. Confirm the assignment.
How to browse for Dynamic Roles:
Favoriting a Dynamic Role:

Browse Dynamic Roles to search a specific dynamic role and add to favorites.
Favoriting a Dynamic Role:

Benefits of having a Favorites list:

• Saves time when searching for whom to call

• Easy access to frequently used Dynamic Roles

• Confidently contact the correct person by their role
ATTENTION!! Favoriting vs Assigning

**Favoriting**

Charge RN 6E CCU

8:36

Dy. Roles  Dynamic Role Details

Hospital
Royal Oak

Extension
19475200018

Favorite Dynamic Role

Assigned To:
- 6E CCU Cardiac Care in Royal Oak
- Registered Nurse
- Charge RN 6E CCU Royal Oak

**Assigning**

Assigning

8:25

Dy. Roles  Dynamic Role

5N Med Surg Royal Oak
19475200011

5S PICU Royal Oak
19475200015

5S Peds Royal Oak
19475200016

6C Palliative Royal Oak
19475200017

6E CCU Royal Oak
19475200018

Confirm Dynamic Role

You are assigning to replace ___ as Charge RN 6E CCU Royal Oak
Are you sure?

Confirm  Cancel
Signing out of a Dynamic Role:

Make sure you **sign out** of your **Dynamic Role** before signing out of the application!

If you only sign out of MHB and not the Dynamic Role, **your phone number will still be attached to the Dynamic Role**!
Provide an example

Step process, 1 (dynamic role) and then 2 (log out of application)

Log out of dynamic role.
CRNA logs out of device, but not dynamic role and therefore it looks as if the person is still logged into the dynamic role.
Resources
Beaumont Intranet > Education > Mobile Heartbeat

- Dates and times for Advanced Webinars
- The website is constantly changing
- Mobile Heartbeat has regular updates
- Reminder when a shared device has an update, airplane mode must be enabled again
Beaumont Intranet > Education > oneChart > Bookshelf > Mobile Apps

Education Links
- COVID19 Support Education Materials
- HealthStream
- Bookshelf
- Video Library

Mobile Apps
- Mobile Heartbeat Guidebook
- CTMU Guidebook
- Nurse Call Guidebook
- Nurse Call Tip Sheet
- Contact a CTMU Tech Tip Sheet
- Mobile Heartbeat Troubleshooting

Mobile Heartbeat Clinical User
Upcoming Sessions

✓ Provider Education
✓ Resources
✓ Upgrades
QUESTION?  COMMENT?  CONCERN?

We want to hear about it.