CHRIS

AUSTRALIA AND NEW ZEALAND CRITICAL HEALTH RESOURCE INFORMATION SYSTEM

User Guide

Version 3.0
October 2021

CHRIS

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1. Introduction

The CHRIS (Critical Health Resource Information System) is a real time, web based bed occupancy reporting tool used by health services nationally. It provides a national, statewide, and, hospital level view of critical care capacity, and available resources, based on regular hospital data input.

In collaboration with the Commonwealth Government, this system has been created to provide a national view of Intensive Care Resources across the country to ensure all Australians have optimal access to Intensive Care Services no matter where they live. As we head into the peak for COVID-19 incidence, this system will allow us to proactively coordinate available resources to facilitate timely decision making and deliver optimal health care.

The CHRIS system is a straightforward data platform, designed to capture a small number of fields and enabling timely information visibility about the intensive care system as a whole.

2. Access to CHRIS

Access to this system is restricted to users who have login credentials. You do not have to be in your assigned hospital to access the site. Login credentials will be supplied to you by your hospital administrator.

CHRIS is accessible at the following URL – https://chris.health.gov.au

3. Roles within CHRIS

There are five roles with varying levels of access within CHRIS.

- Global Admin – Access to all systems (administration access)

- Federal Government Admin – View data (read only access) and generate reports and view dashboards for all hospitals, including national overview

- State User – View data (read only access) and generate reports and view dashboards for all hospitals, in their jurisdiction

- Hospital Administrator – Manage data and generate reports(Read/write access) for their hospital and see dashboard for their jurisdiction

- Hospital User – Manage data (Read/write access) for their hospital and see dashboard for their jurisdiction

3.1 Hospital Administrator

The Hospital Administrator role has the highest level of access within a health service.

The Hospital Administrator can:

- View all CHRIS dashboards in their allocated jurisdictions

- Update bed count information for their specified area/s and allocated hospital/s

- Run reports for their specified area/s and allocated hospital/s

- Update their allocated hospital/s information

3.2 Hospital User

The Hospital User has a limited level of access within a health service, and is primarily responsible for daily data entry.

Hospital Users can:

- View all dashboards for their allocated jurisdictions

- Update bed count information for their specified area/s and allocated hospital/s

3.3 Jurisdiction

A hospital user is assigned to one jurisdiction, and the hospitals displayed are only those in their assigned jurisdiction. Other administrative levels will have access to other jurisdictions.

Jurisdictions are as follows:

- Australian states and territories:
    - VIC
    - NSW
    - ACT
    - SA
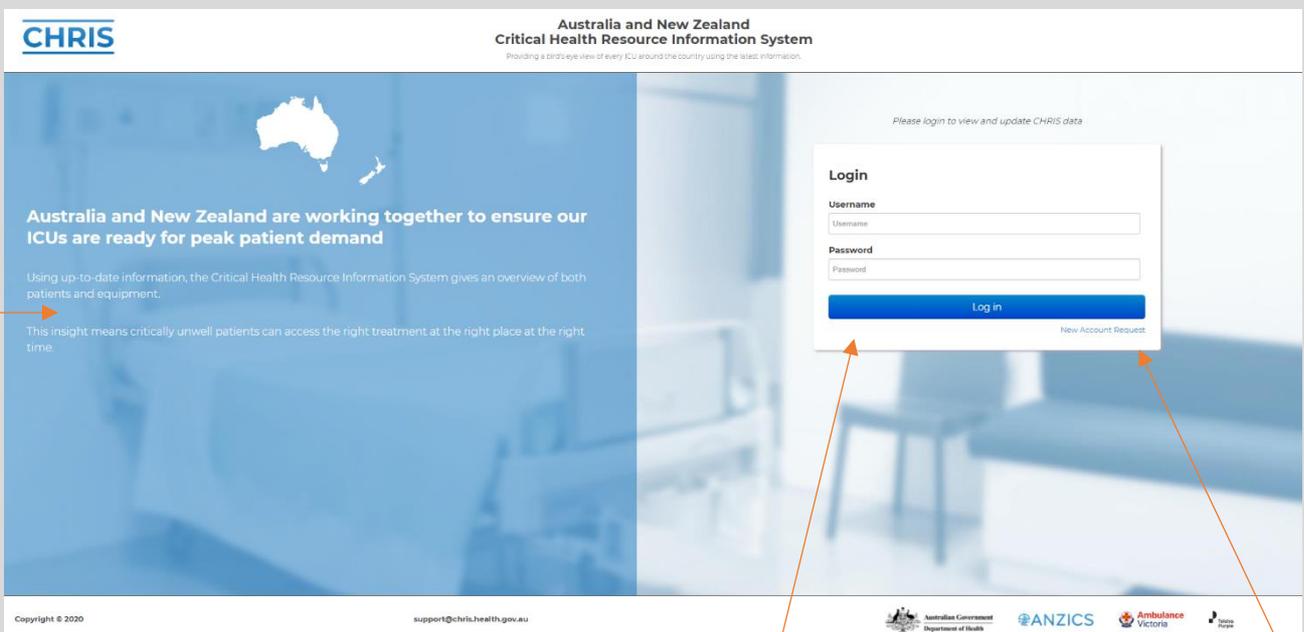   - WA
    - TAS
    - NT
- New Zealand

4. How to Login

All accounts for CHRIS are generated and maintained by Ambulance Victoria (AV) in collaboration with ANZICS.

In order to obtain an Administration account, you are required to be approved by your ICU Director as requiring this level of access to the system. Each Hospital is assigned a generic User account

You can login to the system via the blue panel on the landing page. The option to log out is also available throughout the site via the menu button on the top right hand side of the menu bar

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Description of CHRIS

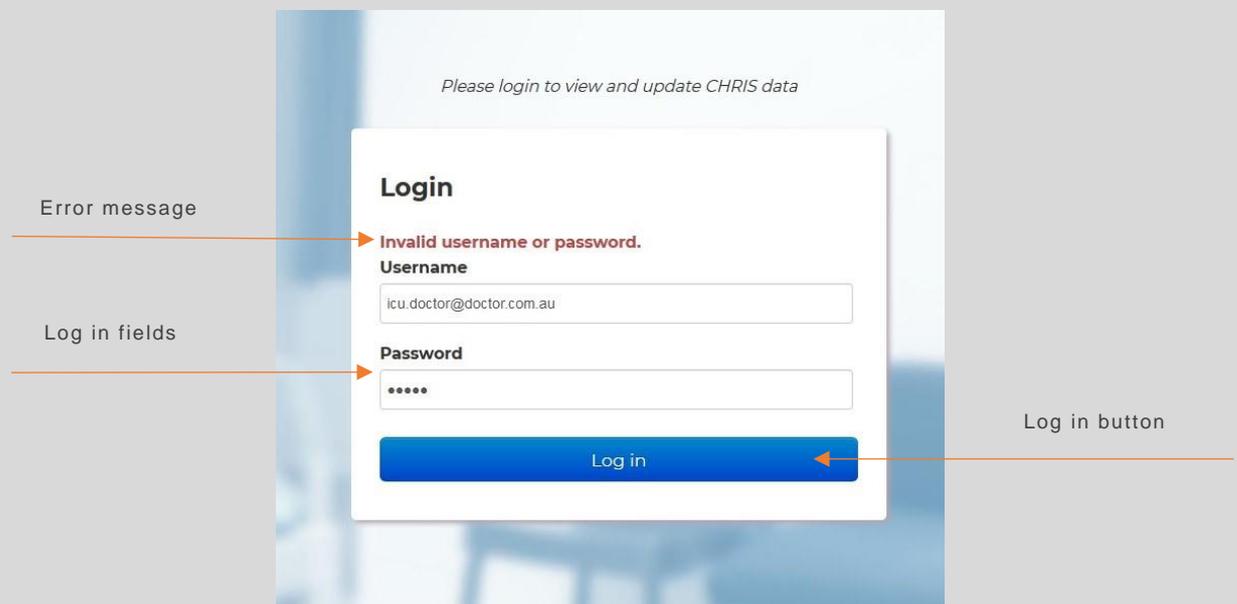Support contact details

Click here to log in

New Account Request form

4.1 Recover your password

All Hospital users will have a common password that gives access to CHRIS.

If you forget the login credentials, in the first instance please check with your Nurse Unit Manager (NUM). They will have been provided with the generic account username and password.

Should a password reset be required, please email support at support@chris.health.gov.au. The log in credentials will then be emailed to you.
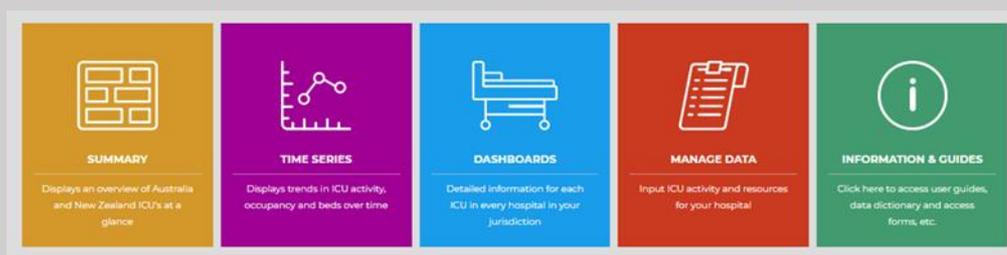
5. Homepage

CHRIS is comprised of the following five areas, depending on your level of access:

- **Summary**: Displays and overview of Australian and New Zealand ICU's at a glance.

- **Time series**: Displays trends in ICU activity, occupancy and beds over time.

- **Dashboards**: Detailed information for each ICU in every hospital in your jurisdiction.

- **Manage Data:** Input ICU activity and resources for your hospital.

- **Information & Guides:** Click here to access user guides, data dictionary and access forms etc.
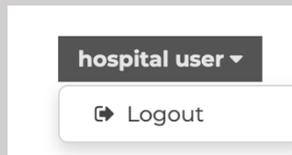

5.1 Primary Navigation

From the homepage you can navigate to any of these areas using the large panels in the centre of the screen.

5.2 Logging out

Select the profile ID menu to log out. You will then be taken back to the landing page.

5.3 Secondary navigation

On any destination page, you will see a menu header bar.

Example of destination page secondary navigation

Quicklinks: provides easy access to other sections of the site

Menu: provides fast access to other sections of the site, and includes the ability to log out.

Information & Guides: Quick link to this guide.

Connection status: Displays status of connection to live server

6. Summary page

The summary page provides an overview of COVID-19 cases and associated resources.
The page shows data for the user's country (Australia or New Zealand) by default. There is a filter menu across the top of the summary information that allows users to select data from a specific jurisdiction. The summary page shows the following information:

- Indication of last time the data was updated and the number of contributing hospitals

- Total COVID-19 cases, with data for each jurisdiction

- Resources in use and available
    - Ventilators, Filters/dialysis machines, non-invasive ventilation and ECMO

- PPE stock levels

- Staff unavailable due to COVID exposure

- Patients and beds summary:
    - Total staffed beds and total occupied beds by hospital type
    - Occupied beds by hospital type for Tertiary, Metro, Regional, Private and Paediatric hospitals:
        - Physical ICU capable bed spaces, presently open staffed and occupied bed spaces
        - ICU ventilated/ICU non-ventilated/HDU/ICU2

last updated and contributing hospitals

National Summary of COVID-19 cases

Total COVID-19 cases, with data for each jurisdiction

Jurisdiction filter

PPE stock levels

Staff unavailable due to COVID exposure

Resources in use and available

Patients and beds summary: Total staffed beds, and occupied beds by hospital type.

7. Manage Data

This is where a hospital user will put in monitoring-specific data, such as patient numbers in ICU & HDU, and incident specific, treatment data, e.g. number of patients on ventilators, availability of beds, and availability of stock.

Hospital Name

Patient Data fields

Bed availability Data fields

Assigned hospital

Treatment by patient Data fields

Stock levels Data fields

Update / cancel data entry

7.1 Frequency of updates

Hospital users are required to update 2 times per day (between 0800-1400 & 1700-0000). However, the preference is if anything changes in your unit you update CHRIS at the earliest convenience, there is no restriction to how many times you update only to the minimum amount of times.
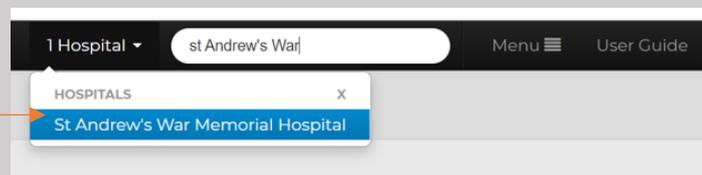
7.2 Cancelling an update

If a user wants to cancel an update, they can press "cancel" at the bottom of the form.

7.3 Hospital name in the menu bar

When a hospital user navigates to the Manage page, the hospital they are assigned to will be displayed. The hospital selection menu is adaptable to display data only visible to other admin levels, e.g. global admin access will display all hospitals in the dropdown menu. However, as a hospital user, there is only one entry there – which is the hospital they are assigned to. In the event a hospital user is assigned to two hospitals, simply use the drop down menu to switch between hospitals.

Assigned
hospital
dropdown

| 1 Hospital ▾ | st Andrew's War | Menu ☰ | User Guide |

HOSPITALS   X
St Andrew's War Memorial Hospital

7.4 Data fields

It is important to enter data in all fields. If there has been no change, the value from the previous count is included in this update. If the current count is zero, then 0 should be entered and the field not left blank.

The data is displayed as follows:

Current count:

The latest data just entered

Previous count: The last data update

Last updated:

The time the previous update was entered

Tooltip: shows contextual information for a data field

Patient

Enter the number of patients in your hospital who are...

New counts must be entered even if the count hasn't changed.

	Current count	Previous count	Last updated
ICU patients		1	26/10/2021 07:44
HDU/ICU 2 patients (under the care of ICU)		5	26/10/2021 07:44
Confirmed COVID '+' cases in your ICU/HDU(s)		0	26/10/2021 07:44
Confirmed COVID '+' cases in your ICU requiring Invasive Ventilation		0	26/10/2021 07:44
Confirmed COVID '+' cases admitted to your hospital		2	26/10/2021 07:44
Total number of COVID-19 patients in your ICU that have received 2 (or more) COVID-19 vaccines		0	26/10/2021 07:44
Cleared COVID '+' cases in your ICU/HDU(s)		0	26/10/2021 07:44

7.5 Contextual help

Tooltips reveal contextual information about the type of data required when updating the fields in the "Manage Data" page.

Wherever you see this icon ⓘ you can hover over for further information.

NOTE: Although there is not this icon does not feature beside each column header on the dashboard page, the column headers also reveal contextual data when you hover over them.

Tooltip icon

Contextual information revealed when hovering over the tooltip icon

New counts must be entered even if the count hasn't changed.

Current count

ICU patients

Number of patients receiving at least one to one nursing care. E.g invasive ventilation / CRRT / ECMO

ast updated

8. ANZICS Monitor Dashboard

The dashboard displays the resources, number of patients in ICU, HDU, and Incident specific, and resource availability for each jurisdiction as applies:

- Tertiary

- Metro

- Regional

- Private

- Paediatric

8.1 Patient data tab

The patient data tab is active by default. This displays patient and treatment data.

CHRIS
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CRITICAL HEALTH RESOURCE INFORMATION SYSTEM

8.2 Resources availability tab

The resources tab displays the availability of resources such as ICU beds, and also the availability of stock, e.g. ventilators.

The stock availability section of the resources tab utilises a 'traffic light' alert colour system.

The system displays a colour according to the following parameters:

- Green – [there is enough stock for 7+ days]

- Amber– [There is enough stock for up to 7 days]

- Red – [There is less than 3 days stock]
  This gives users an at-a-glance status of stock availability in your jurisdiction.

Australia and New Zealand
Critical Health Resource Information System
Providing a bird's eye view of every ICU around the country using the latest information.

hospital user ▾

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COVID-19

Filter: Enter hospital name   Jurisdiction: Queensland   *Commencement Date: 09/04/2020 15:00*

COVID-19

Patient Data | Resources Availability

Tertiary   Close ⊟

Hospital	(BAU Numbers)	Treatment				Stock			Updated
		Invasive ventilation	Non-invasive ventilation	Renal replacement therapy	ECMO	Spare ventilators	Spare dialysis/filters	ICU PPE stock (low < 3 days, medium = up to 7 days, ok = more than 7 days)	
Gold Coast University Hospital 👁	(38, 21)	10		3	0			Up to 7 Days	23/04/2020 11:28
Mater Adults Hospital (Brisbane) 👁	(16, 8)	1		0	0			Adequate	23/04/2020 10:59
Princess Alexandra Hospital 👁	(30, 24)	12	0	1	0	26	5	Up to 7 Days	23/04/2020 11:15
Royal Brisbane and Women's Hospital 👁	(36, 28)	13	2	5	0	16	7	Less than 3 Days	23/04/2020 10:30
Sunshine Coast University Hospital 👁	(30, 12)	4		1	0			Up to 7 Days	23/04/2020 12:03
The Prince Charles Hospital 👁	(27, 20)	7	3	1	0	21	12	Adequate	23/04/2020 12:14
Townsville University Hospital 👁	(21, 14)	6		1	0			Adequate	23/04/2020 11:43
Tertiary sub-totals		53	5	12	0	63	24		

Metro   Close ⊟

Hospital	(BAU Numbers)	Treatment				Stock			Updated
		Invasive ventilation	Non-invasive ventilation	Renal replacement therapy	ECMO	Spare ventilators	Spare dialysis/filters	ICU PPE stock (low < 3 days, medium = up to 7 days, ok = more than 7 days)	
Caboolture Hospital 👁	(8, 4)	0		1	0			Less than 3 Days	23/04/2020 12:01
Ipswich Hospital 👁	(11, 7)	3	0	1	0	5	2	Less than 3 Days	23/04/2020 11:32
Logan Hospital 👁	(8, 7)	2		0	0			Up to 7 Days	23/04/2020 11:34
Queen Elizabeth II Jubilee Hospital 👁	(5, 4)	2		0	0			Up to 7 Days	23/04/2020 12:08
Redcliffe Hospital 👁	(10, 7)	3		0	0			Up to 7 Days	23/04/2020 11:11
Robina Hospital 👁	(11, 5)	4		0	0			Up to 7 Days	23/04/2020 11:09
Metro sub-totals		14	0	2	0	5	2		

Regional   Close ⊟

Annotations:
- Filter
- Jurisdiction
- Patient data tab
- Resources availability tab
- Traffic light alert display
- Hospital name
- Time updated
- Hospital details button
- BAU Numbers as reported on ANZICS Critical Care Resources Survey at the end of each financial year.
- Resource availability

8.3 Reading the dashboard

To easily read across the lines on a given dashboard, if you click on the hospital name it will highlight the entire row so you can easily read the bed numbers associated with that hospital.

Click to highlight hospital row

| Dandenong 👁 | (14, 14) | 10 | 2 | 9 | 6 | 61 | 0 | 1 | 21 | 12 | 1 | 2 | 2 | 25/10/2021 20:03 |
| Frankston 👁 | (15, 10) | 8 | 2 | 2 | 2 | 35 | 0 | 0 | 25 | 10 | 0 | 0 | 0 | 26/10/2021 07:08 |

Open ⊞

Close ⊟

Sections within a given dashboard are now easily collapsible to enable to you to view only the information you are interested in. Simply click anywhere along the grey banner at the top of the section you wish to collapse or expand. An "Open" or "Close" is displayed in the right hand side of this banner to indicate that the section is collapsible, or that there is data not currently being displayed.

8.4 Hospital specific information

Users can easily access information for a specific hospital located on any of the dashboards, by clicking on the eye icon located next to the hospital they wish to view.

Ipswich Hospital 👁

Hospital information icon

Hospital information displayed

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hospital user ▾

Home   Dashboards   Summary   523 Hospitals ▾   Search for Hospital   Menu ☰   User Guide

Ipswich Hospital

Hospital Common Name:
Ipswich Hospital

Hospital website:
https://www.westmoreton.health.qld.gov.au/location/ipswich-health

Hospital Address:
Chelmsford Ave 4305

ICU Director:
Neeraj Bhadange

Switchboard Phone:
(07) 3810 1111

ICU Phone:
(07) 3810 1321

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8.5 Filter

You can filter the display by entering a specific hospital name.

Enter the hospital name in the filter field. The display will then switch to only showing exact or partial matches for your hospital name.

Note, this filter function persists across tabs. i.e. if you filter for a hospital from the patient data tab, the results on the resources tab will be filtered by that hospital name also.

To show all hospitals, delete the input text from the filter field. The display will then automatically show all hospitals in your jurisdiction.

Filter	Enter hospital name

8.6 Sorting

Dashboards are dynamic and allow you to sort any of the columns by clicking on the column headings. Dashboards can be put back to their original state by clicking on the Hospital heading.
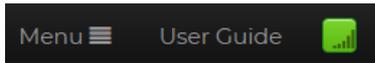
For example, by clicking on any column heading the data will sort descending to ascending placing units containing empty beds at the top of the list for tertiary, metro sub-tertiary, regional sub-tertiary and private hospitals. Note, this is irrespective of which section you clicked on the heading. To put the list back into alphabetical order, simply click on the "Hospital" heading.

Availability					Click the column headers to sort the data displayed
Physical ICU capable bed spaces	Presently open staffed and equipped ICU bed spaces (incl. vacant and occupied ICU beds)	Patients awaiting admission to ICU	Patients awaiting admission to HDU	Critical care medical and nursing staff unavailable due to COVID exposure or illness	

8.7 Connectivity

Information displayed on all dashboards within CHRIS receives live data feeds from the database, so information will automatically update without the need to refresh your screen. Connection to the live data is indicated by the coloured square icon in the top right hand corner.

Icon status:

- Green indicates that you are connected

- Orange is attempting to connect

- Red indicates that you are not connected so will not be receiving up to date information.

9. Support

If you are unable to resolve your issue using this guide, or you require some technical support, please contact the site administrators via the **support@chris.health.gov.au** email address.

Footer

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Support contact details