

PHILIPS

Healthcare

Alarm Management

Stopping alarm fatigue

Customized solutions: your problems become our projects

Clinical staff have to deal with 150 to 350* alarms per patient per day. Different devices compete for their attention, and it is often unclear what action is required.

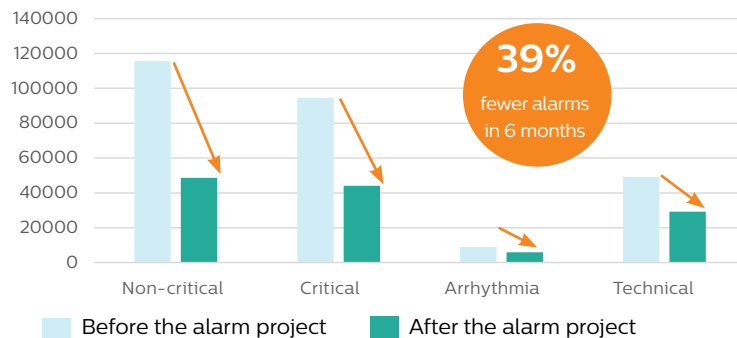
This multitude of auditory signals desensitizes staff to alarms and can endanger patient safety.

A review of alarm management is also recommended** by the ANSM (*Agence nationale de sécurité du médicament et des produits de santé* — French National Agency for Medicines and Health Products Safety) in order to combat alarm fatigue.

Like many intensive care units, Tourcoing hospital faced this alarm problem and called on Philips to implement a solution.

Their objective was to establish a continuous and customized approach to improving and optimizing the quality and risk management system.

Evaluation of the number of alarms by type



"The alarms project has reduced noise pollution and improved patient safety within the unit."

Dr. Delannoy, resuscitation physician at CH Tourcoing



Who?

The resuscitation unit at CH de Tourcoing, located on the north-eastern slope of the Lille metropolitan area.

Problem?

Reducing the number of non-actionable alarms in order to improve:

- Patient safety
- The experience of patients and their families
- Staff wellbeing

Solution?

As part of a complete approach covering all human, organizational and technical aspects, Philips helps the resuscitation unit optimize its practices and reduce the number of alarms.

* Keith J. Ruskina and Dirk Hueske-Krausb, Alarm fatigue: impacts on patient safety, Volume 28, Number 6, December 2015

** ANSM Recommendation "DM-RECO 05/04" of October 17, 2005 on the use of cardiorespiratory monitoring systems.

A project for the resuscitation unit team:

A customized alarm management system was built to address the problem.

A complete assessment of patient monitors was conducted to better understand the unit's situation. This assessment revealed an average of 237 alarms per day per bed, or one alarm every five minutes. Thanks to this data, a project team comprising clinical staff from the resuscitation unit (RNs, nurse's aids, physicians and executives) and a biomedical engineer, and supported by Philips consultants, was able to develop tailored solutions to reduce the number of alarms.

Six months after implementing these solutions and establishing an alarm culture, the results are clear. A second assessment of monitors revealed a 39% reduction in non-actionable alarms.



"I particularly appreciated the customized approach to the project, which allowed for the lasting and close involvement of staff providing comprehensive patient care. The advantage of this approach is that it resulted in a customized solution tailored to the reality of our situation."

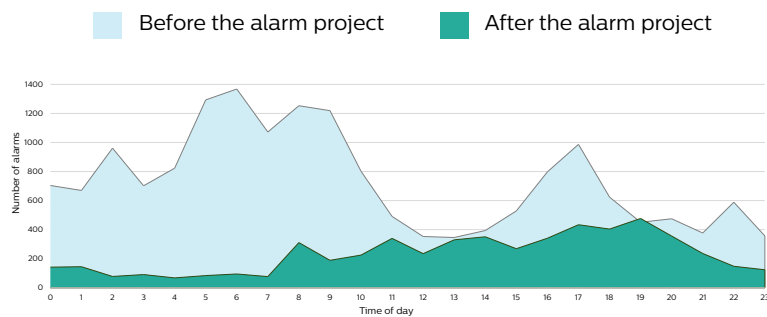
Ms. Viard, Biomedical Engineer,
CH Tourcoing



"The Philips team understood that we needed facts and not assumptions or contingencies. Simply by outlining some short-term actions, we have seen a difference. There are now periods of silence in the unit."

Mr. Bouchareb, Nurse Manager,
CH Tourcoing

Average total number of alarms per hour over one day



The benefits of the project for the unit

The entire unit has been involved in this transformation by having been educated about alarm culture; it's a first step toward continuous improvement.

This solution has enabled the care teams to make better use of the capabilities of monitoring devices and to adopt new practices that are now integrated into their daily routine.

The comprehensive approach covers all organizational and technical aspects. It involves everyone, enabling a real evolution of the unit's practices.

Customized solutions: your problems become our projects.



"Reducing the number of non-actionable alarms has enabled us to be more vigilant with regard to critical alarms, so we are a lot more responsive."

Ms. Jouvenez, Nurse, CH Tourcoing

