PHILIPS

Clinical Services

Alarm assessment and evaluation for Philips Information Center iX

Managing nuisance alarms and providing measurable improvement

False alarms are not only annoying, they can be dangerous. Philips Information Center iX (PIC iX) Alarm Assessment and Evaluation service can help control false alarms and nuisance alarms as well as identify contributory practices – supporting you with your goal of reducing alarm fatigue and avoiding adverse patient outcomes.

Historic methods of alarm management

Until now, alarm assessment techniques typically involved an observer sitting at a nurses' station with a manual checklist, ticking off alarms as they occurred. Another observer was assigned to shadow the staff and monitor reactions to alarms, time to silence, location where the alarm was silenced, and so forth. These methods are expensive, labor-intensive and subject to human error.

PIC iX creates new possibilities in alarm analysis

The alarm reporting capability of the PIC iX is excellent, and permits new and deeper levels of analysis. The Philips Alarm Assessment and Evaluation services team will analyze alarm histories, identify probable contributory factors, review settings, observe staff workflows, isolate performance gaps, and ultimately identify common alarm issues and provide performance improvement considerations.

Advantages

- Objective 3rd-party review of policies and metrics
- Qualitative alarm data extraction and analysis
- Value Stream Mapping of current workflows
- Optional implementation support phase

Controlling the factors that cause alarm fatigue

Helping you limit the number of non-actionable alarms

We all remember the classic fable, "*The Boy Who Cried Wolf.*" With frightening regularity, non-actionable alarms are recreating this story in hospital units every day. However, unlike fiction, ignoring an alarm can have a real cost – the potential loss of human life. Ensuring that alarms have a purpose and a specific resolution action should be the goal of every patient-care unit equipped with patient monitors.

Non-disruptive observation

PIC iX allows complete historical review of alarm activities

People under observation behave differently than they would under normal circumstances. Accurate measurement of true alarm activity and associated response needs to be done undetected and "in the background." The PIC iX tracks 3 alarm levels and allows filtering of more than 20 alarm response actions with searchable alarm history of up to 90 days.

Alarm assessment delivered in two distinct phases

Philips Alarm Assessment and Evaluation can help you identify the causes of non-actionable alarms and contributing practices, and provide actions and considerations to reduce your total alarm load.

"The most insidious alarm is the one that sounds constantly, but that every time it is checked, the patient is fine. This desensitizes everybody to the alarm, so when an actual alarm that needs to be responded to starts going off, there can be a delay before it's recognized."

Director of Patient Safety

Phase 1 – Assessment and evaluation

During Phase I, clinical assessment and observation, we identify stakeholders and define roles and responsibilities. Philips clinical specialists then review current policies and procedures to gain a clear understanding of department metrics. Alarm data extraction and in-depth analysis is combined with the clinical assessment data using Value Stream Mapping to identify gaps and inconsistencies. Finally, we provide guidance to aid in optimization of alarm settings, education, protocols, management practice, and define your next steps.

Phase 2 – Implementation and impact (optional)

Based on the needs of your staff, Philips will identify necessary changes and create a formal project plan. Partnering with your staff, we will implement agreed-upon workflow and system configuration changes, and provide support for go-live. Clinical specialists will identify discrepancies between expected and actual alarm behavior, and provide solutions and education as needed. Post-implementation data collection will be compared to initial data in order to document the benefits of change.

Value recognition

Our mission is to help you fully realize the clinical benefits of the system you purchase, assist you in your efforts to improve performance, and help you to better serve your patients.

For more information, please visit
www.philips.com/healthcare