



PHILIPS

Clinical Professional
Services

Make your telemetry system work harder for your patients and staff

The Philips Telemetry Wellness Program

Align the three elements of monitoring success: people, processes and technology.

When any one of the three elements of monitoring is out of sync, hospitals struggle with workflow, delivery of care and operational expenses.

Philips Telemetry Wellness Program is a white-glove service which holistically aligns people, processes and technology to maximize your hospital's telemetry return-on-assets. Our proven change management techniques help drive adoption, improve outcomes and achieve an optimal state.

Our approach is scalable and repeatable to meet your hospital's unique needs and includes these five essential phases:



1. Collaborate

We will collaborate with your team to assess your telemetry solution, equipment, processes, policy, procedures, workflow and determine next steps.



2. Identify

We will help your team determine internal change champions to assist in department-specific quality improvement projects. We will also help set your KPI goals and review policies and procedures.



3. Incorporate

During a kaizen event, we integrate Plan-Do-Check-Act (PDCA) methodology to promote lasting changes in staff behavior.



4. Deliver

To implement our program, we observe key areas, value stream map workflows and operations, and identify gaps and opportunities for improvement.



5. Recommend

We recommend actionable next steps and necessary changes to optimize your Philips monitoring system with follow-up visits to track progress.



Scalable ways to fix your telemetry pain points.

Each of the three tiers (Fitness, Impact and Xcellence) focuses on the areas of telemetry wellness: people, processes and technology.

Telemetry Fitness

When was the last time you revisited your policies?

Or, is your telemetry model simply in need of a tune-up? Telemetry Fitness checks the current wellness of your monitoring system, giving you a better idea of where you are right now.

Telemetry Fitness

The Telemetry Fitness Assessment includes:

- Set goals to achieve desired workflow
- Conduct a baseline assessment of workflow with value stream mapping/ identification of opportunities
- Review policies and procedures
- Observe key areas
- Summarize and provide guidance for next steps

Telemetry Impact Assessment

Are you having device management challenges? Do you know what the noise level from alarms is in your telemetry unit? Does telemetry usage in your hospital comply with AHA guidelines?

Our Telemetry Impact Assessment examines your current system and determines its effectiveness.

Telemetry Fitness

+ Telemetry Impact Assessment

The Telemetry Impact Assessment includes:

Everything in the Fitness tier, plus:

- Conduct a deep dive into alarms and communication
- Collaborate and provide guidance towards optimizing your telemetry system to ensure alignment with your institution's policy and procedures
- Develop communication strategy plan
- Create a value stream map to illustrate an optimal state

Telemetry Xcellence Program

Are there communication challenges between your staff? Do you need help developing effective communication models? Do you need to move to a centralized telemetry model? Do you have a vision for what future state might look like, but need help getting your staff on board? The Xcellence program engages change champions to understand your staff's challenges and drive adoption. A kaizen event is planned to collaborate, develop and formulate education and detailed action plans.

Telemetry Fitness

+ Telemetry Impact Assessment

+ Telemetry Xcellence Program

The Telemetry Xcellence Program includes:

Everything in the Impact Assessment tier, plus:

- Collaborate to identify change champions and next steps
- Conduct a Kaizen event – using a proven, data-driven methodology to systematically identify and implement improvement recommendations to help you resolve the challenges faced in your healthcare organization – now and in the future
- Develop a plan for telemetry outcome improvements
- Utilize change management techniques
- Deliver suggestions and recommendations
- Follow up/ support to ensure change 'stickiness'

No matter where you are in your telemetry journey, we're here to support you.

We can help your hospital achieve the Quadruple Aim of Healthcare. The Philips Telemetry Wellness Program can help you:



Provide safer patient care.¹



Improve patient and staff experience.²



Improve timeliness of care.³



Improve return-on-assets.⁴

“We completed the Kaizen having achieved our targets and able to seamlessly move into the next phase of our Central Telemetry project. This was a great example of both teams coming together to transform a process and learn along the way.”

– Philips customer at a large IDN

Philips Telemetry Wellness Program

To learn more contact your Philips Account Manager or visit www.philips.com

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4. Monegain, B. (2014, Sep 6). How IT helped Christiana Care save \$4.8M. *Healthcare IT News*. Retrieved from <https://www.healthcareitnews.com/news/how-it-helped-christiana-care-save-48m> 11. Chong-Yik, R., Bennett, A.L., Milani, R.V., & Morin, D.P. (2018). Cost-saving opportunities with appropriate utilization of cardia telemetry. *American Journal of Cardiology*. 122:1570-1573. <https://doi.org/10.1016/j.amjcard.2018.07.016>

