

Telesitter Program

President's Dinner

Kenneth Taber, Chair
Board of Directors

Thursday, September 18th, 2019
6:00 p.m.
Tappan Hill Mansion



Phelps Hospital
Northwell HealthSM

Background

- The 2017 acute care fall index rate for Phelps hospital was 130% greater than the Northwell Health system average fall index.
- Nurse technicians were being assigned to provide 1:1 sitting with the patient to prevent harm rather than caring for 5-6 patients.
- This reduced the ability of the techs to round hourly on their patients.
- The average number of patients requiring 1:1 was approximately 8 per shift- 24 shifts per day 180 hours. The cost impact was approximately \$1.27M annualized.

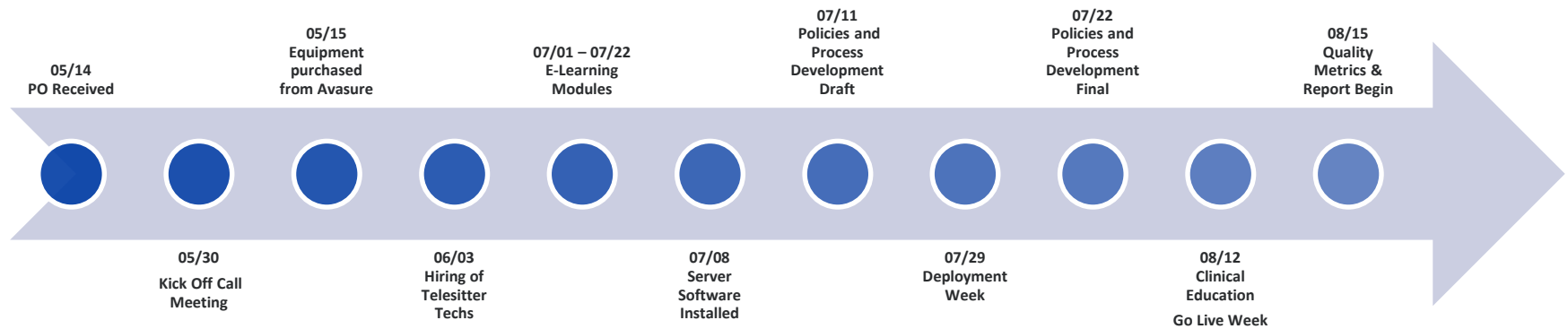
**THE 2018 FUND-A-CAUSE SUPPORTED THE PURCHASE OF THE
TELESITTER PROGRAM**

Telesitter Program

- Patients are remotely monitored through an audio and video camera system.
- Up to 14 patients , that meet inclusion criteria, can be monitored at one time by the telesitter monitor tech.
- The tech can speak to the patient in their preferred language-to redirect their behavior, immediately preventing harm.
- The tech can also speak directly to the patient's caregivers to attend to the patient-if the redirection is not effective.

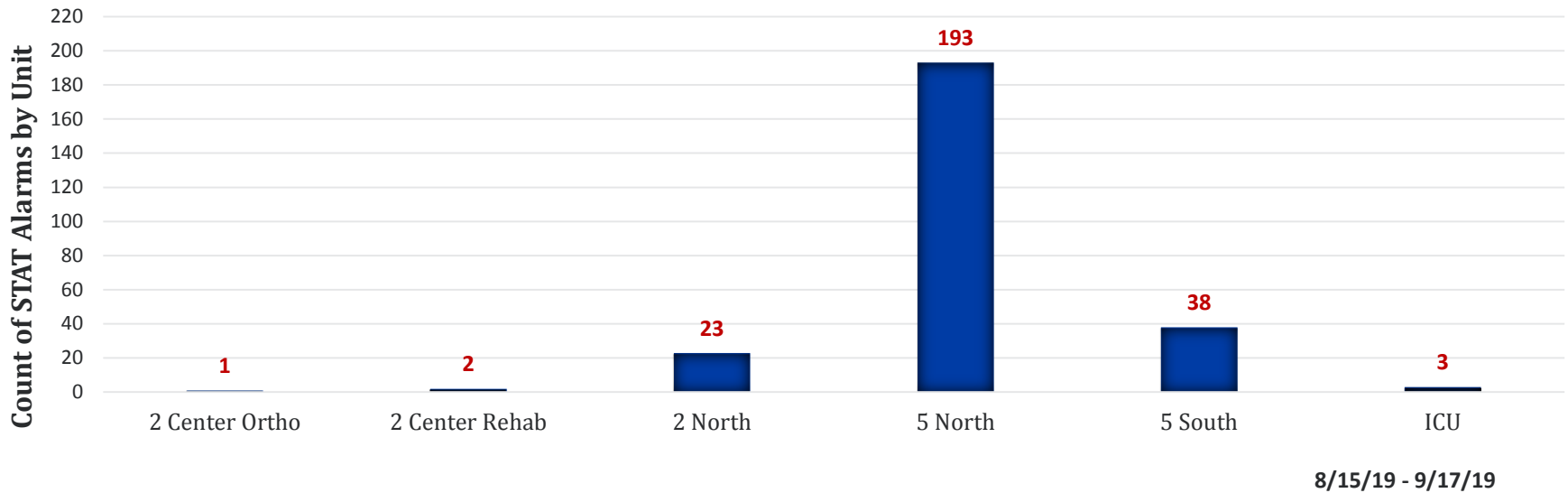


Implementation Timeline (14 – 16 Weeks)



- **Week 1** – Statement of Work/ PO secured and Timeline developed.
- **Week 2 – 16** – As of 06/04 recurring project calls were conducted with both the Clinical and Technical teams to provide project updates, provide additional resources, and to answer questions. **Clinical and Technical Action Plan** includes the development of *Policies & Process, Patient Education, Internal Awareness, Training and GO Live*.

Telesitter Program STAT Alarm Activation Intervention

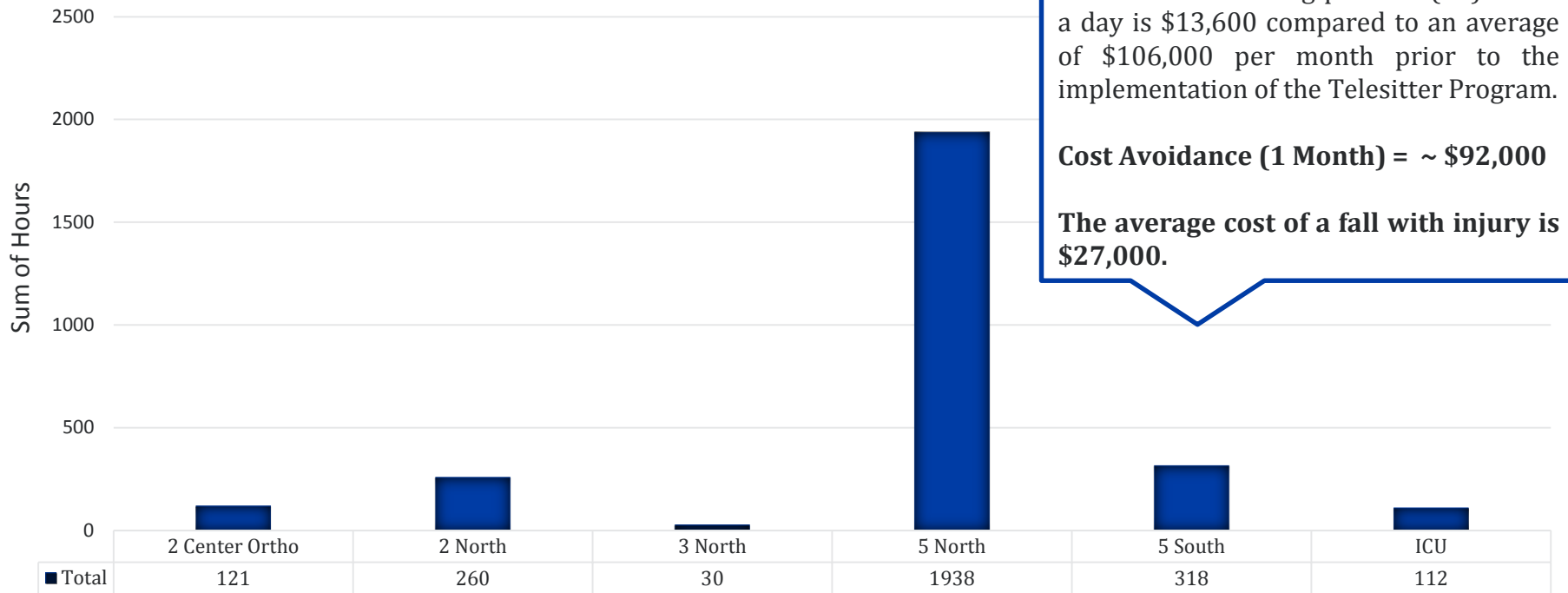


- A **stat alarm** sets off a loud siren which directs the caregivers to attend to the patient **immediately**.
- This is a depiction of the number of times the stat alarm was utilized per unit.
- From 8/15/19 to 9/17/19 there were **260** stat alarms activated which constitutes **260** near miss events where the patient could have been harmed (ie. Falling out of bed, removing invasive lines etc.)

AvaSys ADMINISTRATOR PANEL ⓘ



Telesitter Program Cost Avoidance



8/15/19 - 9/17/19

Measures of Success

- Fall rate ↓
- Fall with injury rate ↓
- Patient Family Satisfaction ↑
- Reported near misses ↑
- Overtime expense reduction ↓
- Agency usage (sitter pool) ↓



Questions?