

TELESITTER HOT TOPIC

PHELPS HOSPITAL
1ST QUARTER 2021
VOLUME #1

VERBAL INTERVENTIONS & COVID+ PATIENTS



12.3

AVERAGE NUMBER OF VERBAL
INTERVENTIONS PER PATIENT DAY

OCTOBER-DECEMBER 2020 ANALYSIS

VERBAL INTERVENTIONS PER HOUR OF DAY

Average verbal interventions
that are initiated per hour of
day by the monitor staff.

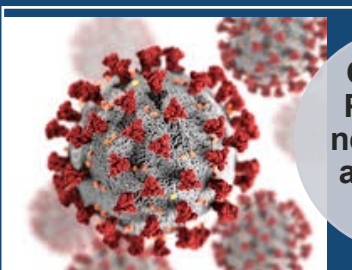
Numerator

Total number of verbal interventions
per hour

Denominator

Number of AvaSure patient days

- ❖ The target number of verbal interventions is between 11-12 times/patient day. December took a dip however, looking at the 4th Quarter data - *We are right where we need to be!*
- ❖ Did you know the preferred method of communication to the patient is by using your own voice, not the pre-recorded message?
- ❖ Ongoing communication and building a rapport with patients can often assist in improving responses to interventions. Speaking to the patients as often as possible can improve this very important metric.



**COVID+
Patients
need your
attention
too!**

MUST
focus on
the patient
pulling off
oxygen

Can
result in
patient
becoming
hypoxic

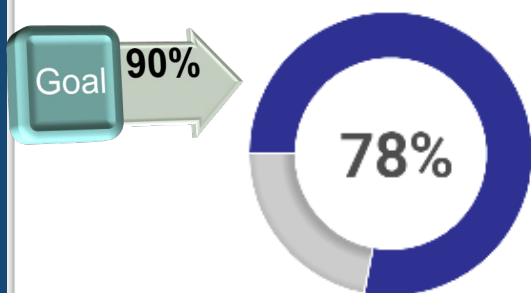
Then
falling out
of bed

And/or
going into
respiratory
arrest

DECEMBER LANDING PAGE

Northwell Health - Phelps Memorial Hospital

AVASURE MONITORING UNIT UTILIZATION



PATIENTS DISCHARGED

From Avasure Video Monitoring for patient safety

213

TOTAL NEAR MISSES

Adverse Events Unavoided

205

SAFETY CARE UNIT OF THE MONTH

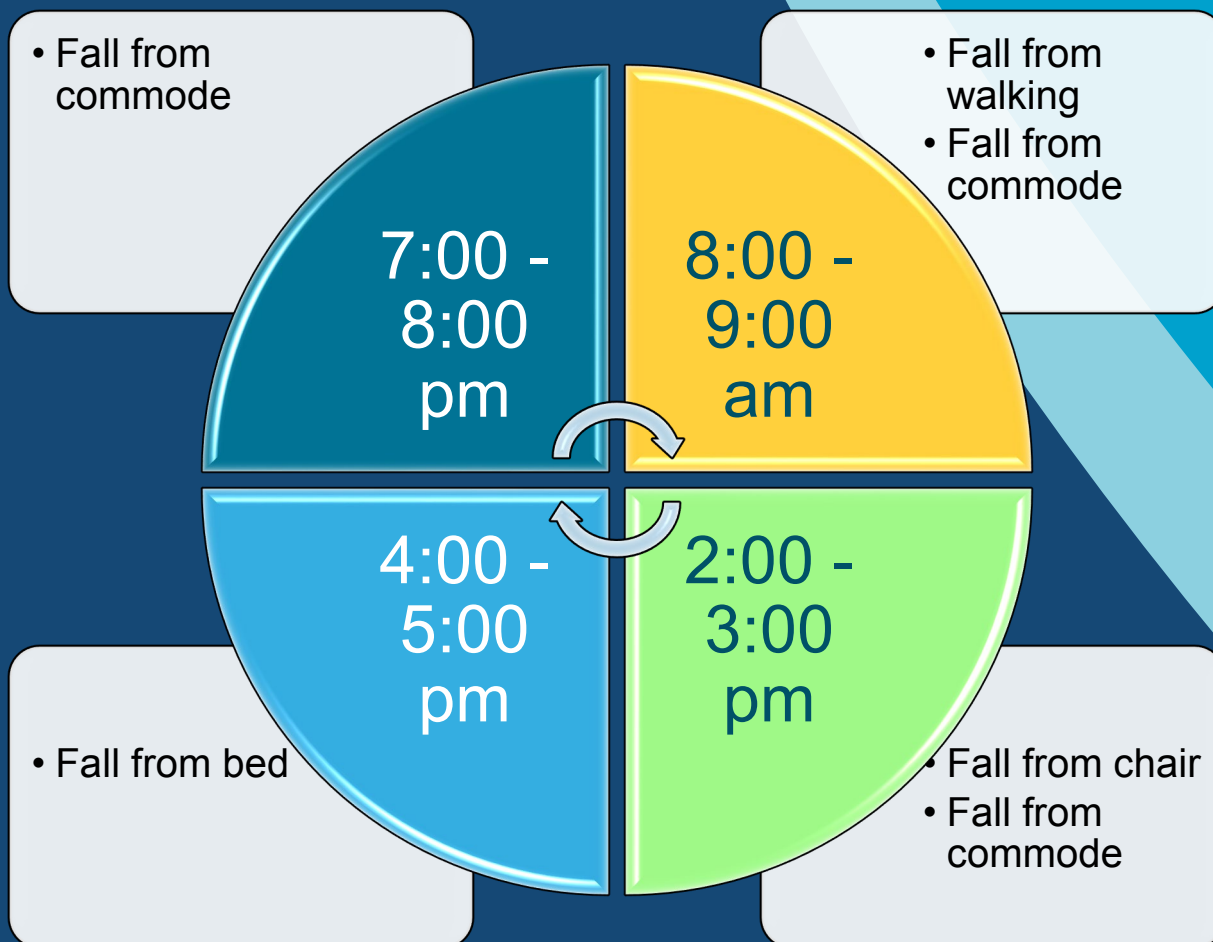
For highest utilization of Avasure

5 NORTH

30
STAT ALARM
RESPONSE TIME (SECONDS)

2.4
STAT ALARMS
PER PATIENT DAY

3
VERBAL INTERVENTIONS
PER PATIENT DAY



11/1/2019 - 10/31/2020

Highest % of falls by disposition with peak times