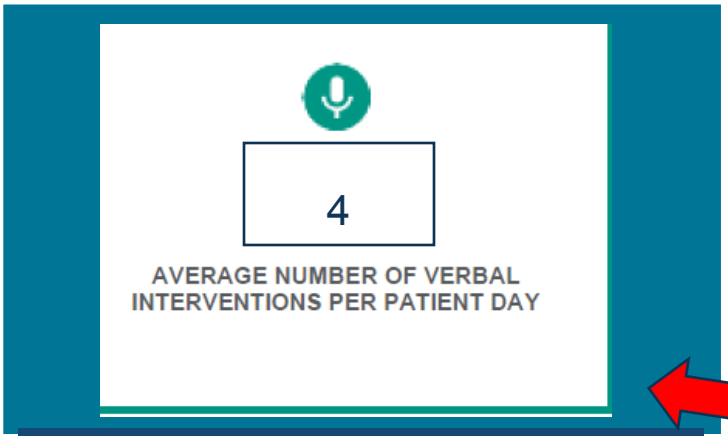
TELESITTER HOT TOPICS

Phelps Hospital
Northwell Health

PHELPS HOSPITAL
3RD QUARTER 2021
VOLUME #3

OPPORTUNITIES



June 2021 ANALYSIS

Ongoing communication and building a rapport with patients can often assist in improving responses to interventions. Encouraging the monitor staff to speak to the patients as often as possible can assist in maintaining or improving this metric..

- **June Utilization Rate = 59%, Goal = 90%**
- **Year to Date, Average Device Utilization = 9 (5 Not in use)**
- **Congratulations on increasing the number of verbal interventions per patient day from 1 to 4! The preferred method of communication to the patient is by using your own voice.**
  - **Target number of verbal interventions is between 11-12 times/patient day.**
- **As the number of verbal interventions increase;**
- **the number of pre-recorded announcements should decrease**
- **Most used pre-recorded announcement, "Attention please: Do not get up!"**
- **Kudos to 5 North for having the highest utilization rate YTD.**

Fall Events Prevented in 2Q 2021:

Apr = 127 → May = 184 → Jun = 291 →

Fall Strategies/Metrics to Consider	Response
Track and Trend patient characteristics/ information for falls that occur off of device to identify "missed opportunities/populations" (adjust risk assessments as needed)	**Falls *may* have been prevented if patient placed on Monitor:** • **1St Q 2021 = 17%** • **2ndQ 2021 = 24%** **Opportunities identified are patients:** • **On bed rest or out of bed with assist** • **Confused/disoriented** • **Agitated and/or restless** • **Poor judgment** • **Patient feels lightheaded** • **Patient unable to stand independently** • **Intoxicated**
The more we utilize the telesitter monitors the more opportunity we have to prevent a negative patient outcome. Utilization statistics for 2021 - 	**Ranking of Total Patient Hours Monitored: (Highest to Lowest)** 1. **5 North - 12,432** 2. **2 North - 7,235** 3. **5 South - 6,070** 4. **2 Center Rehab - 4,004** 5. **2 Center Ortho - 3,779** 6. **3 North (closed 2Q) - 2,034** 7. **ICU - 897** 8. **ED - 381**
Monitor Stat alarm response time to ensure timely response – Times > 19.2 seconds have a statistically significant increase in adverse events	**Average stat alarm response time (seconds):** • **Apr = 14** • **May = 14** • **Jun = 14**
Review/Share number of fall events prevented program data to identify impact on fall prevention	**Number of Falls events prevented:** • **Apr = 127** • **May = 184** • **Jun = 291**
Ensure we have best possible education with continual support and reinforcement.	 On 9/28, 9/29 & 9/30 AvaSure, company who provides us with telesitter monitoring solutions, will be providing an onsite educator to help us utilize the program to its potential!