

TELESITTER PROGRAM

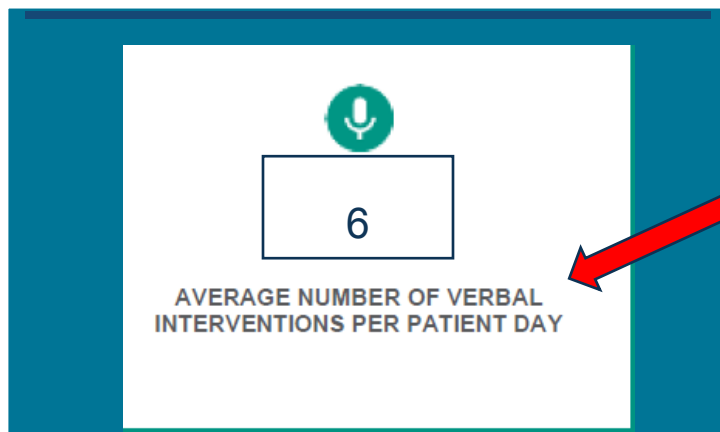
HOT TOPICS

PHELPS HOSPITAL
4TH QUARTER 2021
VOLUME #4
OPPORTUNITIES

Special thanks to Helen Renck who arranged for clinical nurse educator from Avasure, Jennifer Nelson, BSN, RN, to do a three day (9/28-9/30) inperson training for the monitor techs and nurses.

The new knowledge we received as well as reinforcement of best practices are sure to optimize the telesitter program and ultimately create better patient outcomes.

September 2021 ANALYSIS



- ❖ September Utilization Rate = 51%, Goal = 90%
- ❖ 3rd Quarter, Average Device Utilization = 8 (6 Not in use)
- ❖ Create a team approach between the Telesitter, RN and Patient to ensure the greatest impact on patient and staff safety.
- ❖ **Congratulations** on increasing the number of verbal interventions per patient day from 1(Jan) to 6(Sept)! 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 3Q 2021:

Jul=269



Aug=211



Sep=163



Kudos!



STRATEGIES TO OPTIMIZE THE TELESITTER PROGRAM

CREDIT JENNIFER NELSON, BSN, RN

Opportunities for the Telesitter (Monitor Technician)

Increase use of verbal intervention -

Avg. = 4 / Goal = 11-12

Want to form that connection with the patient.

- Use your voice first
- Introduce yourself at the beginning of your shift
- Use headset
- Become more comfortable with the microphone button and release
- Utilize the side panel commands
- As your verbal interventions increase; your pre-recorded messages will decrease

Have dedicated monitor technicians and/or consistent ones.

Update documentation every 4 hours, document exceptions.

Continue to identify and highlight adverse events prevented. Take pride in your successes!

Monitor staff will place reason for D/C into the software (ex. d/c from hospital, behaviors improved, requires direct one-to-one).

Arrange screens - place most active patients in the center. Will allow you to better focus on the higher risk patients.

Order the mount to be able to slide the screen up and down.

Generate reports at the telesitter level of verbal interventions in order to create better awareness.

Opportunities for the RNs

Increase utilization -

Avg. = 60% / Goal = 90%

- Patient doesn't have to be 1-1. Just anyone you have concern with
- Maybe use to increase your own comfort and safety - Nurse Satisfaction
- Pt from PACU and a little unsteady, use monitor for 4-6 hours until pt. stable
- Think of the telesitter as just another prevention tool like bed alarm, chair alarm - part of the fall bundle
- Incorporate at morning brief and bring pts. who we think would be good benefit most

In order for the monitor technicians to have proper view, do not put cameras on tables.

Do not unplug the monitor - we lose the data.

If patient leaves or changes rooms, contact monitor technician.

Call for privacy setting when needed (default is 15 minutes), do not unplug and do not cover the camera.

Increase communication with the monitor technician.

- Notify if taking patient off monitor for a time
- Vocera can be cumbersome and inefficient if do not know the proper team.
- Ensure monitor tech aware of nurse and PCT
- At start of day & end of day, encourage communication with telesitter

Fax vocera assignment sheet to monitor room.

Have a friendly competition on the units - stat alarm response unit of the month. (i.e. Pass along the golden roller skate or some symbol).

Build the team approach/relationship with the: Telesitter, RN and the patient

STRATEGIES TO OPTIMIZE THE TELESITTER PROGRAM

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Opportunities for the Gatekeeper

Increase utilization -

Avg. = 60% / Goal = 90%

- Gatekeeper knows where the cameras are at all times
- Gatekeeper knows if there are cameras available as well as pts. that could benefit from the monitor. Gatekeeper to suggest patients to be placed on monitor

Based on dashboard:

- Gatekeeper can recommend patients who should come off monitor due to not enough activity - but check with telesitter first (they may know reason to keep on monitor)
- Gatekeeper can recommend patient come off based on too many stat alarms and the need for 1-1.

Gatekeeper role - especially on weekends. should be pulling up dashboard 2x/day

Opportunities for the Hospital

Increase utilization -

Avg. = 60% / Goal = 90%

- Continue to incorporate at morning brief
 - As our utilization increases we may not have cameras available. Leadership bring pts. who we think would be good candidates and prioritize

Compare fall rate and utilization. As our utilization goes up our fall rate should go down.

Introduce a telesitter awareness month

Initiate friendly competitions to recognize best practices.

Already have safety unit of the month can add additional things like response time (RNs) or verbal interventions (telesitters).

Improve hospital connectivity in all areas of hospital.

Nursing News:

- Will now have a TeleSitter corner
- Quarterly Hot Topic News Letter will continue to be sent out quarterly



Sandrene Atkins-Harding, Telesitter

Thank You to the Telesitters and inpatient units for your participation in the training sessions.



5 North Nurses
Safety Unit of the Month (Highest Utilization)