



HOW TO READ HUGS MONTHLY ALARM REPORTS SENT BY IMS

1. Begin by asking yourselves, “What are we looking for in the reports?”

The reports are created in two primary parts. First, the monthly overview report. This is a one- or two-page report listing the overall number of alarms for the past month, as well as the previous four months. This is the quickest way to see how your system is performing from month to month. Look for the number of alarms versus the number of (tag) admissions. You will notice a percentage listed next to the alarm numbers that represents this association. For instance, if you had 500 tag admissions and 25 Tamper alarms, the percentage of alarms to admissions would be listed as 5%. The goal is to keep this percentage as low as possible. A key challenge for your hospital would be to set a threshold to shoot for each month, keeping in mind that 0% is always the best. Also look at how the current month compares to previous months to see if anything seems out of the ordinary. For instance, if in the previous four months you averaged 10 Exit Alarms each month but this month you jumped to 25, you will want to find out what changed.

2. The second part of the report makes up most of what you receive each month.

Each of the alarm types have their own report with specific information on when they occurred, what tag was involved, why they occurred (alarm notes), who cleared the Alarm, and when and at which computer they were cleared. For instance, if the monthly overview report showed 25 Tamper, you could then go to the Tamper Alarm report to see the specifics of each alarm. We would suggest looking for patterns and repetitions. It's one thing if 25 different tags caused 25 alarms. It's quite another if 10 tags caused 25 alarms due to multiple alarms on one tag. I would also look at the alarm notes. These notes are your golden ticket to understanding what is happening with the Passport System and if the staff responding to the alarm really knows what the alarm means. The notes should match the alarm type. They should never be blank or have just dots, dashes, or random characters. You can then see who cleared each alarm. Based on the timing and the notes, as well as repetition, you might discover certain staff members who are struggling with the system or need additional training. The last thing you are looking for is the location of the alarm. Are there certain areas of the hospital that are always having the same types of alarms? This is particularly important with Exit and Supervision Alarms. (NOTE: These reports ARE NOT delivered to you by default. Most of our hospitals have indicated that they either do not look at

this level of detail or if needed will run the specific reports from the built in reports in the Passport Computer. If you would like to receive these reports during the first year (or if under a support contract with IMS) simply request them by replying back to the person who send the monthly reports.)

3. Finally, all of the above is absolutely a waste of time unless you do something with the information.

Part of reviewing the reports naturally assumes that you yourselves understand the nuances of the alarms, what each means, what causes each to occur, and how each are prevented. It is not a bad idea to have our quick reference guide next to you when you review them. Once you determine areas where you are doing well, let the staff know. Always clearly and consistently encourage staff by affirming that they are handling the system well. This keeps the attitude positive and re-enforces good behavior. When you run into issues or problems, create a clear plan to address them. If staff needs some retraining, schedule it. If the staff needs a challenge to change an incorrect practice, review your policy and set goals to fix the issues - maybe even offer rewards if they can accomplish your plan. Work together as a team to get things where you want them. If there is an issue you do not understand, call IMS and let us assist you or give you a helpful direction.

It takes time to review the reports. Everyone is very busy. However, these reports are the best way to easily stay on top of your system. With a little practice, you will get very good at this; and it will serve you well. It will only improve your overall security program designed to protect your patients.