



Patient Security System Newsletter

HUGS—PEDZ—PASSPORT

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Developing a Process

Bedtime is rarely an easy time for young families. To ease a few of the challenges at our house when my daughters were young, we developed a bedtime process. I called it PBJ. Catchy, right?

Every night, I would say, “OK, ladies, time to PBJ.” They all knew that what Dad wanted them to do was **P**otty, **B**rush teeth and put on their **J**ammies. PBJ. It was our process. And it was helpful. The girls bought in and would make an effort to do all three mission critical tasks before reporting for nighttime prayers.

Were they always successful? I’m pretty sure I could count on my fingers the number of times all three girls accomplished all three tasks before reporting back. So, why have a process at all? Because it simplified our evenings, set clear expectations, was easy to verify and simple to correct if they came up short.

A good process can simplify tasks so that you can focus valuable time and energy elsewhere. One process that you should develop and refine is handling potential problems with Patient Security System (PSS) tags. Here are a few thoughts for your consideration as you begin forming your thoughts for processing PSS tags.

Identify Potential Problem Tags

Have you ever walked into your office, turned on the light and noticed one or two PSS tags sitting mysteriously on your desk with no explanation? Your hunch is that somebody, somewhere, sometime may have become suspicious that these tags were not functioning correctly.

Require staff to clearly identify potential problem tags by writing a quick note with their name, date and suspected tag issue. Tape the tag to the note and set it on

your desk. They don’t need to professionally diagnose the tag issue. Simply state the reason they suspect the tag is not working. For example, a note might read,

Nancy Nurse
10/16/18
Low Battery
(or Causing Supervision Alarms, etc.)

The note provides a person to ask questions, if questions arise. It also gives you a starting place for diagnosing the issue with the tag. No need to demand that the problem be accurately diagnosed. You, or you with IMS assistance, can do that. You are just asking for their best guess so that you can begin the process.

Our Technical Service Department says that fewer than 5% of tags presented to us as “faulty” are actually faulty when tested. So, it is helpful to troubleshoot the tags to determine their status.

Troubleshoot Tags

Check the Warranted Date on the tag. If it is past the Warranted Date, remove the tag from service by recycling (it contains a small lithium battery) or discarding. You are finished with this tag. Remember you will need to replace the tag by reordering.

If the tag is within its Warranted Date, login to your PSS computer, click on the Admin tab and then the Application sub-tab. Look at the box labeled “Low Battery Tags.” Any tags identified by your PSS as having a low battery will be listed in this box. If your tag **is listed** in the box and is beyond the Warranted Date, recycle/discard it. You are finished with that tag. If it is within its Warranted Date and **is listed** in the Low Battery box, contact IMS to begin the process of replacing the tag.

If the tag is **not listed** in the “Low Battery Tags” box, make certain that you are inside the protected safe area and that the tag has been sitting idle without a strap for at least 10 minutes and then apply a strap to the tag. Remember, if the tag has not rested without a strap for at least 10 minutes, it will not admit into the system. If an Auto Admit Box appears on your screen, the tag is communicating with your PSS and can be returned to service. If an Auto Admit Box does not appear on your PSS screen, contact IMS to begin the process of replacing the tag.

Call First, Ship Later

Since less than 5% of tags presented to us as “faulty” are proven to be faulty after testing, you can save large amounts of time and energy by simply calling IMS at 1-800-968-3135 about questionable tags from 8-5, M-F. Request to speak with Technical Service about a questionable tag(s). Our Technicians have the ability to log into your system remotely and walk you through a simple process to determine the health of your tag(s). They can analyze the responses of your tag(s) real-time and verify whether it should be returned to service, discarded or shipped to us. In any case, please never ship a tag back to us before you call us.

Rock Your Process

No process is foolproof. Not even PBJ! So, after you form your process for handling potentially faulty tags, communicate it clearly and simply to staff. Just like with my PBJ policy, you will also need to watch over your process to ensure it is followed. After all, people do not do what you expect. They do what you inspect.

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