



## Patient Security System Newsletter

HUGS—PEDZ—PASSPORT  
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### A New Normal

If you have been tuning in this year at all, most of us are more than ready for a fresh start! Life as we know it has drastically changed. Every piece of it. Few sectors have been more radically impacted than medical facilities.

Please allow me to add my deepest gratitude to the voices of millions of others for your intrepid work! In one sense, your life-preserving efforts have continued unchanged. But in many ways, your work has been altered significantly. In fact, some say many changes will be permanent, using phrases like “the new normal” or “Hospital 2.0.”

#### A Fresh Start with Your Staff

Your staff is likely adapting to a multitude of new habits and workflows. If your staff is like the 350+ other sites with whom we work, they are a conscientious, hard-working bunch who care deeply about their patients. Therefore, they are tackling those changes like champions!

I encourage you to seize this moment. No matter how proficient your staff is with their Patient Security System (PSS), they could likely use a tune-up. Now is a great opportunity to fine tune some practices and sharpen PSS skills.

#### First Things First

For those of you using the Hugs Application, and Hugs tags, take time to review tag fit with your team. Remind them that a quick and easy way to reduce, or even eliminate the “Check Tag Tightness Events” and the “Tag Loose

Alarms” that may follow, is to simply apply the Hugs tag properly .

When properly applied, the Hugs tag is placed on the outside of the ankle with the rounded portion up, pointing toward the knee. The proper fit is a light, consistent contact with the skin. Or, as we say when training, “It should wiggle but not rotate.”

#### A New Commitment to Assessment

A timely, once per shift, hands-on check of the tag to assess the tag fit and site integrity will go a long way toward maintaining the proper fit and reducing unnecessary alarms. All tags, whether Hugs, Pedz or Passport tags, should be regularly assessed. Remember, a Hugs tag is easily tightened if the inspection reveals that it is too loose.

Any time you have contact with a patient is a good time to provide a check of the tag fit. Reach down, touch it with your hands and assess the fit. Adjust it so that it will “wiggle not rotate.” If everyone commits to this practice a great number of alarms will disappear!

If the tag happens to be too tight, it is also easily adjusted. Simply use the “suspend tamper” feature at the computer and change the strap, properly adjusting the fit. If you are using Pedz or Passport tags, take the yellow key to remove the band, re-measure and apply a new band as needed.

#### Quick and Proper Re-Action

If your staff is trained to see a Tamper Alarm as a **Call To Action**, it will eliminate the return calls to check on the same

patient multiple times with repeat alarms!

The proper response to Tamper Alarms is:

1. Verify the patient’s location & safety.
2. Enter an alarm note and clear the alarm at the system computer.
3. Use the Suspend Tamper feature in the software and change the band.
4. When the band change is complete, select Resume Tamper to resume protection for the tagged patient.

Simply clearing a Tamper Alarm without correcting the problem is a setup to make repeated trips for the same issue. Please help your staff understand that quick, properly directed action will minimize Tamper issues and needless alarms.

#### Build a Solid Team

Make the parents/caregivers a part of the team. Offer instructions regarding the tags during admission or after delivery. Offer instruction as the tag is applied to remind patients and caregivers not to try to adjust the tag fit and to avoid the doors and elevators if they take a walk with the patient or with a family member.

Consider using the online training course or your day of refresher training that is included with your annual support agreement with IMS. Educating and refreshing your staff provides that fresh start which many need. If you would like more information about these resources, contact us at (800) 968-3135 or [Training@innovative-medical.com](mailto:Training@innovative-medical.com).

*Written by Jeff Smalla of the IMS Training Team*

### Did You Know?

As Hugs enters it’s end-of-life phase, many of our customers are looking for a solution that provides a simple transition for their staff. CenTrak’s newborn™ infant security system uses a tag and strap which is applied much like your Hugs tag, so it will feel very familiar to your staff. Additionally, newborn™ tags are curved, making their fit more conforming to the patient’s ankle. For more information about CenTrak’s newborn™ infant security system, please call us: (800) 968-3135.