



Patient Security System Newsletter

HUGS—PEDZ—PASSPORT
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My Swan Song

Noun: a person's final public performance or professional activity before retirement.

For the better part of the last ten years I served as a Corporate Trainer with the Hugs patient security product. For the last couple of years I have served in Customer Support and Business Development positions.

As I approach retirement on 12/31/18, I think, what would I like to say with my last opportunity in this format? This final newsletter comes in the season of giving. So, I think it is appropriate that I give you a heartfelt, Thank You! and offer my Congratulations!

Thank You to the Department Directors who took my phone calls, organized training sessions and covered for others so many members of their staff could participate in training to keep patients secure.

Thank You to those who set high standards for using the Patient Security System well and creating a can-do spirit that challenged, rallied and galvanized various departments to provide security for those in the hospital's care.

Thank You to those who made the effort to understand the software and the Hugs tags so well that you could, and were willing to, teach others with patience and kindness after the initial "official" training sessions were over.

Thank You to those who set high standards for the staff because they recognized the gravity of the responsibility in caring for vulnerable patients. A couple of memorable quotes from those Leaders: "You will know the Hugs system or you will not work in my department." The Leader who made this statement had one of the busiest OB departments I ever worked in and one of the most consistently excellent monthly alarm reports I received. I was always proud to review it and spoke of her often! The second quote came from a manager who interrupted a training session saying, "Ladies, be assured that I will check your work from time to time." Her reports reflected her expectations.

Thank You to those who allowed me the privilege of being involved in Mock Abduction Drills. What a thrill it was to see the staff deploy to pre-assigned exits while others put their heads together at the computer to evaluate the situation and call out a decisive plan of action.

Thank You to the Security Departments who took the role of supporting the nursing staff seriously. Responding to the department on every occasion the alarm sounded.

Thank You to the hospital leadership teams who consistently reviewed the monthly reports and took action steps to maximize the potential of the Hugs system while minimizing the alerts and

alarms heard in the department.

Thank You to those who welcomed me and walked me from department to department so that I could offer Refresher Training and answer questions about the system in an informal atmosphere.

Sadly, threats, attempts and actual abductions are still taking place in our world.

Congratulations on your success in protecting the patients in your care. Thank you for all you have allowed me to learn about serving the needs of others by watching you.

How can I help now that I am leaving?

What do I have to offer by way of a final bit of instruction?

I suggest you take your words, wisdom and actions as a plan for the future.

I count it my privilege to have been in service of people with you.

Thank you and Good Bye

Congratulations! On your Future Success

*Written by Randy Terrill,
Soon to be Retired Corporate Trainer, IMS*

Let Us Help You With Your Straps and Tags!

- ⇒ Feel like you are ordering straps all the time?
- ⇒ Ever run into a bad situation where you ran out of straps?
- ⇒ We offer reoccurring and blanket orders to make the ordering process more convenient for you. Email Julie Vander Loo for more information, juliev@innovative-medical.com

