



Patient Security System Newsletter

HUGS—PEDZ—PASSPORT
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Buying the Best

About a year ago my husband and I decided it was time for a new dishwasher. We took our time shopping and asking questions, made a list of the things we wouldn't compromise on, bartered for the best price—and eventually came home with a killer dishwasher.

I remember reading the whole manual while I waited for it to be installed. It had the things we needed—but it also came with some other features—things we hadn't even known to ask for prior to shopping and things that were a definite value add. I loved the tips on how best to get my dishes cleaned based on placement and simple maintenance tricks.

After all of my studying, I felt very prepared to rock the dishwasher thing! Right from the start, I did most of the things I had learned and was pleased with the dishwasher's ability to clean and its ease to load. I also intended to use some of the other features that were available, but didn't get to it right away because my first priority was to get caught up on dishes!

A Year Later...

I'm sad to say, I don't use many of the things I was so excited about a year ago, not even the instructions on how to load properly for cleaner dishes. Not because it wouldn't be helpful, but because I can't remember exactly how I should be doing it.

I reverted to what was comfortable. I forced myself to be content with things that I wouldn't have to if I would just take the time to relearn the techniques I discovered in the early days.

I am sure you know where I am going with this . . . It's not that different in our jobs, right? We have a lot of other things going on, and even things that we initially learned and were excited about—if not reinforced consistently—can fall to the wayside.

Think about your Patient Security System. After training, you probably jumped right in and started applying the things you learned. However, some things weren't tested right away—and since that time, you have likely hired new staff, have possibly developed some bad habits with the system, and maybe even have a few things you know you know, but can't quite remember. Over time, you and your staff may have become content and are no longer gaining the full advantage of the system's offerings.

So what do you do now?

That is a great question! Maybe it is time for both of us to pull out the tools that we have and remember the capability of our purchases.

You are in a great position to increase the effectiveness of your system, because you are supported by IMS and your resources are not only relevant for your situation, they are accessible around the clock!

First, remember to use your monthly alarm report to identify areas that could benefit from extra focus. Make a point to include those things in your weekly meetings, or daily huddles. You will find that your consistent reminders and skills you focus on will make their way into the daily use of your system and help your team cut down on the number of nuisance alarms they are experiencing, while maximizing the overall usefulness of your system.

As you identify those focus points, you can always find training ideas and tools by accessing your IMS Support and Training Downloads at: [www.innovative-medical.com/Support/Training&Software Downloads](http://www.innovative-medical.com/Support/Training&Software%20Downloads). This website is a treasure chest of information and ideas. From this page, you can find online training resources, drill ideas, and even access Health Stream for online training courses.

And, don't forget that your IMS Service Agreement comes with 24/7/365 technical support. You can reach our technical support by calling: 1-800-968-3135. This number is easily located on the base of your patient security computer. Reach out when there is an issue that needs your attention!

Finally, remember your trainers! The IMS training department exists to make sure that you are not only initially trained on your system, but are able to continue to use it throughout its life. We would love to work with you to come up with a training solution that keeps your patients safe and your staff happy. If you need help, or have a question, an email or phone call can often arm you with vital information to keep you moving closer to your goals. And, if you need further help, your service agreement entitles you to one day a year of in-person, on-site refresher training.

Purchasing the best system money can buy is only the best move if you commit to maximizing your purchase. Maybe it's time for you to revisit your tools and your IMS resources. An effective system makes for safe patients and happy staff.

Let us know how we can help!

Jodi Mikel, IMS Training Team

Height Adjustable Bassinet

The new FDA approved Guardian Rise Bassinet is now available to order! It has received great reviews from testing hospitals, staff and patients. Height-adjustability, pass-through drawers and durable KYDEX finish are just a few of the features. Available in six standard colors. This bassinet is manufactured in Michigan, U.S.A. Call for quote today! **1-800-968-3135**

