



# Patient Security System Newsletter

HUGS—PEDZ—PASSPORT  
Volume 8—Issue 2—February 2020



## 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 washer's ability to clean and it's 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 and have made myself content to deal with things that I wouldn't have to deal with if I would take the time to relearn some of

those things I had 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, and even things that we initially learned and were excited about—if not enforced 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 had learned. However, some things weren't used 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 might have become pretty OK users of your system 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 with 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 help identify areas that could benefit from extra focus. Make it a point to include those things in your weekly meetings, or daily huddles. You are going to find that the consistent reminders and purposeful focus points will make their way into the daily use of the 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. Reach out when there is something that needs our 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 more help than that, your Service Agreement provides onsite help.

Purchasing a great system is only the best choice if you commit to maximizing the effectiveness of your purchase. Maybe it's time for you to take a minute to remember your tools, your handbooks and your IMS trainers. Let us know how we can help!

*Jodi Mikel, IMS Training Team*

## Did You Know?

- ⇒ HUGS Infant Security is not sunseting until **AUGUST 2024**
- ⇒ You **CAN CHOOSE** who supports your Hugs system until 2024
- ⇒ **IMS** can continue providing support as we always have with exception of the SMA
- ⇒ IMS offers a new **NON Wi-Fi** Infant Security Replacement System
- ⇒ Secure support of your current system, **CALL 800-968-3135**
- ⇒ **E-MAIL US** at [imsinc@innovative-medical.com](mailto:imsinc@innovative-medical.com) to talk about replacement options