

### UCSF Alarms

Kevin Spolini MSN RN Manager of Clinical Informatics UCSF Benioff Children's Hospital



# Disclosures

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I have no disclosures to make.

# Creating the Patient Experience UCSF Medical Center at Mission Bay

#### UCSF Benioff Children's Hospital

183 Beds Pediatric Care Urgent/Emergency Care Specialty Outpatient Care





# Women's Specialty Hospital

36 bed birthing center Select women's ambulatory services Specialty Surgery

#### Medical Building

Helipad
Energy Center (central plant)
Parking



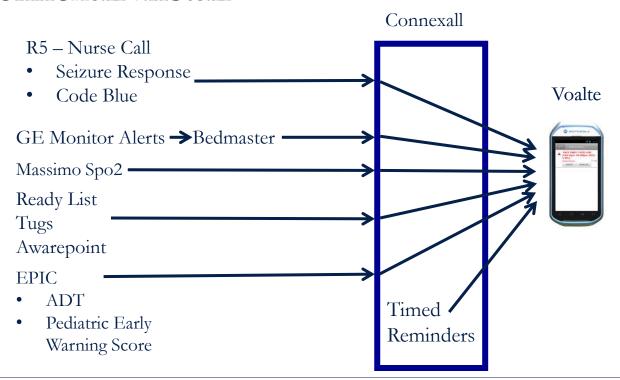


#### Cancer Hospital

70 beds
First step to full cancer
services at Mission Bay
Select adult cancer
outpatient services



#### **Connexall Install**





### Intensive Care Nursery

- Alarm overload at go live
- Staff were leaving their phones at the desk, or off, because of the number of alarms





# Alarm/Alert Management Program

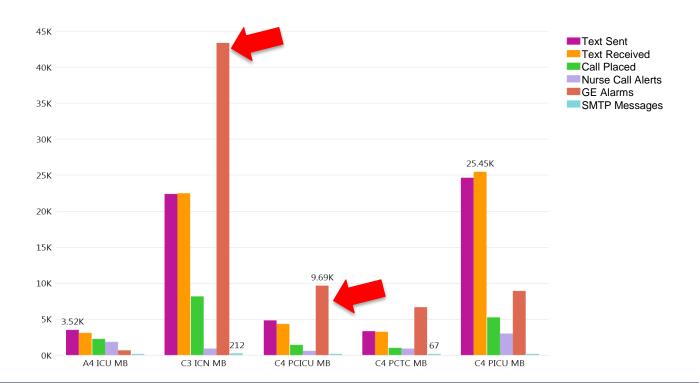
Our goal is to reduce the alarms that come from our devices and, as applicable, those are sent to end user devices to ones that are meaningful and actionable.

#### Strategies to do this include:

- Turning to informational or off alarms that are non-actionable
- Ensure default parameter alarms are appropriate
  - Ensure nurses are selecting the correct profiles and customizing settings per patient as appropriate (in pediatrics profiles are age based)
- Ensure monitor system settings are optimized for the patient population and patient
- Work with manufacturer to optimize technology



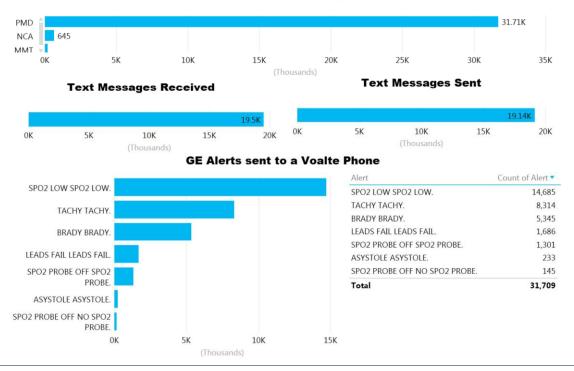
#### Critical Care Nursing Units Since Go-Live



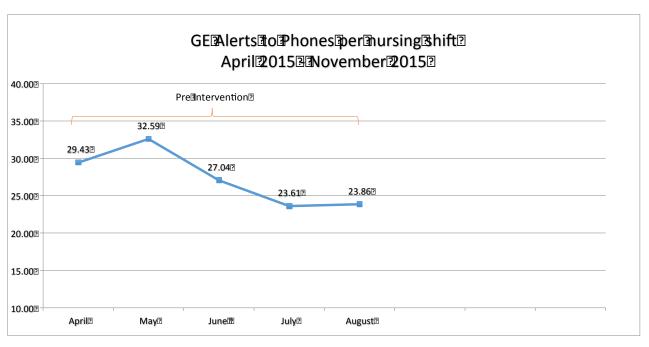


### ICN Voalte Interruption Summary July 2015

#### **Alerts Received by Type**







	April	May	June2	July	August		
GEAlertsatonPhonesperanursingahift	29.43	32.59	27.04	23.61	23.86		



## Initial Settings

- High Level Alarms
  - Delay before send = 0
  - Time to accept = 15
  - Delay after accept = 20
    - Asystole
    - Vfib/Vtach

- Med Level Alarms
  - Delay before send = See below
  - Time to accept = 20
  - Delay after accept = 20
    - SpO2 Low
      - Delay before send = 15
    - Tachy
      - Delay before send = 0
    - Brady
      - Delay before send = 0
    - Leads Fail
      - Delay before send = 20
    - No SpO2 Probe
      - Delay before send = 20



### ICN Alarm Task Force

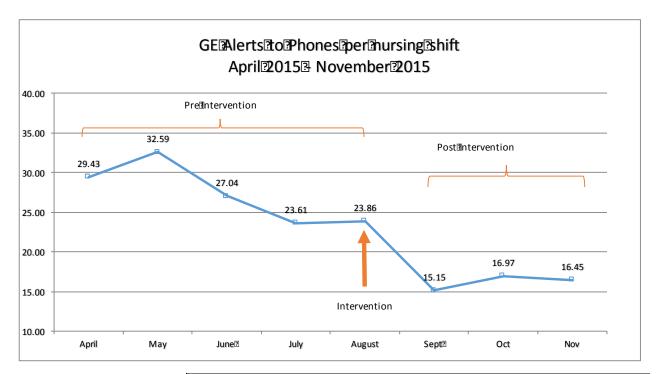
- Management
- Staff Nurses
- Clinical Informatics
- Clinical Systems
- Signoff by Medical and Nursing Leadership



### Changes

- Eliminate Asystole, Vfib/Vtach, Tachy, Leads Fail, SpO2 Probe Off, No SpO2 Probe, Vbrady alerts to Voalté phone
- Timing changes to Brady and SPO2 low alerts
  - Brady
    - Keep no delay before sending
    - Time to accept to 30 seconds
    - Delay after accept to 60 seconds
  - SPO2 Low
    - Increase delay before sent to 25 seconds
    - Time to accept to 30 seconds
    - Delay after accept to 60 seconds





	April	May	June2	July	August	Sept2	Oct	Nov
GETAlertstothonestperthursingthift	29.43	32.59	27.04	23.61	23.86	15.15	16.97	16.45



# Where to go from here?

