

Decreasing non-actionable alarms and alarm fatigue at AU Health

Who/where

Augusta University Health (AU Health) is a premier health network offering comprehensive primary, specialty, and subspecialty care to patients across Georgia and South Carolina. Augusta, GA.

Challenge

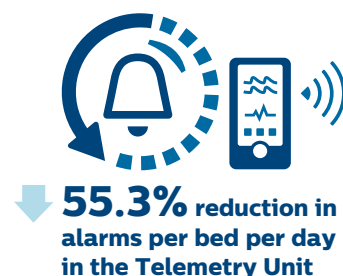
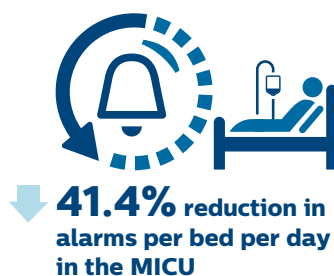
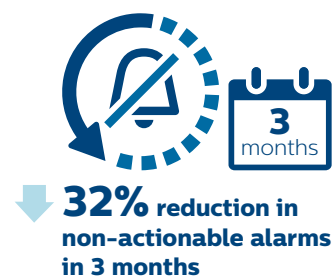
AU Health asked Philips to help reduce non-actionable alarms by 30%, decrease hospital alarm fatigue, and create a comprehensive alarm management system.

Solution

Philips clinical consultants analyzed the alarm data and settings, interviewed stakeholders, and documented current processes. The root causes of non-actionable alarms were identified and change initiatives and training programs were recommended.

Results¹

A Clinical Alarm Management Policy was implemented and strong results were quickly achieved.



Philips and Augusta University Health (AU Health) signed a 15-year strategic alliance in 2013. As part of the partnership, Philips Healthcare Transformation Services delivers strategic consulting guidance with hands-on support in the areas of clinical growth, throughput, and operational performance. The goal is to help AU Health provide quality patient care at a reduced cost.

An Enterprise Transformation Program was developed to provide strategy, design, clinical, service line planning, and process improvement consulting programs. Alarm Management was one of the first consulting engagements completed. AU Health was pleased to reduce non-actionable alarms by 32% and sustain improved alarm performance.

Philips clinical consultants reviewed alarm data and settings, interviewed stakeholders, and documented current processes. They recommended changes to alarm settings and processes and worked collaboratively with the AU Health team to implement the changes and new alarm management strategy.

A comprehensive assessment

Data collection and analysis provides valuable insight and is considered the foundation for an effective alarm and noise management strategy.

Philips clinical consultants analyzed vast amounts of alarm data and current alarm settings. They documented alarm processes and practices as well as noise levels. Key staff and stakeholders were interviewed to obtain additional insights.

Recommendations to reduce alarm fatigue

The root causes of non-actionable alarms were identified. Change initiatives and training programs were drafted.

The consultants presented initial insights and recommendations to AU Health staff and leadership. New and revised monitoring processes as well as education programs were agreed, prioritized, and communicated to the organization.

With hands-on implementation support from the Philips consultants, AU Health changed monitoring alarm default settings on several pilot units and **reduced the alarm levels immediately.**

Alarm management strategy and policy development

The consultants also supported the development of an enterprise-wide Clinical Alarm Management Policy. The new policy outlined new and revised processes for several departments and facilities and helped support adherence to The Joint Commission's National Patient Safety Goal on Alarm Management.²

These efforts helped AU Health to pass The Joint Commission accreditation review in 2017.

With additional clinical consultant guidance, AU Health is looking to expand the alarm management strategy and new processes to additional departments and facilities, starting in 2018. As a first step, a co-create workshop was held to ensure continued strong collaboration and staff involvement in the planning process.

Performance dashboard

A custom alarm management performance dashboard was created to provide an at-a-glance view of detailed alarm data and alarm trends per bed, per day on a month-to-month basis. It also helps staff and leadership identify areas of success and possible areas of concern. The dashboard filters allow users to drill down into the data by unit and/or time period to help identify cause and effect and gaps in performance.



“Working with Philips, we were able to achieve our alarm reduction goals quickly and efficiently. And after a year, the results have remained strong. The environment is quieter – for both our patients and staff.”

Kevin C. Dellsperger, MD, PhD

VP and Chief Medical Officer, AU Health

“The Philips consultants introduced a team and evidence-based approach to address alarm fatigue in a tangible and sustained way.”

Pascha E. Schafer, MD, FACC

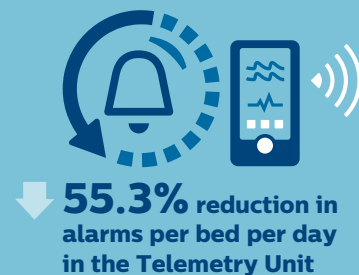
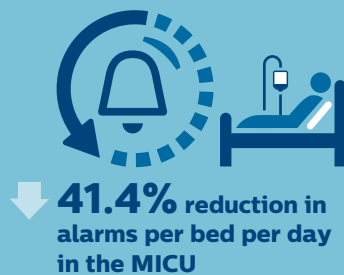
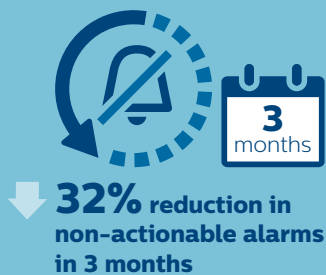
Associate Chief Medical Officer/Chief Quality Officer, AU Health



Results¹

As a result of the Philips strategic consulting guidance and recommendations, AU Health has a new Clinical Alarm Management Policy and Alarm Management Performance Dashboard.

And, AU Health was able to achieve their goals and sustain the below strong performance results over the first year:



Learn more

Through collaborative and people-focused engagements, Philips Healthcare Transformation Services can help develop innovative solutions to solve your most complex challenges of care delivery. We can help you achieve meaningful and sustainable improvements in clinical excellence, operational efficiency, care delivery, and financial performance to improve value to your patients.

For more information, please visit www.philips.com/healthcareconsulting.

© 2018 Koninklijke Philips N.V. All rights reserved.
Specifications are subject to change without notice.
Trademarks are the property of Koninklijke Philips N.V.
or their respective owners.



www.philips.com
4522 991 35091 * MAY 2018

1. Results from case studies are not predictive of results in other cases. Results in other cases may vary.
2. The Joint Commission, www.thejointcommission.org.