



PHILIPS

Consulting

Alarm and Noise Management Consulting

Delivering an end-to-end strategy to reduce non-actionable alarms and alarm fatigue

Philips Alarm and Noise Management Consulting services provide a comprehensive strategy focused on improving patient care and satisfaction by reducing non-actionable alarms and unnecessary noise while standardizing alarm management practices.

Subject matter expertise and best practices are leveraged to develop and help implement an alarm strategy tailored for your institution. Recommendations are data-based and prioritized to align with an institutions short- and long-term goals to achieve sustainable results.

Key benefits

- End-to-end assessment of your alarm management processes, practices, and alarm data from both a unit and system perspective
- Implementation guidance to support sustainable solutions
- Improvement plan development and implementation guidance to support change management and adoption of recommendations
- Access to our expertise as our consultants are active with the AAMI® National Coalition For Alarm Safety and the AAMI® Healthcare Technology Safety Institute (HTSI) Clinical Alarms Steering Committee

Typical client needs

More technology often means more alarms, many of which are not actionable or clinically relevant. These nuisance alarms interrupt workflow and patient care, disrupt patient's sleeping cycles, create alarm fatigue for care providers, and can adversely impact patient care.

An innovative approach

Our objective is to reduce non-actionable alarms, alerts, and noise by utilizing data and other information to modify default settings. We can help revise monitoring and alarm management processes, policies, and practices and utilize technology to alert care providers to a change in patient status prior to an alarm occurring.

Assessment and analytics: An end-to-end evaluation of noise, monitoring, and alarm management processes, policies, and practices; technology capabilities and configurations; alarm data collections and analysis; and observations of workflow and unit culture including staffing patterns, care models, and patient populations.

Recommendations: Deep data analysis and proven analytic methodologies in conjunction with our end-to-end assessment are leveraged to provide data-driven recommendations and meaningful solutions.

Implementation: We collaborate with leadership and key stakeholders in a co-create workshop to strategically prioritize recommendations and develop an organization-wide roadmap that aligns with existing infrastructure and the alarm management vision. Changes are piloted and evaluated for post-change impact.

Executive summary: Data and qualitative assessment findings, recommendations, roadmap, implemented changes with impact on number of alarms and staff satisfaction, and long-term plans for ongoing success are presented to leadership.

Proven results*

Philips has delivered strategic and sustainable alarm management programs with the following results:

- Modifications of monitoring default and configuration settings to minimize disruption caused by non-actionable alarms
- AU Health achieved a 32% reduction in non-actionable alarms in the first 3 months with no adverse patient outcomes identified
- The Joint Commission requested a client publish results of our alarm management program as a best practice

Learn more

Through collaborative and patient-focused consulting engagements, Philips Healthcare Transformation Services can help unlock insights and opportunities to improve care efficiency. We can help you achieve meaningful and sustainable improvements in clinical excellence, operational efficiency, care delivery, and financial performance.

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

