

Ascom supports JCAHO compliance

Support for JCAHO's 2005 National Patient Safety Goals #2, #5, #6 and #7

Safety Goal #2: Improve the effectiveness of communications among caregivers

Ascom solutions allow for caregivers to contact one another directly. Even if a caregiver is constantly mobile, he or she will have his or her Ascom device, allowing them to remain constantly in contact. This availability takes out the extra step of either having to talk to switchboard or use noisy overhead paging to find a caregiver, thus improving communication among caregivers.

The seamless integration of an Ascom solution with existing patient monitoring and nurse call systems notifies caregivers immediately in the instance of an alarm or patient request, while at the same time providing an audit trail of the transaction. This process allows for quicker response by automating communication between patient and caregivers.

Safety Goal #2 (2005 Requirement 2C): Measure, assess and, if appropriate, take action to improve the timeliness of reporting, and the timeliness of receipt by the responsible licensed caregiver.

Safety Goal #2 (2005 Requirement 2D): All values defined as critical by the laboratory are reported directly to a responsible licensed caregiver within time frames established by the laboratory (defined in cooperation with nursing and medical staff). When the patient's responsible licensed caregiver is not available within the time frames, there is a mechanism to report the critical information to an alternative responsible caregiver.

Seamless integration with laboratory departments automatically escalates laboratory "panic values" to key caregiver personnel, thus expediting caregiver response to abnormal lab tests. The transaction is also automatically written to disk, thereby providing a complete audit trail.

Safety Goal #5: Improve the safety of using infusion pumps

Ascom wireless solutions allow for Patient-Controlled Analgesia (PCA) infusion pumps to automatically send alarms to attending caregivers via wireless technology, thus creating an audited transaction. The speed of this transaction saves valuable time and helps to ensure patient safety.

Safety Goal #6: Improve the effectiveness of clinical alarm systems

Ascom solutions ensure that alarms are automatically sent to the wireless device of a patient's corresponding caregiver, incorporating three separate priority levels of ringing, varying in pitch and volume, to audibly communicating alarm severity. Any alarm intended to protect the individual receiving care can work with the wireless system. Examples might include cardiac monitor alarms, apnea alarms, elopement and abduction alarms, infusion pump alarms, alarms associated with measuring gas pressure or concentration going directly to or coming from an individual on mechanical ventilation, or emergency assistance alarms such as "panic buttons" in care recipient bathrooms.

Safety Goal #7: Reduce the risk of infection
Ascom wireless devices are IP-54 certified for dust and water resistance, which allows them to be cleansed with disinfectant as well as other cleaning solutions. This fact ensures that Ascom wireless devices are an integrated part of an infection resistant solution. The rugged nature of the devices also eliminates the requirement for hard-to-disinfect external cases.

JCAHO tracer methodology

Ascom supports JCAHO's tracer methodology by improving communication among the various departments within a hospital
Ascom communication solutions seamlessly integrate with all departments of hospitals, which allows various departments to communicate more efficiently. Improved communication during patients' movement throughout hospital process flow allows for more efficient tracking, while maintaining a strong emphasis on health and wellbeing. All text message communication involving the patient as they move within various departments of the hospital is logged, thus allowing for the complete audit trail necessary for supporting documentation.

Benefits to hospital JCAHO personnel

Ascom wireless products offer a complete Audit Trail of all messaging transactions. Every text message transaction facilitated with an Ascom wireless device is audited and logged in the Ascom Communication Gateway (ACG).

EXAMPLE:

A patient activates a nurse call device, which automatically sends a message to his or her dedicated caregiver's phone. The nature of the caregiver's response back to the patient is logged. This process enables the hospital to maintain records of response times, used for both patient inquiry and to monitor caregiver performance.

Improved patient safety

Ascom products allow caregivers quicker response to patients, essential to maintaining patient safety

EXAMPLE:

A Patient Monitoring System integrated with an ACG can be set up to send critical alarms and notification of irregular cardiopulmonary activity. The patient's caregiver is automatically notified through his or her wireless device. The immediate notification provides a secondary means of communication, in case caregivers are not within audible distance of medical alarms. Priority ringing of alarms allows caregivers to know immediately the nature of the alarm by the tone delivered by the portable phone. If a caregiver is busy, he or she can automatically escalate an alarm to an alternate caregiver by pressing a single button.

Improved patient and staff security

Integration with existing Nurse call systems can greatly enhance response to patient and staff security needs.

EXAMPLE:

An intruder enters a patient's room. The patient presses the nurse call system to alert hospital staff. The assigned caregiver immediately calls back to the room, where the patient notifies them of the intruder. The caregiver immediately alerts Protective Services via their "Security Alert" button located on the top of the Ascom phone, thus helping to ensure the patient's security.

EXAMPLE:

A patient approaches a caregiver in a threatening manner. The caregiver presses a button on his or her Ascom teleProtect wireless device, which automatically sends a message to all Protective Services wireless devices and computer desktops that there is an emergency in the caregiver's department. The protective services employee

responds by visiting the caregiver's department immediately, thus defusing what could have been a dangerous situation for the caregiver.

Priority ringing

Messaging integration with Healthcare systems allows for priority ringing.

EXAMPLE:

There are three distinct levels of audible ringing and vibration provided by the Ascom phone. A patient using his nurse call system to send a normal request, such as to request ice chips, sends a different ring tone to his or her caregiver's Ascom device, than a "Code Blue" call to notify a group to immediately report to a room for someone who has stopped breathing. This difference in alarm tone immediately audibly alerts the assigned caregivers as to the level of emergency of the call. Priority ringing also works while the caregiver is on an active call.

Disaster recovery options

Ascom products support Emergency Preparedness by continuing to send messages if the local telephone switch is not functioning.

EXAMPLE:

It is critical that hospitals can communicate internally during a disastrous situation, such as when a hurricane or an act of sabotage takes down their PBX system. With an Ascom Standalone solution, caregivers can still receive mission critical messages without PBX service, thus providing patient safety in a crisis situation. With an Ascom Mobility Server Solution, caregivers can also still communicate internally handset-to-handset, even if their PBX system is no longer functioning, thus allowing crucial vocal communication in a potentially disastrous situation.

Quicker response between departments

Ascom products allow for automated and manual communication for various hospital departments (Laboratory, Radiology, Facilities, Environmental Services, etc.)

EXAMPLE:

A lab technician receives a "panic value" result for a lab test. The panic value automatically updates the corresponding physician via his or her Ascom device that there is a mission critical lab result concerning one of their patients. This automation addresses a question often asked by JCAHO on-site surveyors concerning the speed that physicians are returned "panic value" test results.