



It's all about... OUTCOMES !

Safety Care Variation eMeasures Quality Service Medication Errors
Clinical Decision Support Antimicrobial Stewardship
Length of Stay Readmissions
Cost of Care Process Improvement
Consumer Engagement EHR Adoption
Data Warehousing Efficiency Mortality Value Realization Optimization
Informatics Excess Days Blood Utilization Analytics Patient Satisfaction

Patient Safety and the Benefits of Real-Time Video Observations

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JPS Health Network





Conflict of Interest Disclosure

Krystle Gandhi BSN, RN
Director, Clinical Informatics and Operations
has no real or apparent
conflicts of interest to report.





Session Objectives

By attending this session, the attendee will be able to:

- Describe patient safety benefits of real-time video observation.
- Distinguish appropriate instances to choose a physical sitter or a real-time video monitor.



JPS Health Network



- ❖ Licensed for 573 beds with more than 50 clinics in Tarrant County
- ❖ Behavioral Health Service Line – more than 50,000 patient encounters per year
- ❖ Correctional Health - more than 60,000 patient encounters per year
- ❖ Teaching Hospital – Residency and Undergraduate programs
- ❖ Level I Trauma Center
- ❖ Level I Stroke Center (Comprehensive)
- ❖ Acute Myocardial Infarction (AMI) Certification
- ❖ Sepsis Certification



Previous State





Previous State

- **Physical Sitter Hours = 87,359**
- **Falls = 2.75 falls/1000 patient days**
- **Falls with injury = 4**





Goal– To Explore Alternative Patient Observation Systems

Objectives:

1. To increase the capacity of constant patient observation
2. Decrease patient sitter hours
3. Decrease inpatient falls



Next Steps

- “Sitter Rounds” by Nursing Leadership M-W-F
- Patient Safety Assistant Documentation Tool
- Real-Time Video Monitoring



Behavioral Observation Tool 04/15/2017

The use of Behavioral Observation Tools: Please See Standard Documentation on Safety Promotion Practices

DATE	TIME	REASON FOR FALL
04/15/17	08:00	0100
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04/15/17 08:00





Implementation of Video Monitoring

- Staff Selection
- Coordination
- Training
- I.T. Requirements
- Logistics



JPS Real Time Video Live



JPS Real Time Video Live

Behavioral Close Observation Tool **DAY SHIFT**

*For use on Behavioral patients only. Please Use Suicide Documentation on Suicide Precaution Patients.

DATE: _____ **UNIT:** _____ **REASON FOR PSA:** _____

NAME: _____ NAME: _____ NAME: _____ NAME: _____
 INITIALS: _____ INITIALS: _____ INITIALS: _____ INITIALS: _____
 TITLE: _____ TITLE: _____ TITLE: _____ TITLE: _____

Name of Primary Nurse		STAFF	Name of Primary Nurse		STAFF
TIME	Intervention Code (ALL THAT APPLY)	INITIALS	TIME	Intervention Code (ALL THAT APPLY)	INITIALS
07:00			13:00		
07:15			13:15		
07:30			13:30		
07:45			13:45		
08:00			14:00		
08:15			14:15		
08:30			14:30		
08:45			14:45		
09:00			15:00	Manager or Team Leader Initials:	
09:15			15:15		
09:30			15:30		
09:45			15:45		
10:00			16:00		
10:15			16:15		
10:30			16:30		
10:45			16:45		
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11:15			17:15		
11:30			17:30		
11:45			17:45		
12:00			18:00		
12:15			18:15		
12:30			18:30		
12:45			18:45		

Unit Evaluator's Signature: _____
 Manager's Comments: _____

Patient Label

Sitter Rounds Evaluator Initials: _____

Intervention Codes	
1. Keeping patient from pulling out lines and tubes	11. Feeding patient
2. Keeping patient from getting of bed	12. Assisting patient to the restroom
3. Keeping patient from getting out of chair	13. Assisting patient with bath
4. Keeping patient in room	14. Assisting patient with dressing
5. Reorienting patient	15. Walking patient
6. Talking to patient	16. Care intervention provided
7. Talking to family	17. Checking vital signs
8. Distracting patient	18. Patient in procedure
9. Playing game with patient	19. Observing patient; no action required
10. Assisting patient with food tray	20. Patient sleeping; no action required

TEAM LEADER OR MANAGER: FAX COPY TO 817-702-3867 Revised 12.1.16

Behavioral Close Observation Tool **NIGHT SHIFT**

*For use on Behavioral patients only. Please Use Suicide Documentation on Suicide Precaution patients.

DATE: _____ **UNIT:** _____ **REASON FOR PSA:** _____

NAME: _____ NAME: _____ NAME: _____ NAME: _____
 INITIALS: _____ INITIALS: _____ INITIALS: _____ INITIALS: _____
 TITLE: _____ TITLE: _____ TITLE: _____ TITLE: _____

Name of Primary Nurse		STAFF	Name of Primary Nurse		STAFF
TIME	Intervention Code (ALL THAT APPLY)	INITIALS	TIME	Intervention Code (ALL THAT APPLY)	INITIALS
19:00			01:00		
19:15			01:15		
19:30			01:30		
19:45			01:45		
20:00			02:00		
20:15			02:15		
20:30			02:30		
20:45			02:45		
21:00			03:00	Manager or Team Leader Initials:	
21:15			03:15		
21:30			03:30		
21:45			03:45		
22:00			04:00		
22:15			04:15		
22:30			04:30		
22:45			04:45		
23:00			05:00		
23:15			05:15		
23:30			05:30		
23:45			05:45		
24:00			06:00		
24:15			06:15		
24:30			06:30		
24:45			06:45		

Unit Evaluator's Signature: _____
 Manager's Comments: _____

Patient Label

Sitter Rounds Evaluator Initials: _____

Intervention Codes	
1. Keeping patient from pulling out lines and tubes	11. Feeding patient
2. Keeping patient from getting of bed	12. Assisting patient to the restroom
3. Keeping patient from getting out of chair	13. Assisting patient with bath
4. Keeping patient in room	14. Assisting patient with dressing
5. Reorienting patient	15. Walking patient
6. Talking to patient	16. Care intervention provided
7. Talking to family	17. Checking vital signs
8. Distracting patient	18. Patient in procedure
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JPS Real Time Video Live



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JPS Real Time Video Live



It's all about... **OUTCOMES!**

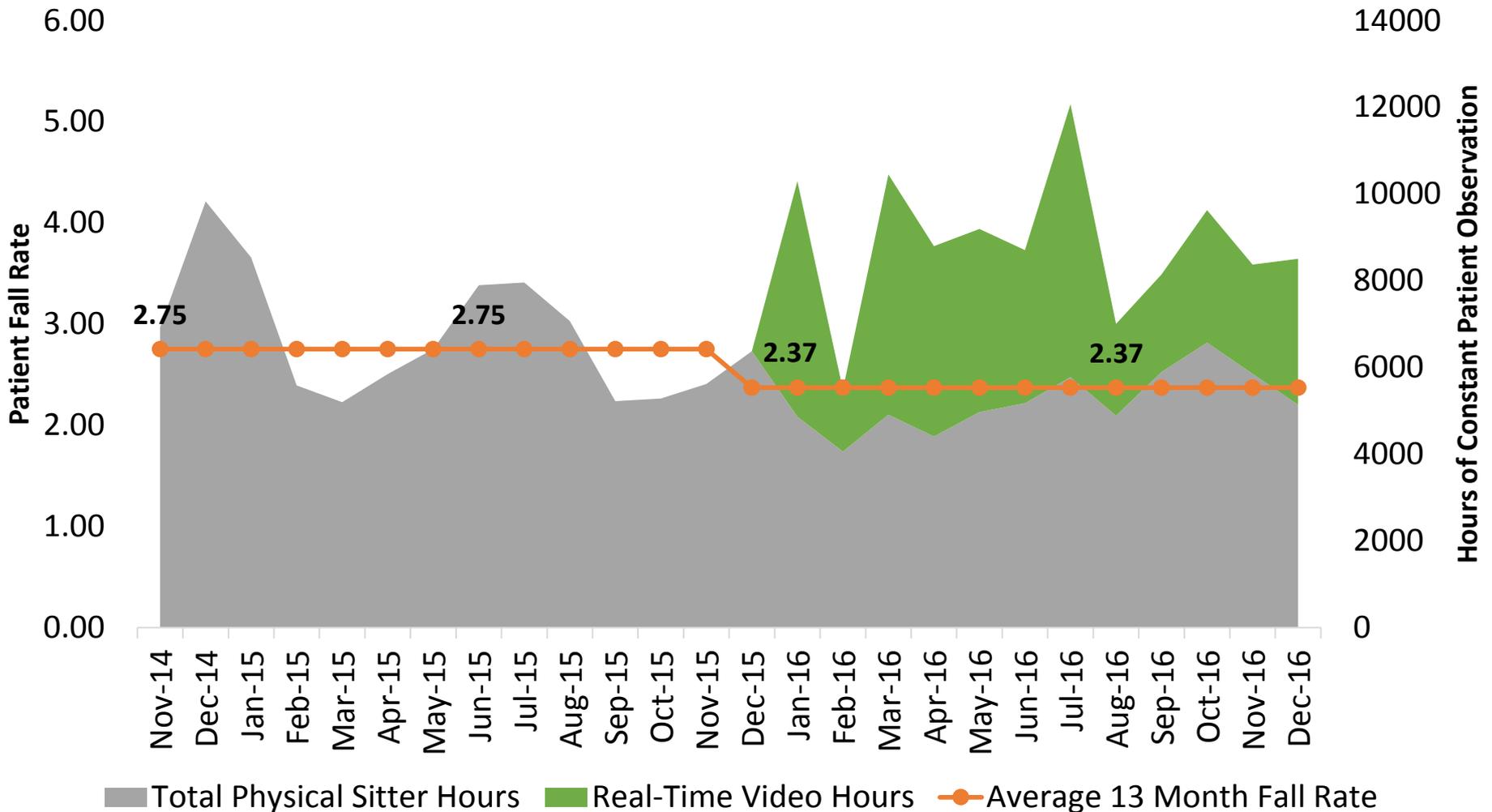
Excess Days **Mortality** Blood Utilization EHR Adoption Length of Stay Informatics Readmissions Safety
Process Improvement Antimicrobial Stewardship Cost of Care Quality Data Warehousing Efficiency Care Variation Analytics
Consumer Engagement Clinical Decision Support Value Realization Service Medication Errors eMeasures

JPS Real Time Video Live





Physical Sitter Hours vs Fall Rate & Real-Time Video Hours





Comparisons: Before & After Real-Time Video Monitoring

- 13 Months Before Real-Time Video Monitoring

Physical Sitter Hours = 87,359

Video Monitoring Hours = 0

Falls = 2.75 falls/1000 patient days

Falls with injury = 4

- 13 Month with Real-Time Video Monitoring

Physical Sitter Hours = 68,844

- Decrease = 21%
- Cost Savings = \$259,210

Video Monitoring Hours = 25,633

- Increased Patient Observation Hours = 8%

Falls = 2.37 falls/1000 patient days

- Decrease = 14%

Falls with injury = 0





Lessons Learned

- Identifying Key Players
- Nursing Involvement and Education
- I.T. Issues and Reporting





Extra Wins

- Good Catches
- PSA Team Satisfaction
- Nurse Support and Satisfaction
- Stewardship



What's next?

- ❖ Do we need more?
- ❖ Data Driven Decision Making
- ❖ Expand criteria and measurement tools
- ❖ Early intervention



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