Patient Safety and the Benefits of Real-Time Video Observations

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Conflict of Interest Disclosure

Krystle Gandhi BSN, RN
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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.
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
• 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
Implementation of Video Monitoring

- Staff Selection
- Coordination
- Training
- I.T. Requirements
- Logistics
### Behavioral Close Observation Tool

#### DAY SHIFT

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#### Intervention Codes

1. Keeping patient from pulling out lines and tubes
2. Keeping patient from getting out of bed
3. Keeping patient from getting out of chair
4. Keeping patient in room
5. Reorienting patient
6. Talking to patient
7. Taking to family
8. Distracting patient
9. Playing game with patient
10. Assisting patient with food tray

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

**Unit Evaluator’s Signature:**

**Manager’s Comments:**

**Sitrep Rounds Evaluator Initials:**

**Patient Label:**

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**Unit Evaluator’s Signature:**

**Manager’s Comments:**

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

Patient Fall Rate

Total Physical Sitter Hours  Real-Time Video Hours  Average 13 Month Fall Rate
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
Contact Information

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