

## Customer Profiles

Here are a few examples of how our customers benefitted from an Insights Alarm Analytics-as-a- Service Implementation:

### Northern Westchester (A Northwell Hospital)

**33%**  
**REDUCTION**  
**in nuisance**  
**alarms**

Northern Westchester embarked on an initiative to prevent Alarm Fatigue by reducing noise and distraction. They lacked the data to properly configure alarm classifications resulting in the nursing team (and patients) enduring significant noise and over-notification.



With a data-centric leadership team, Northern Westchester identified and eliminated unnecessary nuisance alarms (33% reduction), self-correcting alarms that were inactionable (>20,000/year), and silenced 86% of overhead paging alerts. Distribution of labor and efficiency was improved by eliminating 18% of the alerts going to the RN team.

Dramatically reducing unnecessary alarms improved response times and created a safer environment, making every notification actionable, rather than the stress and distraction associated with over-notifications.

### Medstar Hospital - Washington DC

Medstar was driven to improve response times, both for safety and patient satisfaction. Insights was installed to provide the necessary visibility to implement data-driven changes. A year after implementation, the EMR system was changed to a Cerner platform, mandating a significant engineering effort to secure the right data through the EMR system, as the customer needed continuous access to operational support data.

**38%**  
**REDUCED**  
**AVR**

After a successful conversion, Medstar was able to improve the quality of care to their patients by reducing Average Voice Response (AVR) by 38% and Average Staff Response (ASR) by 58%.

**58%**  
**REDUCED**  
**ASR**

### Univ. of Chicago Medical Center

Driven to improve nursing efficiency, the Insights team was engaged to create an information portal and reports for their nursing managers to optimize their staff and coverage. To support shift change huddles, reports were available every shift to improve staff assignments by exposing high-maintenance patients and displaying alarm characteristic profiles. This allowed the nursing managers to optimize staff mix and scheduling for the right coverage and workload balance. It also provided a continuous source of information on staff performance to identify dangerous trends.

**30%**  
**REDUCTION**  
**in patient**  
**monitoring**  
**alerts**

Integration with patient monitoring enabled significant adjustments from default settings, reducing unnecessary and redundant notifications (up to 100% in the case of respiratory leads-off alerts). Patient monitoring alerts have been reduced by 30%, enabling a quieter, more manageable environment.