Dir. of Patient Quality - Discovery

T2 CareSight
Patient Care Analytics

The Director of Patient Quality, or Patient Experience is tasked with the reduction of risk and the continuous improvement of customer perception. Alarm Analytics delivers the data they need to make decisions and monitor trends as they strive to reduce noise and distraction for care teams.

IMPROVEMENT PROGRAMS

What programs or Continuous Improvement Initiatives are in place for optimizing the alarm environment?

Have you been able to correlate response times to survey scores?

When you contemplate programs, how do you model the results of the proposed change? (so you have a better level of comfort before you execute)?

Do you have an Informatics team that focuses on Patient Care Analytics?

Are any of these programs planned or under way?
- Quiet at night
- Risk – Fall Prevention
- Survey Improvement
- Staff Mix – optimization
- Rounding Duty Optimization
- Elimination of false alarms
- Alarm Fatigue Analysis

PATIENT EXPERIENCE

What is your perception of how the number of interrupts your nursing team faces affects their quality time with patients?

Do you get complaints from patients on the level of noise present, or interruptions to their rest and healing?

STAFF PERFORMANCE

Are you getting the data you need to understand any correlation between alarm response time and survey results?

Do you have an easy way to compare the performance of teams between units, or identify downward trends in performance?

PATIENT SAFETY

What tools do you have in place to help the team proactively reduce fall risk?

FORENSICS

Do you retain the data you need to properly identify root cause in the event of an incident?

What is your ability to reconstruct the alarms and events prior to an incident? How long or intensive is the discovery?