



Telemetry Performance Improvement Consulting

Effectively optimizing and utilizing a telemetry care model

Overuse of telemetry monitoring can lead to delayed admissions resulting in throughput issues, increased nuisance alarms and alarm fatigue, redundant work, and unnecessary additional costs for telemetry devices and supplies. Philips consultants review existing telemetry care processes to identify and help implement changes designed to reduce costs, capacity issues, and non-actionable alarms while supporting patient safety and quality patient care.

A phased approach

Our consultants help optimize telemetry care delivery to decrease nuisance alarms, reduce costs, and improve telemetry throughput.

Data analysis: Analyze data including alarm data, telemetry patients not meeting guidelines, patients waiting for a telemetry bed (from the ED, ICU, or PACU), as well as the impact of current telemetry utilization on patient throughput and alarm load.

Assessment: Assess and evaluate current state of the end-to-end telemetry monitoring and alarm management processes, practices, and policies. This includes direct observations of workflows, clinician time, and costs (staff and supplies), technology use and default settings.

Implementation: Apply AHA/ACC Guidelines¹ for monitoring to demonstrate time and cost savings as well as limiting unnecessary noise through a reduction in alarms and alert notifications due to implementation and adherence to these guidelines.

Monitoring: Provide ongoing support (as requested) to review telemetry alarm and utilization data with a pre/post-implementation data comparison of ED patients waiting for a telemetry bed to identify further improvement initiatives.

Benefits

- Modify telemetry processes and alarm settings based on best practices
- Reduce non-clinically indicated telemetry utilization and unnecessary noise through improved use of utilization criteria
- Improve throughput related to telemetry bed availability

Proven results*

Our experienced clinical consultants have helped clients achieve sustainable results:

- Alignment of default settings with best practices
- Improvement in telemetry utilization criteria
- Reduction in non-actionable alarms
- Enhancement in the staff and patient experience

Learn more

Through collaborative and people-focused engagements, Philips can help develop innovative solutions to solve your most complex challenges of care delivery. We can help you achieve meaningful and sustainable improvements in clinical excellence, operational efficiency, care delivery, and financial performance to improve value to your patients. For more information, please visit www.philips.com/healthcareconsulting.

¹ American Heart Association/American College of Cardiology Guidelines, www.acc.org.