

Transforming Care through Video Monitoring to Decrease Patient Falls

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Transforming Care through Video Monitoring: An Innovation to Decrease Patient Falls

5A Transitional Trauma Unit (TTU)
Lehigh Valley Health Network, Allentown, PA

Goals

1. Implement a video monitoring program as an additional measure to prevent falls.
2. Create a flexible observation process which places the technology where the patient is located, eliminating delays and patient movement.

Pilot Program

- 8 cameras, 4 fixed in a four-bed observation room
- 4 portable cameras in semi-private rooms
 - To increase flexibility, a specifically designed portable camera was developed for placement at ANY wired bedside.
 - To increase reliability, all cameras were hardwired directly to the server to ensure continuous patient safety without interruption.

Video Monitoring

Other Programs:

- One Monitor Technician

LVHN Program:

- New Role: Two Observation Monitoring Technicians:
1 Watcher / 1 Runner

Communication between 'watcher' and 'runner' is carried out via handheld phones to facilitate a rapid response. Roles are rotated every three hours to prevent monitor fatigue.

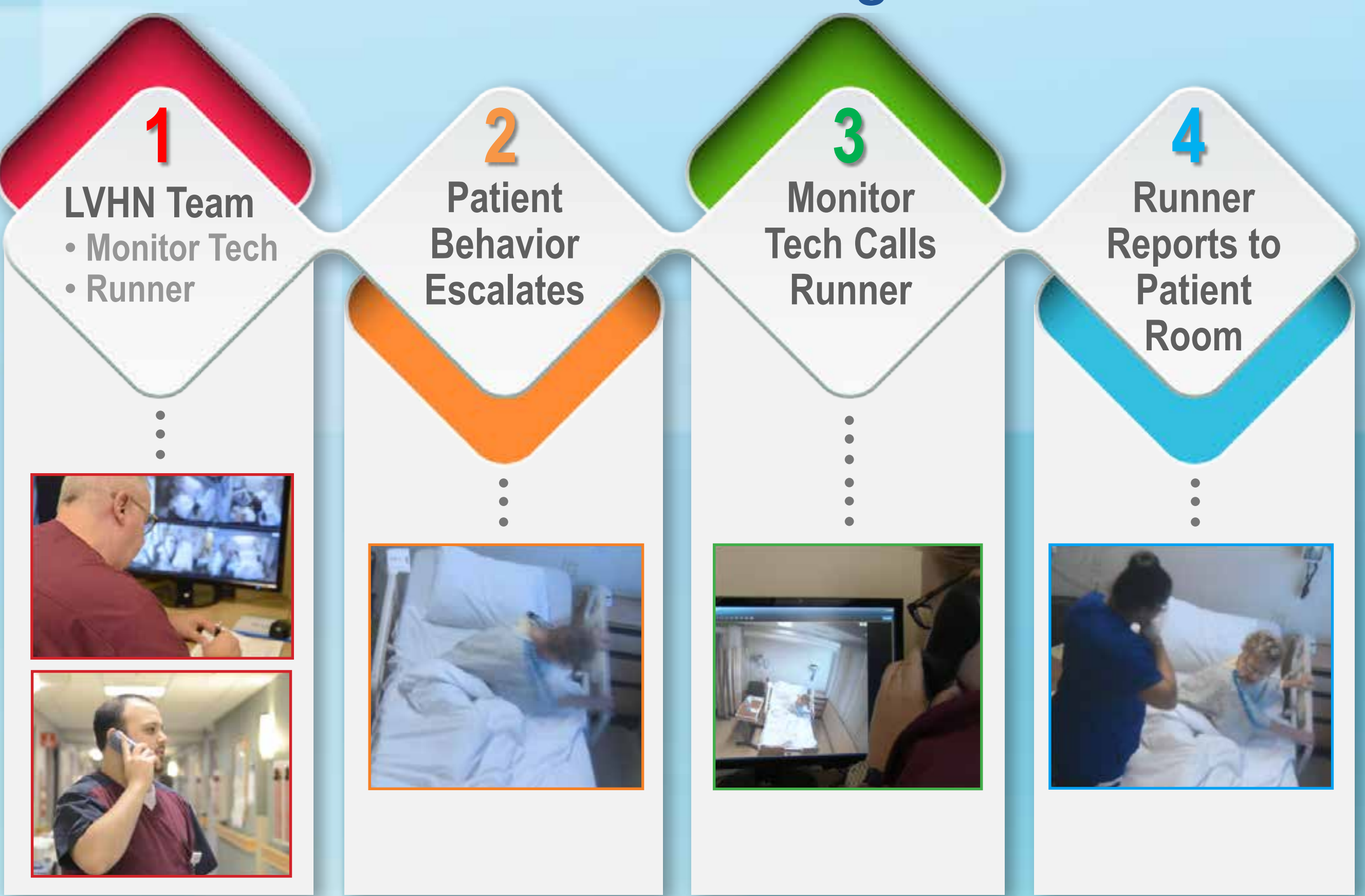
Responsibilities:

- Register patient
- Place camera in patient room
- Perform required continuous monitoring and rounding activities

'Watcher' - observes monitoring screen, communicates with patient, and alerts the runner to respond.

'Runner' - responds to notification to prevent injury and eliminate patient falls

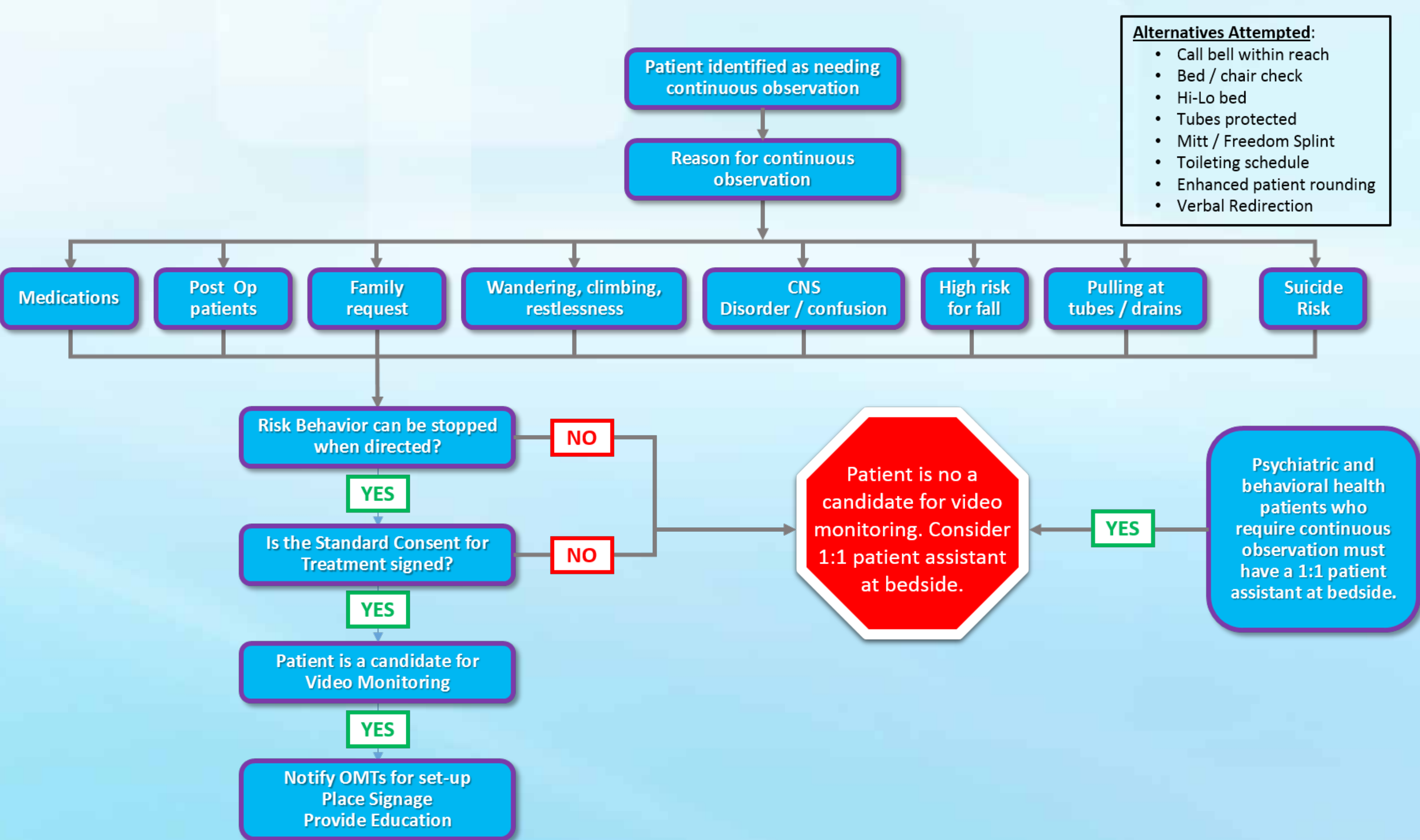
Video Monitoring



Video Monitoring Criteria

- High risk for fall
 - History of falls
 - History of wandering or elopement
 - Impulsive or restless behaviors
 - Pulling at lines or tubes
 - Dementia
- Patient must respond to verbal cues.
– Patient is not a suicide risk

Decision Tree for Video Monitoring / 1:1 Assistant



Outcomes

1. Controlled 1:1 Volumes - 2 staff for up to 8 patients

Future Implications

Program Expansion:

- Installation of additional monitors (up to 15)
- Implementation on other units

References:

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2. Sand-Jecklin, K. (2016). Protecting patient safety: Can video monitoring prevent falls in high-risk patient populations? Journal of Nursing Care Quality, 31(2):131-8. doi: 10.1097/NCQ.000000000000063.

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