

# Effectively reduce and manage alarm noise



## Enterprise event and alarm management, notification and reporting

In compliance with Phase II of the Joint Commission's 2014 National Patient Safety Goal, hospitals continue to refine and implement the clinical alarm and safety policies and procedures developed in Phase I. Even if you are not a Joint Commission-accredited hospital, the dangers associated with alarm fatigue are still very real. How many alarms – from ventilators, monitors, pumps, electronic health records, nurse call systems – do your nurses still hear every day? Do they simply ignore them? *CareAware*® can help you determine the events and alarms to keep active while providing an added level of notification when the clinician is not in the room.

Using *CareAware Reporting*\*, you can run detailed reports to help you **assess** the number, type, frequency and priorities of alarms from different devices and systems throughout your organization. Using these report results, you can better identify the alarms that should receive immediate attention and then set up rules in *CareAware Event Management*™ to provide a secondary notification\*. If for some reason care providers cannot respond to the notification, the system can **escalate** to the secondary and even tertiary care providers. Using these report results, your organization can easily identify what alarm settings can be adjusted in order to **reduce** the number and frequency of alarms that lead to alarm fatigue.

### Escalate

Care team members are not always able to respond immediately to an alarm, even when it is critical. For those situations, the secondary notification rules you create in *CareAware Event Management* enable the system to monitor responses to a notification and escalate them if appropriate. If the initial recipient rejects or does not respond, the system redirects that notification to the care team or individual clinician you have designated as the backup.

\*CareAware Event Management is not intended to replace the primary alarm or primary alarm system.

### Key features

CareAware Event Management was designed to:

- Route incoming events and associated contextual information in notifications to care team members
- Allow the escalation of notifications between clinicians
- User-configurable rules determine if a notification needs to be generated
- Enable alarm and notifications reporting

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## Addressing the alarm environment

It is important to understand your alarm ecosystem, and *CareAware Reporting\** enables you to do so by providing three categories of reports:

1. Retrospective alarm reports measure existing alarm quantities. Governance committees can use this information when determining or updating policy, practice and settings.
2. On-shift reports present data about issues at the point-of-care and within a shift. Care teams can use these reports to identify if a particular patient is producing too many alarms and determine what interventions or adjustments they need to make.
3. Notification reports document the staff members that receive notifications, how quickly they respond and what their response patterns are.

By having a comprehensive picture of what types of alarms are sounding, along with when and where, you can start to reduce the frequency of nonactionable and minor events or alarms.

*\*With data captured by CareAware Event Management*

## About Cerner

We're continuously building on our foundation of intelligent solutions for the health care industry. Our technologies connect people and systems, and our wide range of services support the clinical, financial and operational needs of organizations of every size.

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