National Center for Missing and Exploited Children (NCMEC) statistics show that infant abduction is a universal problem. It happens in many countries, in large cities and rural communities, and in hospitals of all sizes.

Small community hospitals know that they must address the abduction threat, just like their peers in urban centers. But the smaller scale of these facilities makes an infant protection system a relatively bigger investment. It’s one thing to justify the economics if you have a couple of thousand births a year; quite another if you have only a couple of hundred.

This was the situation facing Cheryl Cassiday, RN, Director of Nursing at Chadron Community Hospital, in Chadron, a community of about 6000 in northwest Nebraska. The hospital moved into a new 25-bed facility in June 2010, and she lobbied hard for an infant protection system during the planning and construction stages.

But with less than 200 births a year, the investment just could not be justified, and the hospital instead put in place other measures, including a secure nursery.

After moving into the new facility, however, it became clear that a system was needed, but for other reasons. The new facility includes a separately run medical clinic, and this greatly increases the volume of traffic compared to the old building, creating new patient security challenges.

Ms. Cassiday explains: “We serve a population across the age spectrum, and the elderly are a large proportion of our patients. We always have the potential for a wandering adult to make their way down the hall to the clinic, where no one might realize that they’re not accompanied by a staff member.” The hospital has pediatric patients as well, who also may try to slip off unaccompanied.

Control Services, Inc., the Authorized Stanley Dealer for Nebraska, had already highlighted the fact that the Hugs system supports not just infant tags, but pediatric and adult tags too. This clinched it for Chadron Hospital. “The fact that the system is applicable to pediatric patients and wandering adults is what made us decide to go ahead,” says Ms. Cassiday.

Although the hospital uses the Hugs system primarily for infants, it is now ready to protect any patient who needs it. This is a great relief to nurses and other medical workers. “Staff acceptance has been very good. They feel that this is something we needed,” says Ms. Cassiday.

“It is a step that we needed to take in terms of minimizing our risk,” she concludes. “In a respect, it’s an adjunct to all our patient safety protocols.”
The latest version of the Patient Security Server (PSS) is now available. We urge you to upgrade your system to PSS 6: it’s the platform for all new features like the Vocera integration introduced above, the new Kisses® mother/infant matching, and much more in the future!

What’s the PSS?
The PSS is the “brains” of your system, processing all tag messages and sending out information to the client computers that run the Hugs, Pedz™ or Passport™ software. Since just about all new features for the system are software driven, upgrading the PSS is essential to maintaining your system to the latest standard.

How to upgrade
If your system is less than a year old, or if you have a valid Software Maintenance Agreement, you’re entitled to PSS 6 at no charge (installation not included; contact your Authorized Dealer for details.).

If you don’t have a Software Maintenance Agreement, there’s never been a better time to upgrade: we’ve just lowered the cost by several thousand dollars!

To learn more
Contact your Authorized Dealer, or call Stanley Healthcare Solutions at 1.866.559.6275.

Going mobile with the Patient Security system
Stanley Healthcare teams with Vocera to bring you mobile voice control

Receive information on alarms and alerts, respond to them using voice commands, and talk with your colleagues to optimize your response.

If you were at the AWHONN convention in Las Vegas, you might have seen a trial version of our Vocera integration. Vocera is a leading provider of mobile communication systems that provide caregivers with essential information right at the point of patient care. Vocera badges can both display and “say” information from a variety of hospital systems. They also enable communication between staff, and can even “understand” voice commands so that you can respond to an event right then and there.

Stanley Healthcare Solutions is partnering with Vocera to bring this functionality to the Patient Security system. This will be offered in stages, starting in 2011.

Stage 1: Receive and respond to events
This enables hospitals to direct alarms and alerts to specific Vocera badges. Take a Check Tag Tightness event as an example. The initial alert can be sent to the nurse responsible for the infant. If the tag is snugged up soon after, no further action is require. Only if there is no action is the event escalated to be displayed in the software, or sent to another Vocera badge.

Another example use is extending the length of a Transport. Imagine yourself with the patient outside the coverage area. You’re notified via your Vocera badge just before the Transport time expires, and given the option to extend it. The Transport time is then automatically updated in the Patient Security system.

Stage 2: Initiate actions with voice commands
The next step is to enable you to initiate an action using a voice command from your Vocera badge. No need to run to a computer to perform such everyday tasks as Transporting or Discharging a patient. Just say a standard voice command into your badge, and the system automatically updates the patient’s status in the software.

Stay tuned for further announcements
This project is still in the development stage. We’ll update you in subsequent newsletters on our progress with development and field validation by our launch partners.

Patient Security Server 6: your ticket to the future

The latest version of the Patient Security Server (PSS) is now available. We urge you to upgrade your system to PSS 6: it’s the platform for all new features like the Vocera integration introduced above, the new Kisses® mother/infant matching, and much more in the future!
A team approach to patient security for the ED

Cross-discipline cooperation can help promote a safe environment

Security, Mental Health, Nursing and Risk Management working together can address the security and safety challenges presented by patients with behavioral issues.

Develop procedures

Planned interventions promote better outcomes. This starts with a system to identify at-risk patients and the nature of the risk (elopement, suicide, etc.), and convey that information during any handoff of the patient.

A strategy to respond to violent patients is also needed, with a multi-disciplinary team trained in safe manual restraint. Should this not be effective, an escalation plan is also required to contact police, decide on a lock down, etc.

Plan physical security

This also has many aspects, including a system to control visitor access to the ED, and electronic patient security like the Passport system. But also consider more preventive measures, such as reviewing waiting and consult rooms: a comfortable and soothing environment, perhaps with distractions like TV or reading materials, may help to prevent an incident in the first place.

Create a team

Patient security in the ED has always involved different groups, from nurses to risk managers. The next step is to formalize this cooperation into a structure to plan and implement patient security. Members could include Security, Mental Health, Nursing and Risk Management.

Emergency Departments must deal with many patients who present with severe behavioral problems: violent impulses, paranoia, suicidal tendencies, etc.

Security officers are now a regular presence in the ED, and are certainly essential to maintaining a safe environment. But there are other steps to consider to improve patient safety. Here are a few ideas from security experts to help you in your planning.

By Your Side™ materials for Halo

Part of our continued support for users of the Halo™ system is the By Your Side customer support program, and the many free resources it offers. Please call 1.866.559.6275, ext. 219 to obtain these items.

Implementation guide

This document for nursing and other managers reviews the steps to successfully install and use the Halo system. Lots of useful information even for current customers.

Sample policy

The Halo Sample Policy provides a model that you can customize to create your own procedures that reflect your clinical practices and security policies.

Parent pamphlet

We offer an educational pamphlet that explains electronic infant protection and how family members can contribute to the safety of their child.

Skills checklist

This checklist outlines the essential skills required for users of the Halo system. It is a training tool for you to verify staff competence in using the system.
A busy year for SHS on the convention circuit
New products, new shows and lots of new friends

Long-time readers will recall that we often talk about the Association for Women’s Health, Obstetrics and Neonatal Nurses (AWHONN) convention in this newsletter. While it remains a major event for us, we’ve been busy at many other conventions this year too.

A review of the highlights of our year attests to the growing presence of Stanley in many areas of healthcare, and the wide range of products and solutions we now offer.

Society of Pediatric Nurses (April)
The Pedz pediatric protection system remains the only product that was designed from the ground up for pediatric use. This was our second year at the SPN convention, and we were pleased that many current customers came to attest to the unique advantages of Pedz.

Emergency Nurses Association (September)
The ENA show featured two aspects of the Stanley Healthcare product offering: our medical storage carts and inventory management systems from Stanley InnerSpace, and the Passport patient protection system. We plan to be back next year with an even broader range of products and solutions.

Association for Women’s Health, Obstetrics and Neonatal Nurses (September)
This year’s AWHONN show was a remarkable event. It had the highest attendance in AWHONN history, and the Stanley Healthcare Solutions booth was very nearly overwhelmed! (See picture above.) We had live demos of three new features: Vocera integration, a concept app for the Apple® iPad™ mobile digital device and our redesigned Kisses mother/infant matching option for Hugs.

ASIS International (October)
ASIS International is the largest gathering of security experts in the world, with representatives from just about every industry imaginable, including healthcare. Stanley Security Solutions, our parent, is always a huge presence at ASIS, showcasing everything from automatic doors to locks and the full range of our healthcare security solutions.

American Society for Healthcare Risk Management (October)
We regard risk managers as an important audience to engage with on patient and staff safety. Our presence at ASHRM was about educating delegates on how we can help mitigate a range of risks, whether that’s infant abduction, staff duress or patient falls. ■