



## REDUCE ALARM FATIGUE WITH SPOK®

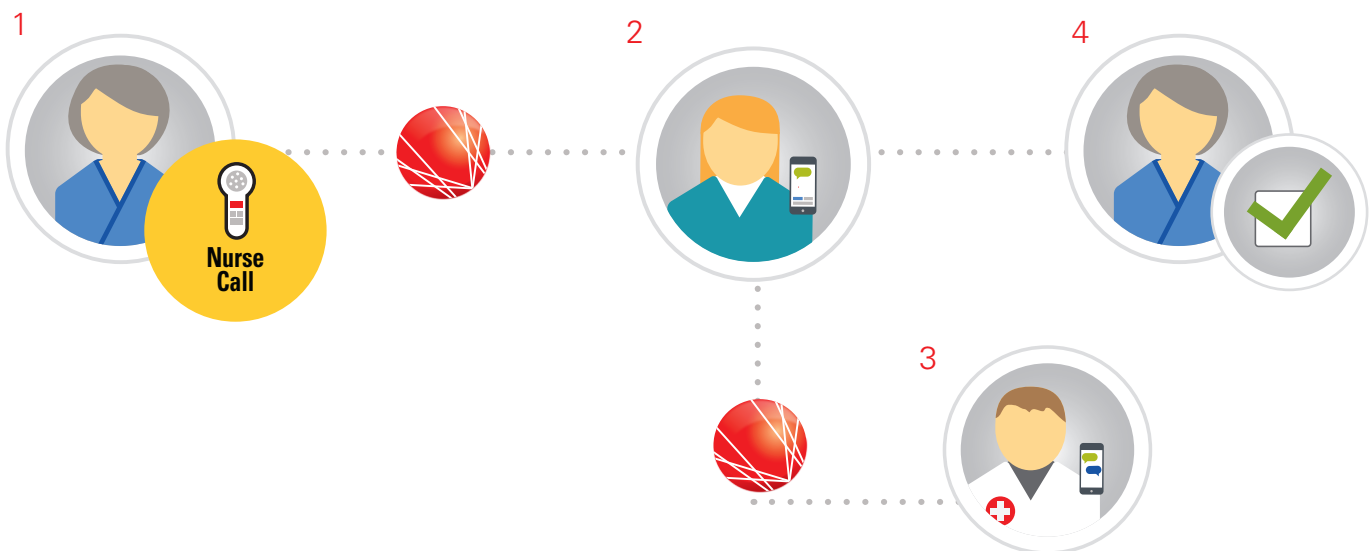
Speed response to alarms • Route actionable alerts • Meet Joint Commission requirements

**CHALLENGE:** Reduce alarm fatigue for staff, improve patient safety, and meet The Joint Commission NPSG.06.01.01 requirements for clinical alarm safety.

**SOLUTION:** Alert the correct providers and be able to report on patient alarm management. Combine advanced routing and escalation capabilities with unique smart alarms and real-time patient data, including live waveforms, to deliver actionable alarms that support better clinical decision making, speed response times, reduce alarm fatigue, and improve patient satisfaction.

### SPEED RESPONSE TO ALARMS

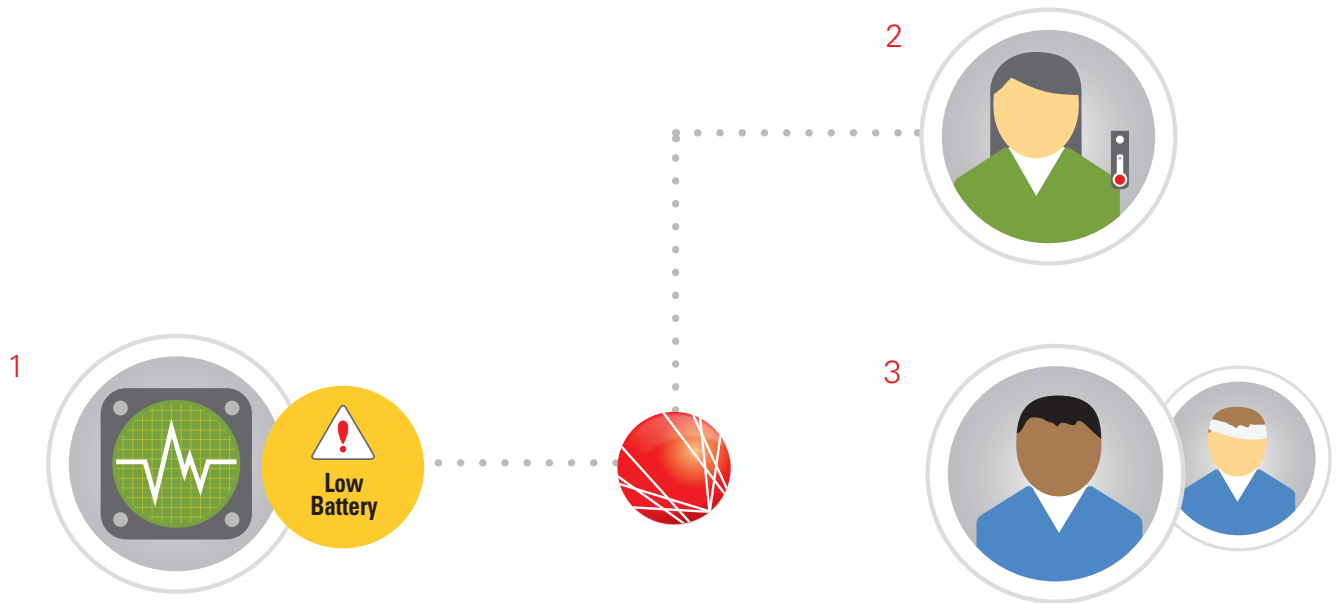
- 1 A patient in pain hits the nurse call button.
- 2 Spok routes the alert to the nurse's mobile device. The nurse hits a call-back number and connects to the patient's pillow speaker.
- 3 After speaking with the patient, the nurse submits a pain medication request. Spok notifies the physician, who enters an order remotely.
- 4 The nurse is able to deliver pain relief to the patient quickly with minimal audible disruption.



Routing alarms to the right person to respond helps reduce alarm fatigue for all staff members and lets other care providers remain focused.

## ROUTE ACTIONABLE ALERTS TO THE RIGHT RESPONDER

- 1 A telemetry low battery alarm sounds.
- 2 Spok quickly sends the patient's location and alarm type to the nursing tech.
- 3 The patient's nurse, assisting another patient, is not interrupted.



For hospitals that are pursuing or renewing ANCC Magnet designation, Spok can help you demonstrate innovation with new technology that advances the quality of your hospital's patient care and services.

**Correctly  
Routed Alarms**



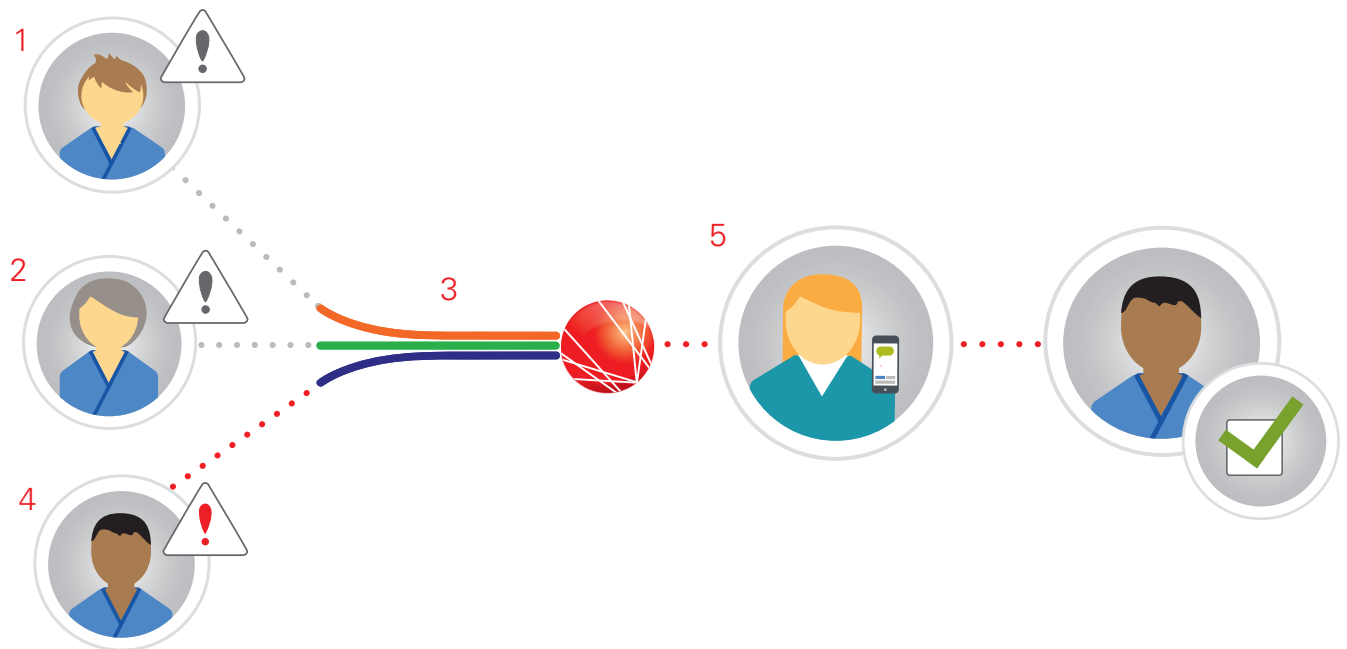
**Audit Trail**



- **Reduced alarm fatigue**
- **Improved staff efficiency**
- **Enhanced patient care**

## FILTER ALARMS TO SEND ACTIONABLE ALERTS

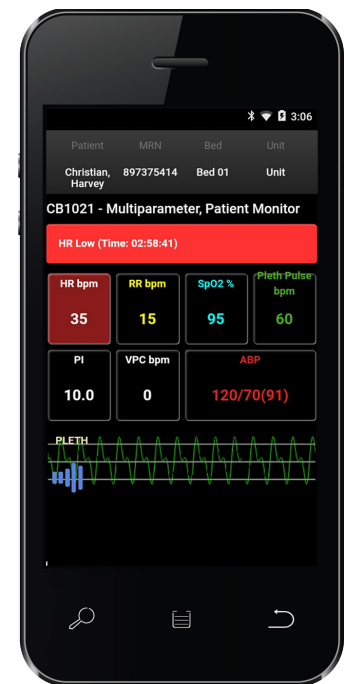
- 1 A patient's monitor registers a drop in his blood oxygen saturation levels for several seconds before it returns to normal.
- 2 A patient in another room coughs, triggering a peak airway pressure alarm from her ventilator, but the device continues to operate normally and the patient requires no clinical intervention.
- 3 Based on the hospital's defined prioritizations, Spok Alarm Surveillance filters out these non-actionable alarms and does not pass them through to interrupt the nurse.
- 4 A third patient's monitor measures reduced heartbeat and respiration rates – each change not enough to activate the monitor's individual alarms, but together clinically significant – triggering a Spok Alarm Surveillance combination smart alarm.
- 5 Spok routes the alert to the nurse's mobile device. The nurse makes an informed decision to visit that patient for appropriate follow-up.



$$\begin{array}{l} \text{Filter} \\ \text{Alerts} \end{array} + \begin{array}{l} \text{Forward} \\ \text{Actionable} \\ \text{Alarms and} \\ \text{Patient} \\ \text{Context} \end{array} = \begin{array}{l} \bullet \text{ Reduced alarm fatigue} \\ \bullet \text{ Fewer disruptions} \\ \bullet \text{ Improved patient safety} \end{array}$$

Spok Alarm Surveillance powered by Bernoulli lets health providers access and review real-time patient data, including live waveforms, and settings from bedside medical devices in the context of the patient. Unlike traditional alarm management systems that are dependent on alarms triggered by the device, Spok Alarm Surveillance includes comprehensive, continuous patient data to enable advanced smart alarms and a more holistic view of the patient status while filtering out nuisance and non-clinically actionable alarms from devices.

Spok supports sending alarms to health professionals on a variety of mobile devices, including smartphones, encrypted pagers, Wi-Fi phones, tablets, etc. This includes rules for escalating the alarm to a different device that the clinician might be carrying, or to another person altogether if the alarm is not responded to within a predetermined amount of time. Spok can direct these alarms based on schedules, allowing critical alerts to go to specific on-call roles instead of named individuals.



Bernoulli®

Spok delivers the know-how, best practice expertise, and technology solutions to help you achieve your enterprise communication goals and set you up for long-term success. Reach out to us today at [inforequest@spok.com](mailto:inforequest@spok.com) or (800) 231-2556 to ask how we can help you route nurse call requests and patient alerts to reduce alarm fatigue.