Clinical Alert Management Guidelines

IntelliSpace Event Management

Philips helps customers manage critical communication and improve care team coordination by providing clinically significant and/or actionable information to caregivers on their communication devices. We are dedicated to helping your healthcare organization establish the right alert management guidelines and take full advantage of your IntelliSpace Event Management integration. Alarm fatigue is a serious issue that may occur when the number of alarms overwhelms clinicians—potentially compromising patient care if alarms are disabled, silenced or ignored. IntelliSpace Event Management can be configured to reduce the number of alerts, by redirecting or reducing alerts sent to clinicians. This leads to improved communication and rapid response which improves patient care.

Clinical Checklist

✓ Define alert management standards that can be used to contribute to patient care and family satisfaction, while supporting caregiver workflow effectively.

✓ Define patient monitor and nurse call alerts that contribute to patient care and better patient and family satisfaction.

✓ Determine a process for nurse call requests that helps caregivers meet patient/family needs more effectively and improve satisfaction.

✓ Define clinically significant status alerts (i.e. critical labs) that help caregivers provide better patient care based on more accurate, timely information and improved coordination of the care team.

✓ Consider implementing additional selective clinical status or patient device alerts that can improve clinical decision-making, patient care and workflow.

A Customized Solution to Meet Clinical Needs

• Our clinical specialists assist customers to adapt recommended guidelines and define alert management standards that support your unique patient care goals and care environment.

• A Clinical Assessment Tool can help your organization customize the recommendations based on your unique patient population, care standards, and staffing models.

• Reporting and logging tools help customers use alert data to evaluate event delivery and receive notifications and identify areas for improvement and/or expansion on an ongoing basis.
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