



Cardiac Signals in a Box

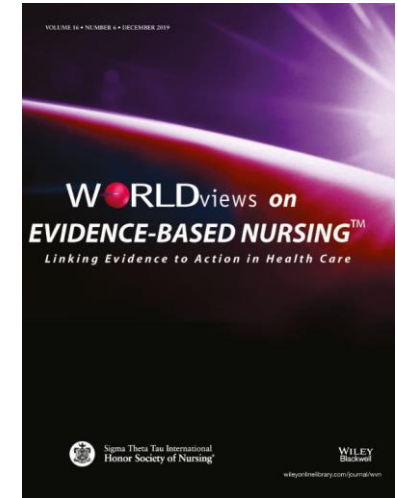
Nicolette Hines, MSN, RN
Lori Fulghum, MSN, RN

Disclosures

Nothing to Disclose

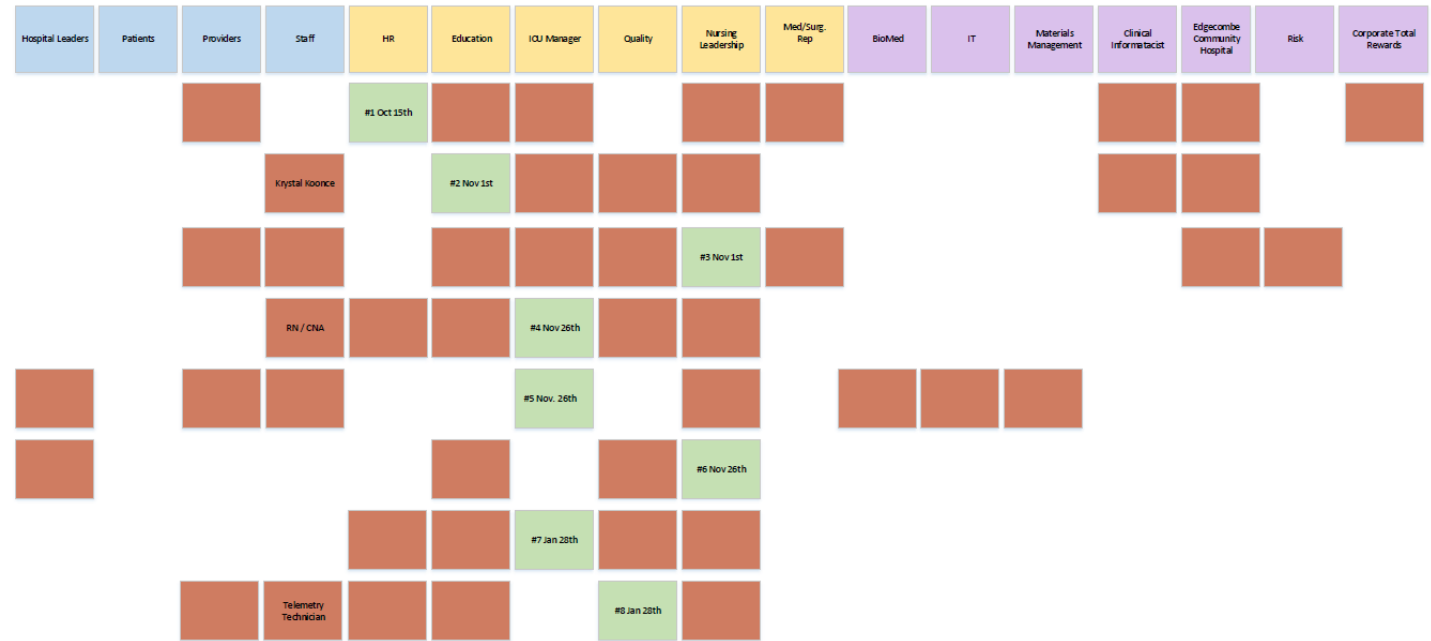
Introduction

- **Background:**
 - Nurses working in dual role.
 - Lack of dedicated telemetry technicians for growing population.
- **Gap:**
 - Delayed identification of cardiac events to medical intervention.
- **Global Aim:** To reduce the time from onset of cardiac event to medical intervention with a goal of “0” delays.



Methods

- Lean strategy: Vertical Value Stream Tool
- Setting: ICU
- Participants: telemetry techs, HR, Education, PCS admin, Quality, Process Improvement, Biomedical
- Duration: Oct. 2018-Oct. 2019
- Expected Outcomes:
 - (include more of second section on template)
 - How an improvement: We anticipate successful program completion. no delays in identification of cardiac events.



#1 Melissa H. Due Oct 15th
 Minimum position requirements
 Job description with roles/
 responsibilities
 Talent acquisition
 # FTE's
 Shift Hours
 Total # for coverage 24/7, 365
 Access for documentation
 Job posted by due date

#2 Lori F. Due Nov 1st
 Education plan
 Orientation / Training
 Validation

#3 Christina M. Due Nov 1st
 Policy Revisions

#4 Nicky H. Due Nov 26th
 Selection Process
 What can or cannot be asked during
 the interview process
 Selected personnel to begin
 hospital orientation on due date

#5 Nicky H. Due Nov 26th
 Workstation identified
 and ready for use

#6 Christina M. Due Nov 26th
 Program communication plan

#7 Nicky H. Due Jan 28th
 Program Pulse Check

#8 Cindy S. Due Jan 28th
 Measures of success

Results

PDSA Cycle 1 (October-December 2018)



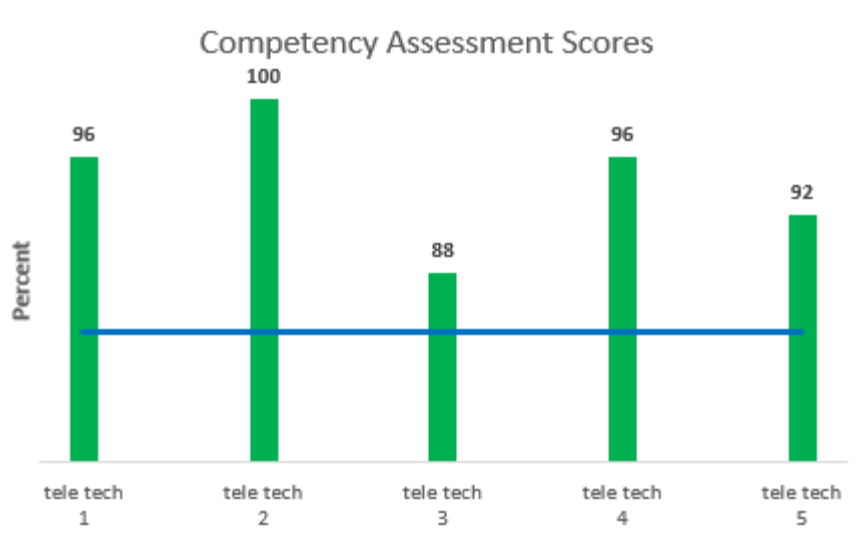
PDSA Cycle 2 (January-October 2019)



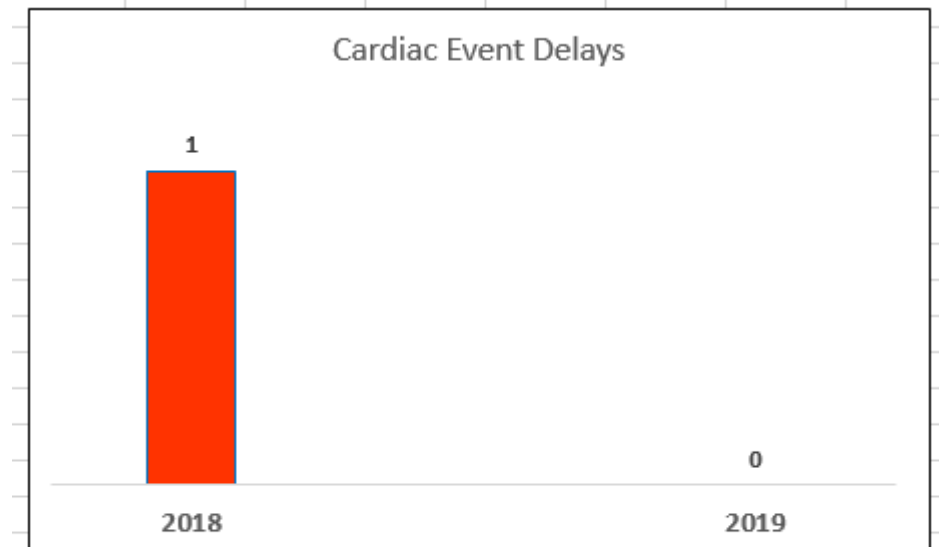
Consolidated job role.

Results

- Validated telemetry curriculum.
- No cardiac event delays in 2019.



All scores greater than 84% (AHA standards).
All telemetry technicians competency validated.



Prior to implementing the telemetry technician program, there was one delay of eight minutes. No delays since implementation.

Conclusion

- The dedicated telemetry technician role, designed to provide continuous cardiac monitoring, has improved both patient and caregiver experiences.
- Future directions: Growth of telemetry monitoring capacity as we embark with Vidancy (*review buzzwords).