

Telemetry Utilization

What

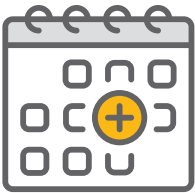
The purpose of hospital telemetry monitoring is to provide continuous monitoring of a patient’s heart activity for diagnosis and treatment by a provider. The American Heart Association (AHA) recommends appropriate use of telemetry monitoring. Studies find telemetry monitoring is often overused, affecting patient experience, alarm fatigue, productivity, and throughput with no adverse events reported.



Impact

35%

- Telemetry days that may be unnecessary in non-ICU areas¹



\$53

- Average cost of telemetry per day per monitored patient¹



90 minutes

- Nursing time spent per day per monitored patient on telemetry-related issues¹



\$Millions

- Potential opportunity cost of non-indicated telemetry, in terms of throughput and resource inefficiencies



Recommendation

- Align telemetry monitoring decisions with 2017 AHA Guidelines for Electrocardiographic Monitoring for Hospitalized Patients.²

Action

Pathway to excellence



1 ENGAGE

- Involve key stakeholders in the appropriate use of telemetry.
- Explain utilization and throughput issues related to the overutilization of telemetry to key stakeholders and front-line providers.

2 EDUCATE

- Train providers responsible for ordering telemetry on the 2017 AHA guidelines.
- Share the impact of overutilization with providers and staff.

3 EXECUTE

- Revise telemetry order sets to reflect 2017 AHA guidelines, with clinical decision support for providers and order duration.
- Re-evaluate the need for continuous monitoring every 24 to 48 hours with an order for renewal or discontinuation.

4 EVALUATE

- Track and trend provider utilization of telemetry monitoring.
- Monitor throughput and capacity issues related to telemetry equipment and room availability.

HOW DOES YOUR PROGRAM COMPARE?

Independent telemetry assessments by Crowe have identified as much as \$2 million in opportunity costs related to unnecessary telemetry use at some organizations. This is usually due to lack of standardized processes to support initial placement and continued monitoring in accordance with the AHA guidelines.



Crowe clinical risk services: linking the dimensions of healthcare delivery to achieve excellence. To learn how a clinical assessment or clinical risk project can support your performance excellence efforts, please contact:

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¹ "Impact of Cardiac Telemetry on Patient Safety and Cost," The American Journal of Managed Care, June 2013, <https://www.ajmc.com/journals/issue/2013/2013-1-vol19-n6/impact-of-cardiac-telemetry-on-patient-safety-and-cost>
² "Update to Practice Standards for Electrocardiographic Monitoring in Hospital Settings: A Scientific Statement From the American Heart Association," American Heart Association, Oct. 3, 2017, <http://circ.ahajournals.org/content/early/2017/10/03/CIR.0000000000000527>