Unified Clinical Communication Program
CTMU and Nurse Call

IT Education Analyst
Course Objectives

At the end of the Mobile Heartbeat session, you will be able to:

• Identify a correct assignment in Unite Assign

• Understand escalation patterns for CTMU and Nurse Call
Important at Time of Log In

Check your Sound Settings

- Be sure the device was not switched to silent.
- Check the volume of the device to ensure you will be able to hear it.

**NOTE**: Turning the device to silent increases the risk of alerts and alarms to be missed.
Important Settings

• Shared Device Users
  • BHVoice
  • Airplane Mode
    • Properly connect to the network
    • Prevents battery drain
    • When devices complete an update, Airplane Mode must be reenabled
• Personal Device Users
  • BHGuest
  • Be sure to Allow Critical Alerts within the app
  • If you own an Apple Watch, disable notifications for MH-Cure
Telemetry (CTMU) Sites Integrated to Mobile Heartbeat

Dearborn, Farmington Hills, Grosse Pointe, Royal Oak, Taylor, Trenton

*Scheduled*

Wayne TBD

Troy (August)
In Unite Assign, nursing staff are assigned to roles and patients prior to start of shift by the Unit Secretary, Charge Nurse or NA. Proper assignments are essential to communication of alarms.

It is important to Login to Mobile Heartbeat at the start of shift to ensure that alarms are not missed.
Unit Level Unite Assign
Step by Step

1. Log into Unite Assign with appropriate Username and Password

2. Choose desired care unit from drop-down list
Unite Assign – Overview

- Current/Active Shift
- Employee Roster
- Bed List #
- Bed Level Roles
- Shift Select
- Start Shift
- Used for CTMU
- Save
It is important that assignments are filled in correctly

**Aide:** Nurse Aide – Nurse Call and Technical CTMU (FMH; Leads off)

**Primary RN:** Nurse Call and CTMU

**Backup RN:** Nurse Call

**Orientee:** CTMU

**Charge:** Nurse Call and CTMU

**Manager:** Nurse Call and CMTU once UNHANDLED
Proper Assignment in Unite Assign

- All rows are completed.
- Top line is completed.
- Shift has been started.
Why am I getting so many alerts?
It is important that assignments are filled in correctly

If all columns are not properly completed the escalation pattern is accelerated.

• The escalation pattern is designed for a specific amount of time (i.e 3 minutes) between each level.
• The total time takes less when assignments are not complete.

*IMPORTANT: Click Start!

Not getting alarms, first line of defense is to ensure that the assignment has been started in Unite Assign.
CTMU:
Central Telemetry Monitoring Unit
**CTMU Alert Response**

### Clinical Alarms
- Asystole
- VFIB/VTACH
- VTACH
- PAUSE
- AFIB
- HI/LOW HR
- SP02 LOW

### Technical Alarms
- Leads Fail
- No Telemetry
- Arrhythmia Suspend
- Change Battery
- Probe off

#### Level 1
- Primary RN

#### Level 2
- Buddy RN

#### Level 3
- Charge RN

#### Call to the Charge Nurse

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**45 Second Auto-Escalation if no response**
(1 min or > for Pause, Hi HR, AFIB, Probe Off, Change Battery)

Tap **Accept** to take responsibility for an alarm and the patient.

Tap **Escalate** if unable to respond to an alarm to send it to the next level of escalation.

If you wait for the Auto-Escalation timeout, you are delaying alarm response.
**Important**: If an alarm escalates past Level 3, the TMS tech will call the Charge Nurse.
Communicating with CTMU Tech

To call or text a CTMU Tech, go to Directory and use the Search feature. Type CTMU POD # that is associated with your site.

<table>
<thead>
<tr>
<th>CTMU POD #</th>
<th>Dynamic Role Phone Number</th>
<th>Example: Units with Patients on a Telemonitor</th>
</tr>
</thead>
<tbody>
<tr>
<td>POD ##</td>
<td>1-947-522-####</td>
<td>1-ICU Floor 2 Floor 4 Floor 5</td>
</tr>
</tbody>
</table>

Will Vary by Site
Directory
Best way to search for your CTMU tech is by using the Browse Dynamic Role by section in Contacts:

• Type CTMU Pod and your Pod Tech Number. i.e. CTMU Pod 16 or 17 (will vary by site)

• Save your designated CTMU Pod Tech as a Favorite.
Communicating with CTMU Tech

The preferred method of communication is a phone call to the Pod Tech. However, you can text message, using Quick Picks.

e.g. Taking patient off of TMS for a test or a shower.
Communicating with CTMU Tech

Be sure to select the correct CTMU Pod # associated with your site and your unit.

Example:
• Search for CTMU Dynamic Role by site.
• Type CTMU Pod #.
• Tap correct CTMU Pod # to call or text tech.
If you are going to take your patient off of telemetry, let your tech know. Select Text in the Navigation Bar and the Paper and Pencil icon to write a new text.
Nurse Call Integration
Nurse Call
Integrated to
Mobile Heartbeat

Royal Oak, Trenton, Troy, Wayne

not integrated

Dearborn, Farmington Hills, Grosse Pointe, Taylor
Nurse Call in Mobile Heartbeat

**Touch the banner & it will expand/open**

**Patient Alert**

**Event Notification**

**Alarm details**

- **Accept:**
  - Accepts responsibility for the patient.
  - Stops the escalation pattern.
  - Call light must be turned off in the patient room.

- **Escalate:**
  - Use when you are too busy to attend to the patient.
  - Will advance the alert to the next level.

- **Call:**
  - Allows you to speak to the patient via patient pillow speaker.
  - This will cancel the alert within Nurse Call (headwall) and cancel the escalation to the next level.
Beaumont Standard Nurse Call Alert Escalations

Alert Escalation Timing:
- Normal Patient Alerts – 3 minutes escalation
- Bathroom (Lavatory)/Shower – 2 minutes escalation
- Bed Out/Cord Out – 3 minutes (no repeat)

Response Choices Available
- Accept
- Escalate
- Call

Level 1: Nurse Assistant
Level 2: Nurse
Level 3: Buddy RN

Repeat Level 1: Nurse Assistant
Repeat Level 2: Nurse
Repeat Level 3: Buddy RN

“Unhandled” to Everyone on Unit
Beaumont Standard Nurse Call Alert Escalations

Alert Escalation Timing:
- Code Blue/CPR – immediate to all on unit
- Staff Emergency – immediate to all on unit including the Unite Assign top line.

Everyone Assigned on Shift

Manager
Charge
ANM
NA
CA
RN
Educator

Response Choices Available
- None – Informational only
Beaumont Standard Nurse Call Alert Escalations

Alert Escalation Timing:
• Bed Exit/Chair Exit – 1 minute escalation between levels

Response Choices Available
• None – Informational only
Primary Alerts – According to Code
- Master Console needs to be on the desk.
- Plugged in and not covered to muffle the sounds
- Used in Downtime.
- The Nurse Call Master Console needs to be always audible.
- If equipment is not working, place a work order through Facilities.

Secondary Alerts – According to Code
- Mobile devices, your MHB application (shared device or personal device)
- If equipment is not working, an IT Service ticket must be placed.

Ascom Assignment Icon
- Can be found on the downtime desktop.
- Can be found on BHAPPs and can be pulled to any Desktop.
- If you have a Unit Secretary or individual that will be creating assignments, they will need access to the Citrix BHAPPs.

Access
- CA, NA, RN, Unit Managers, Educators require access to Ascom Unite Assign
  - Unite Assign access needs to be granted so one may be assigned to a patient room
  - If you have new team members, please open a ticket with the Help Desk (888.481.2448) to have access granted.
Correct Assignments are Important
What is wrong with this Assignment?

<table>
<thead>
<tr>
<th>Center - 8701-8781</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bed 8701</td>
</tr>
<tr>
<td>Bed 8703</td>
</tr>
<tr>
<td>Bed 8704</td>
</tr>
<tr>
<td>Bed 8705</td>
</tr>
<tr>
<td>Bed 8706</td>
</tr>
<tr>
<td>Bed 8707</td>
</tr>
<tr>
<td>Bed 8709</td>
</tr>
<tr>
<td>Bed 8710</td>
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<tr>
<td>Bed 8711</td>
</tr>
<tr>
<td>Bed 8713</td>
</tr>
<tr>
<td>Bed 8714</td>
</tr>
<tr>
<td>Bed 8715</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHARGE 1</th>
<th>CHARGE 2</th>
<th>MANAGER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tessy Maliekal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ANM</td>
<td>CA 1</td>
<td>CA 2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AIDE</th>
<th>PRIMARY RN</th>
<th>BACKUP RN</th>
<th>ORIENTEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nicholas Haji</td>
<td>Andrea Crabtree</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shannon McEwen</td>
<td>Renee Niehaus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicholas Haji</td>
<td>Patricia Heath</td>
<td></td>
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<tr>
<td>Nicholas Haji</td>
<td>Patricia Heath</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: The table shows the staffing assigned to each bed in the specified center.
Ascom assignments created incorrectly

Normal Patient Call:
Setup Correctly:
• 9 minutes on first pass
• 9 minutes on Repeat pass
• Total of 18 minutes before it goes to everyone on the unit as UNHANDLED including the Charge

Because this is not setup correctly:
• 6 minutes on first pass
• 6 minutes on Repeat pass
• Total of 12 minutes before it goes to everyone on the unit as UNHANDLED

CTMU Impact
• Only a Primary RN to contact for Patient Alarm notification will go directly to the Charge

For Example: Patient Normal Alert (3 minutes)
Proper Assignment in Unite Assign

- All rows are completed.
- Top line is completed.
- Shift has been started.
POD Assignment Per Site
# Pod Numbers for Royal Oak

<table>
<thead>
<tr>
<th>POD #</th>
<th>Box Numbers</th>
<th>Hospital</th>
<th>TMS Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>POD 1</td>
<td>101-148</td>
<td>RYO</td>
<td>48 Regular Telemetry</td>
</tr>
<tr>
<td>POD 2</td>
<td>201-248</td>
<td>RYO</td>
<td>48 Regular Telemetry</td>
</tr>
<tr>
<td>POD 3</td>
<td>NA</td>
<td>RYO</td>
<td>68 8 North Progressive</td>
</tr>
<tr>
<td>POD 4</td>
<td>401-448</td>
<td>RYO</td>
<td>48 Regular Telemetry</td>
</tr>
<tr>
<td>POD 5</td>
<td>NA</td>
<td>RYO</td>
<td>56 Progressive (4C, 8 South Neuro and FBC)</td>
</tr>
<tr>
<td>POD 6</td>
<td>NA</td>
<td>RYO</td>
<td>61 Progressive (3CN, 5N, 6N, 4CN)</td>
</tr>
</tbody>
</table>
# Pod Numbers for Grosse Pointe and Dearborn

<table>
<thead>
<tr>
<th>POD #</th>
<th>Box Numbers</th>
<th>Hospital</th>
<th>TMS Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>POD 7</td>
<td>701-722</td>
<td>GRP</td>
<td>53 Progressive (CCSU, OBS) 30 Regular Telemetry</td>
</tr>
<tr>
<td>POD 8</td>
<td>801-848</td>
<td>DBN</td>
<td>48 Regular Telemetry</td>
</tr>
<tr>
<td>POD 9</td>
<td>901-948</td>
<td>DBN</td>
<td>48 Regular Telemetry</td>
</tr>
<tr>
<td>POD 10</td>
<td>1001-1016</td>
<td>DBN</td>
<td>20 Progressive 5 South, 16 Regular Telemetry</td>
</tr>
<tr>
<td>POD 11</td>
<td>NA</td>
<td>DBN</td>
<td>48 Progressive (4N and 5N)</td>
</tr>
</tbody>
</table>
## Pod Numbers for Taylor and Trenton

<table>
<thead>
<tr>
<th>POD #</th>
<th>Box Numbers</th>
<th>Hospital</th>
<th>TMS Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>POD 12</td>
<td>1201-1224</td>
<td>TLR</td>
<td>25 IMC, 23 Regular Telemetry</td>
</tr>
<tr>
<td>POD 13</td>
<td>NA</td>
<td>TRT</td>
<td>52 Progressive (1 North, 1 East, 3 IMC)</td>
</tr>
<tr>
<td>POD 14</td>
<td>1401-1441</td>
<td>TRT</td>
<td>41 Regular: 2 East OBS, 5 Surgical, 4 Medical</td>
</tr>
<tr>
<td>POD #</td>
<td>Box Numbers</td>
<td>Hospital</td>
<td>TMS Type</td>
</tr>
<tr>
<td>--------</td>
<td>---------------</td>
<td>------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>POD 16</td>
<td>1601-1620</td>
<td>WYN</td>
<td>Regular Telemetry</td>
</tr>
<tr>
<td>POD 17</td>
<td>NA</td>
<td>WYN/FMH</td>
<td>WYN 4th floor Regular Telemetry</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>FMH Progressive 2 South</td>
</tr>
<tr>
<td>POD 18</td>
<td>1801-1832</td>
<td>FMH</td>
<td>Regular Telemetry and 2 North Progressive</td>
</tr>
</tbody>
</table>
# Pod Numbers for Troy

<table>
<thead>
<tr>
<th>POD #</th>
<th>Box Numbers</th>
<th>Hospital</th>
<th>TMS Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>POD 15</td>
<td>NA</td>
<td>TRY</td>
<td>Progressive (4S, 4 NW)</td>
</tr>
<tr>
<td>POD 19</td>
<td>NA</td>
<td>TRY</td>
<td>Progressive 3E and 3N</td>
</tr>
<tr>
<td>POD 20</td>
<td>2001-2048</td>
<td>TRY</td>
<td>Regular Telemetry (4W, 4N, CDU)</td>
</tr>
<tr>
<td>POD 21</td>
<td>2101-2148</td>
<td>TRY</td>
<td>Regular Telemetry (5W, 5S, 5N)</td>
</tr>
<tr>
<td>POD 22</td>
<td>2201-2242</td>
<td>TRY</td>
<td>Regular Telemetry (6W, 2N, 2E)</td>
</tr>
</tbody>
</table>
1. Go to your PC desktop and click on Unite Assign icon to open the application.

2. In the logon window that appears, please enter your username and password, then press Log In.

3. Next, select specific unit (or WARD) desired from the dropdown menu, then press OK.

4. Select desired shift from the dropdown menu.

5. To assign a Head Nurse for this shift, click on desired staff member in staff list (on the left) to highlight their name, then click in the blank box to the right of Head Nurse.
EDUCATION – How to find it

Beaumont Nursing: Welcome

Nurse Call

- Assign User Guide for Role-Based Assignment
Beaumont Intranet > Education > Mobile Heartbeat

- Dates and times for Advanced Webinars
- The website is constantly changing
- Mobile Heartbeat has regular updates
- Reminder when a shared device has an update, airplane mode must be enabled again
QUESTION? COMMENT? CONCERN?

We want to hear about it.