

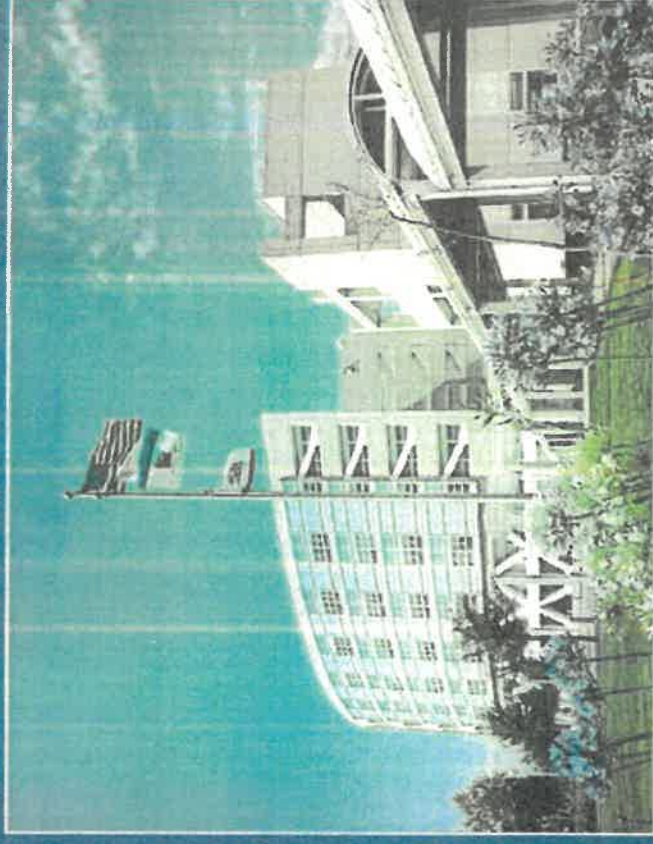


*The Heart of a
Healthy Community*

Joint Conference Committee

Remote Telesitter Program

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Chief Nursing Officer



Remote Telesitter Program

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The telesitter program is a remote monitoring system designed to enhance patient safety and improve staff efficiency in hospitals.



Collaborative Effort

In 2019, ARMC worked together with the County of San Bernardino and AvaSure System to implement the remote telesitter program.

- The county provided resources, planning, and ensured hospital compliance
- AvaSure provided technology components & training
- ARMC administrators, managers, and staff provided guidance, planning, and feedback



Goal

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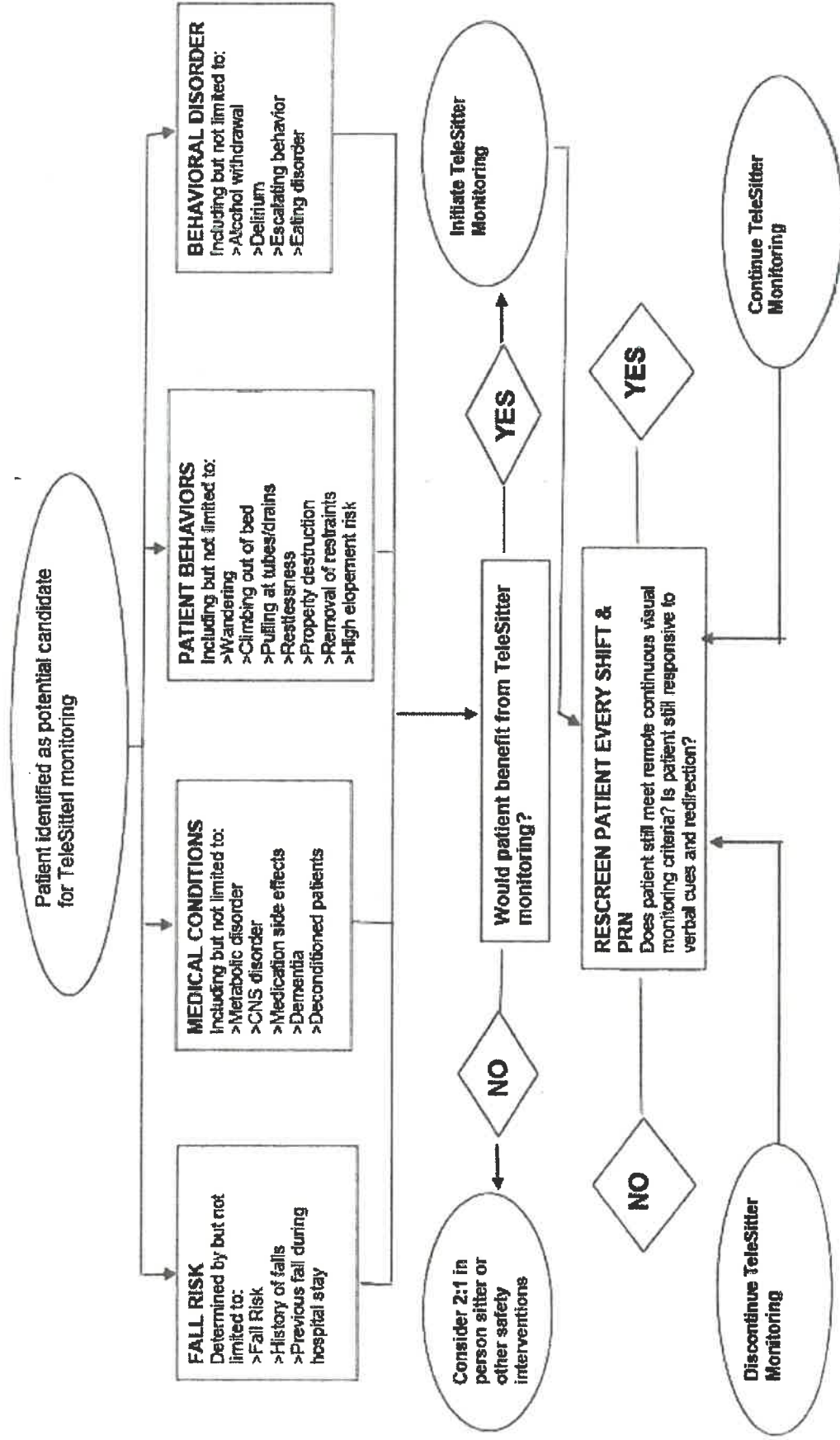
The goal of ARMC was to transition from a 2:1 in-person sitter program to a 9:1 remote telesitter program. ARMC is still able to quickly respond to any safety concerns, such as falls, changes in behavior, or mentation.

The program allows 2 telesitters to continuously monitor 18 patients at the same time.

A third individual assists with breaks, set up and education for admissions and take-down, disinfection at discharge.

Telesitter Solution Patient Selection Criteria

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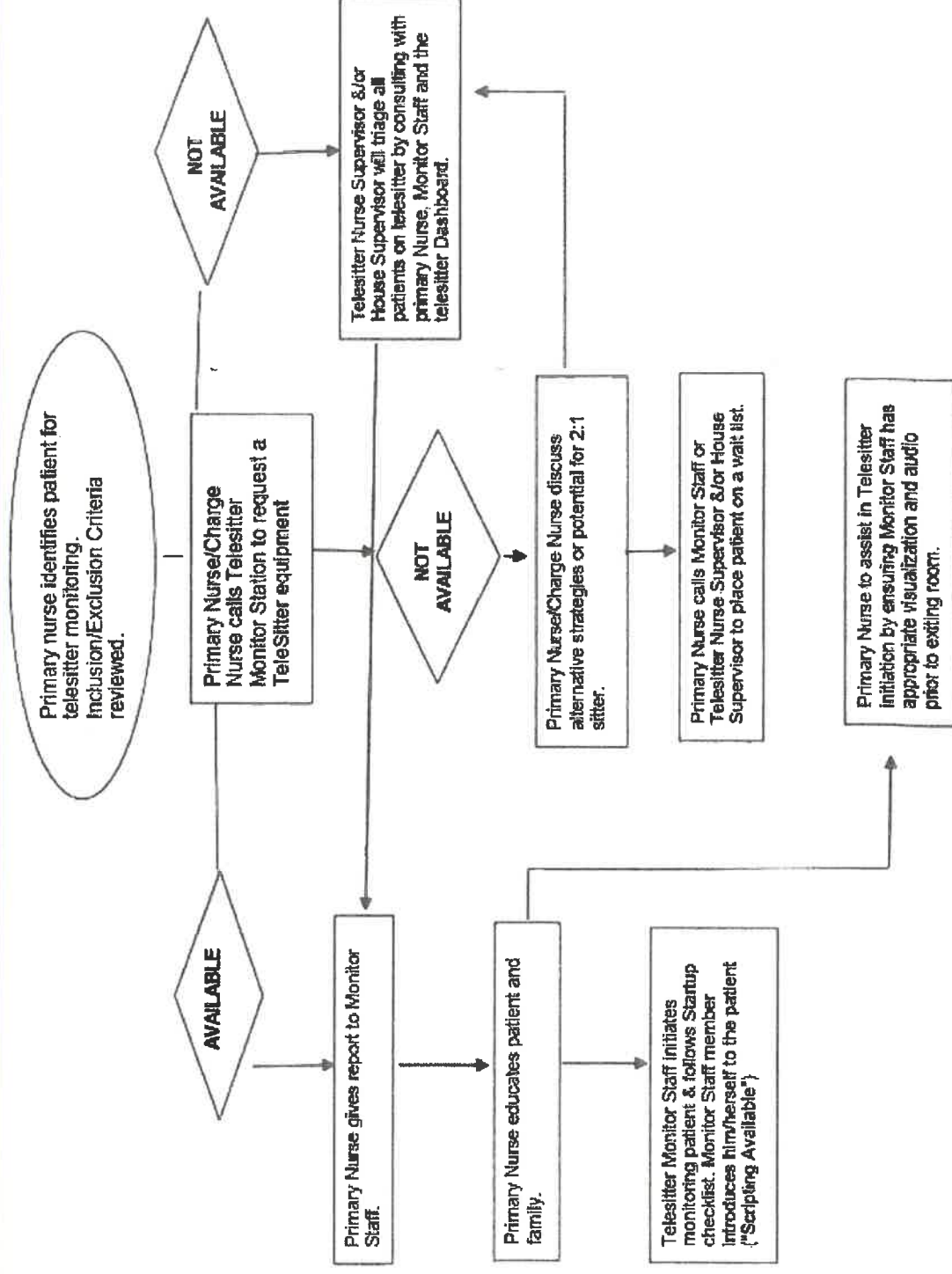
ARROWHEAD
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Initiation of Telesitter Video Monitoring

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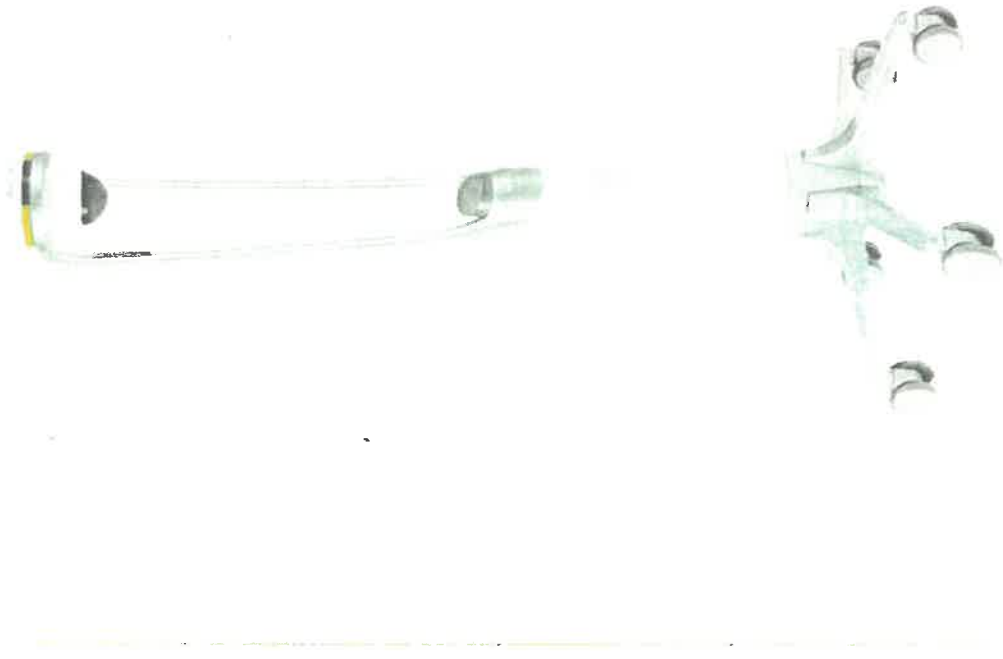


Patient Care Monitoring

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An in-room camera improves patient care.

- Video surveillance and remote two-way communication
- Multiple built in languages with pre-set phrases
- Remote alarm trigger

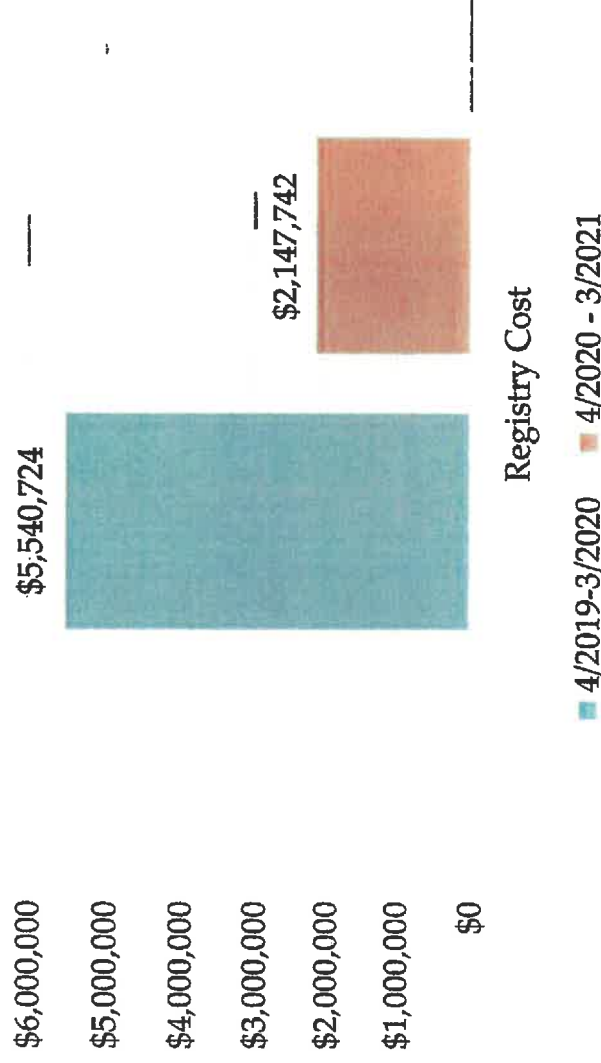


Remote Telesitter Program Highlights

- Immediate response for intervention of patient falls, changes in behavior, or another medical emergency
- Increase in safety catches
- Flexibility in “pairing” sitters
- Lessens exposure risk & need for PPE - COVID
- Saves hospital cost of extra staff & registry usage
 - 2 sitters/12 cameras - 10 less sitters since March 2020
 - 3 sitters/18 cameras - 15 less sitters since June 2022
 - Plans to expand to 12 additional cameras pending relocation of telesitters

First Year Registry Savings

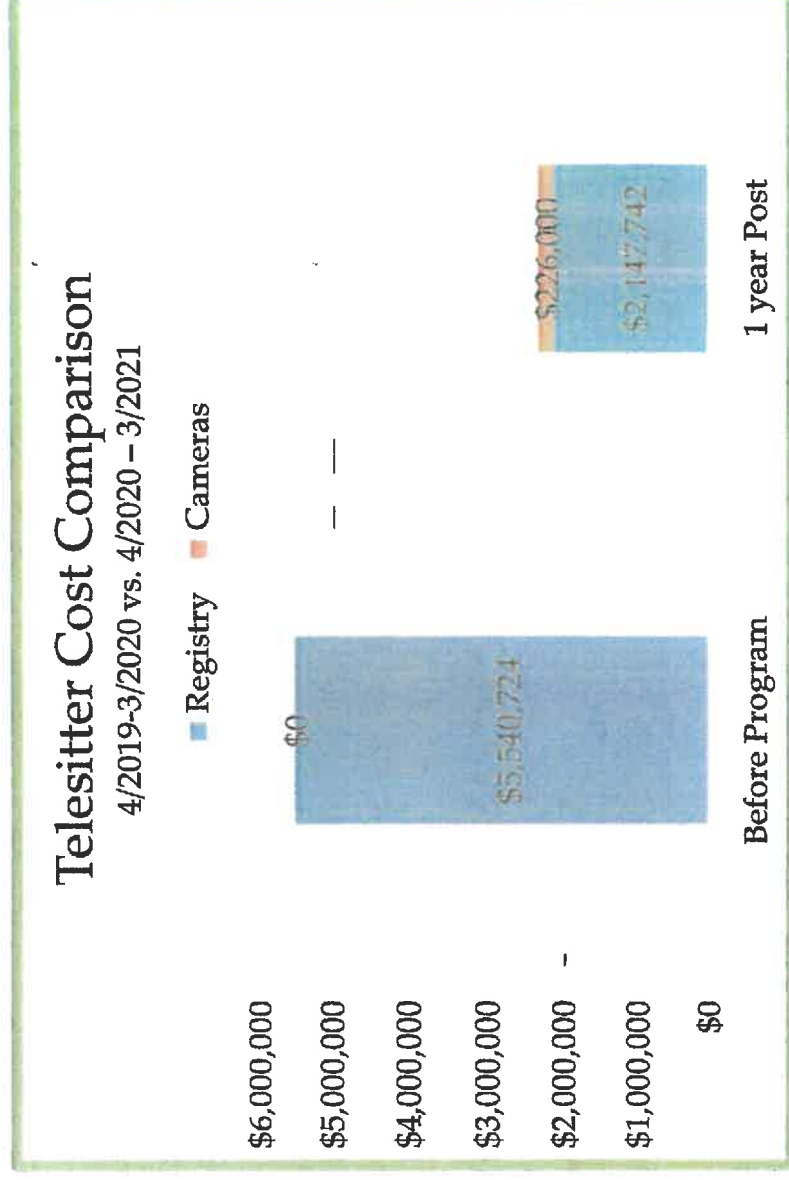
Registry Cost Comparison



Data shows a decrease in registry costs over the first year of the telesitter program.

There was a registry savings of \$3,392,982, or 61.23%, in the first year.

First Year Savings – Registry and Camera Cost | 10



Registry usage and the cost of cameras were compared to get a clearer picture of the savings. There was a savings of \$3,166,982, or 57.16%, in the first year.

ARMC Mission

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ARMC Mission: "In an environment of learning and innovation, we serve our diverse community with high quality compassionate care."

The Telesitter program aligns with our mission statement by using innovation to offer our diverse community excellent and compassionate care.

