



FAST FACTS ON TELESITTING

What is the AvaSys® Telesitter® Solution?

AvaSys is a remote patient observation system that enables audio and visual monitoring of patients at risk for falls. It is the first line of defense for patients at risk, allowing staff to immediately and directly intervene when a patient is at risk of self-harm. The technology deployed is most often a portable, wireless unit, but it also can be wired or a permanent unit installed in the ceiling.

How does AvaSys work?

When a patient is determined to be at risk of a fall, AvaSys is placed in the patient's room. The TeleSitter has a video camera and 2-way audio that transmits to a central monitoring station. The camera can pan, tilt and zoom. The monitoring station is staffed by a trained observer.

At the monitoring station, the patient is observed continuously, even at night when the lights are dim. If the patient begins to get out of bed, the observer talks to the patient over the speaker. If the patient does not understand English, the system can issue pre-recorded simple commands in as many as 250 languages. If the patient needs something – such as water, or to go to the bathroom – the observer summons help.

How does AvaSys benefit patients?

Falls are a serious issue in patient safety; AvaSys helps keep patients safe by immediately and directly intervening when a patient begins to get out of bed.

How does AvaSys benefit hospital staff?

In many hospitals, staff are reassigned as physical sitters. By introducing the AvaSys TeleSitter, patient care technicians, certified nurse assistants and medical assistants are freed up to focus on other forms of patient care.

AvaSys also allows hospital staff to expand the population of patients being monitored. While many hospitals screen patients for falling, such screens are imperfect and sometimes miss patients who may fall. Additionally, hospitals often cannot afford to implement physical sitters in every patient's room. Because the AvaSys TeleSitter is relatively cost-effective, its use allows hospitals to widen the population monitored, increasing patient safety.

How many patients can one observer watch at any time?

This varies depending on the client, but most limit it to 15 per observer.

Which patients are candidates for the AvaSys Telesitter?

The patient's nurse and clinical staff work together to determine if a patient meets the criteria for remote monitoring. Generally, patients are candidates for telesitting if they have dementia or a history of falls and medical safety restraints, are a risk of running away, are being taken off drugs or alcohol, are on a ventilator, or are potentially aggressive or violent. Depending on the facility, anywhere from 20% to 50% of patients might be suitable for telesitting.

Who does the monitoring?

A hospital employee, typically a certified nurse assistant or medical technician, is trained to become an observer.

How is the observer trained?

AvaSure provides every client with detailed, customized training modules well before go-live. In the weeks running up to go-live, AvaSure clinical staff conduct training sessions with the new observers. After go-live, AvaSure follows up to ensure clients are making the highest and best use of AvaSys.

What about patient privacy?

In many hospitals, patients at risk for falls are monitored by a live, in-person "sitter" who stays at the patient's bedside around the clock. AvaSys reduces the need for in-person sitting, increasing patient privacy. At the same time, when patients are being cared for by a nurse or physician and need privacy, the observer activates a privacy screen in the software, turning off video. The video stream is never recorded.

Does AvaSys augment other falls prevention technologies?

Preventing falls is complex and requires a comprehensive approach. Many hospitals convene falls committees to review incidents and look at causes and patterns. Prior to the AvaSys TeleSitter, and along with it, hospitals have and continue to implement fall-risk assessment screenings, physical sitters, improved staff communication, motion-sensitive alarms, no-slip socks, signs in patient rooms and other tactics.