Place your logo here	Standard Operating Procedures
	Acknowledging Vital Sign Data

Purpose: This procedure provides a guideline for Assessment and Acknowledgement of Vital Sign Data in the Honeywell Life Care Solutions Monitoring System

Cross-Referencing: LifeStream User Manual, LifeStream Basics/The Current Status Window/Understanding the Current Status Area/ Understanding the Alert Condition Column/ Understanding Color Coded Alert Condition Indicators

Applications and Restrictions: Oversight of Vital Signs must be supervised by Clinical Management

Procedure Description:

1. Log into LifeStream
2. Double click on selected client for Tabular Trend Screen
3. Double click on line of Vital Sign data to open Respond to Reading Screen
   A. Blue No Alert Parameters Set
      - Refer to Setting Alert Parameters
      - Respond to color coded data as indicated

   B. Green WNL- all Vital Sign Data is within Alert Parameters set and the client answered 'No' to programmed question/s
      - Clinical assessment of trended data
      - Click on responses as indicated
      - Click on Acknowledge

   C. Red Alert- a Vital Sign is outside of Alert Parameter set and/or answered Yes to programmed question/s
      - Clinical Assessment of trended data
      - Contact client/caregiver for additional subjective data
      - Determine appropriate interventions, request retest of Vital Signs, Contact Health Care Provider as per organization protocol or guideline
      - Document in 'Respond to Reading' Comment Section or click appropriate Responses
      - Click on 'Acknowledge' to complete or 'Hold' if indicated for additional follow up

   D. Yellow Missing Data- indicates client data is missing for one or more vitals OR partial set of vitals received with retesting
      - Clinical assessment of trended data
      - Verify reason for missing data
      - Contact client if indicated to instruct them
      - Document in 'Respond to Reading' clicking appropriate Responses and free text in Comment Section as needed
      - Click on 'Acknowledge' to complete or 'Hold' if indicated for additional follow up

   E. Orange Empty Packet-indicates monitor prompted client to take VS without response from client
      - Verify if client performed vital signs prior/post programmed time

- Verify on documentation that the client is unavailable due to physician appointment or for any other reason.
- Relative to findings contact client/contact person for follow up as per organization protocol or guideline
- Document in ‘Respond to Reading’ clicking appropriate Responses and free text in Comment Section as needed
- Click on ‘Acknowledge’ to complete or ‘Hold’ if indicated for additional follow up

** Test message sent – verify to installer that test message received on new installation

F. Orange Transmit Error-indicates no communication from monitor
   - Verify possible reason for error
     - Monitor unplugged
     - Electricity off at programmed time
     - Monitor serial number may be different than the one assigned to client.
     - Incorrect PIN number in monitor
   - Contact client/caregiver for information
   - Troubleshoot reason for communication failure
   - Contact Honeywell Customer Service as indicated
   - Document in ‘Respond to Reading’ clicking on appropriate response and free text in Comment Section as needed
   - Click on ‘Acknowledge’ to complete or ‘Hold’ if indicated for additional follow up

G. Invalidation of Partial or All Vital Sign Data
   - For partial invalidation click on individual vital sign to uncheck
   - Free text reason for invalidation in Comment Section
   - Click on ‘Save Validity’ to keep remaining Vital Sign data valid
   - Respond to remaining valid vital sign data as outlined above
   - For invalidation of all Vital Sign Data free text reason in Comment Section and click on save.
   - **Note:** Alert must be invalidated prior to being acknowledged

Steps for Maximizing Telehealth Alert Management:

1. **Establish your current total number of alerts.**
   - Establish a goal to decrease alerts from this baseline.
   - If you are at less than 50% per day, look at a realistic goal based on your client acuity and goal of your program.

2. **Ensure that staff installing the monitors follow best practices**
   - This includes sending a test message to ensure successful data transmission. ***As you know, not following this practice can delay client intervention(s) and creates empty packets.***

3. **Programmed questions should not exceed 3 to 4 on any given day per client.**
   - This assists in managing alerts and decreases client complacency when answering questions.
   - Consider programming different questions for a specific day(s) of the week. ***For example: "Have you been to the emergency room this week?" Ask on a Wednesday.***

4. **Explore changing any standard alert limit parameters**:
   - Some agencies will have their Professional Advisory Council or Medical Director Review alert limit parameters.
   - Also, ensure the policy/protocol indicates that if a client's normal parameters fall below the agency's standard, the telehealth clinician can alter the alerts based on the trends.

5. **Utilize trended data to adjust alert parameters at least weekly.** (This may require a physician's order.)

6. **Consider the use of smart limits.**
   - Agencies have utilized this feature as a starting point for setting alert parameters.