

HEALTH FACILITIES MANAGEMENT

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VIDEO MONITORING PROVIDES NEW SOURCE OF QUALITY DATA

PATIENT SAFETY

Video monitoring, now being pilot-tested at a hospital in Boston, can allow hospitals to collect reliable data for use in quality improvement. Arrowsight Inc. (www.arrowsight.com) introduced the service this month at the Institute for Healthcare Improvement's national forum in Orlando, Fla.

"The service provides an objective and consistent way to develop data you can feed back to providers," says Meghan Dierks, M.D., who is director of

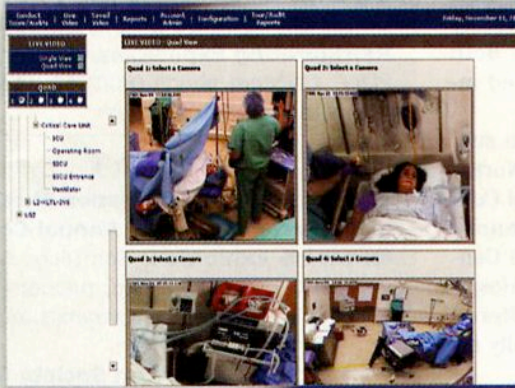
clinical systems analysis at Beth Israel Deaconess Medical Center, Boston, and a clinical consultant to Arrowsight Inc., Mount Kisco, N.Y.

The service can be used to

insertion and ventilator use. Cameras in the patient rooms transmit images continuously, and clinical auditors—doctors and RNs—can view procedures to single out problems.

"This helps identify outliers and clarify the reason for the performance short-fall," says Dierks. "Then the hospital can immediately target an intervention." The ICU is a good unit to observe, she says, and she recommends monitoring an entire unit at one time.

Arrowsight Inc., a Web-based application services provider, can give hospital staff daily, weekly and monthly audit reports that measure compliance. ■



monitor staff behavior that affects quality and patient safety, according to Dierks. Some of the events monitored could be hand hygiene, central line