INOVA

	POLICY: No Pass Zone Expectations for Responding to Patient Needs and Medical Equipment Alarms
Facility: Inova Fairfax Medical Campus (IFMC)	**Key Words:** No pass zone, Responder 5, clinical, non-clinical
Applies To: All employees and providers	
Policy Manual: IFMC Administrative Policy & Procedure Manual Policy # 9-76-1	
Original Policy Date: August 10, 2016	**Revised Date:**
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I. Policy

Every call light and medical equipment alarm is a patient need that must be responded to in a timely manner to assure quality care and safety at all times. Any staff member passing by a room with a call light on or with audible alarm sounding, will inquire within and either meet the patient's need if it is non-clinical, or immediately get assistance from the patient's care team for all clinical needs, including alarms, food and drink requests.

II. Purpose

To provide timely responses to patients'needs.

III. Applies To

All IFMC staff members, clinical and non-clinical, including but not limited to administration, housekeeping, engineering, IT, providers, etc.

IV. Expected Outcomes

Attending to patients' needs in a timely manner assures high quality care, patient safety, and a positive hospital experience.

V. Procedure

1. Patient rings for assistance indicated by a light above the patient's door on the Responder 5 System. Refer to Responder 5 Nurse Call and Bed Alarms policy.
2. Staff member closest to the patient's room will respond to the call light:
   - Knock on the patient's door and ask for permission to enter
     - **Special consideration: Isolation Patients:**
       - Employees who are not trained in proper use of PPE (Personal Protective Equipment) are not to enter an isolation room. If an untrained staff member identifies that the patient is under any type of isolation precautions as noted on the door entrance to the room, they will seek assistance from trained clinical staff on the unit or go to the Nurses' Station to request assistance for the patient.
3. **Use proper hand hygiene before entering the patient's room. Alcohol based hand rub (ABHR) is preferred unless hands are visibly soiled or patient has infectious diarrhea. Cover all surfaces of hands with either the ABHR or soap and use friction for at least 15 seconds.**
4. Introduce yourself to the patient (name and job responsibility) and inquire how you may be of assistance.
5. If the patient has a non-clinical need, address that need immediately yourself. All staff, clinical and non- clinical can assist with non-clinical needs such as:
   - Place items within reach for example eye glasses, telephone, or other personal items
   - Assist with the TV channels or volume
   - Answering the telephone or making phone calls
   - Call for assistance from housekeeping or engineering etc.
6. If the patient has a clinical need (including food and drink requests), solicit assistance from a member of the patient's care team. Refer to the patient's white board to identify RN and Clinical Technician caring for the patient.
   - Care team member information- name and Spectralink numbers- is listed on the white board.
     - Call for assistance from the patient's room phone or from your Spectralink phone while you are still in the patient's room.   Confirm patient's need to caregiver and estimated time to respond. Reassure patient that need will be taken care of by _____ and ask "is there anything else that I can do for you?
     - If you have to leave the patient's room to solicit the care team's assistance, please explain to the patient where you are going. For example, "For your safety, let me find a qualified person who can help you. I will be back to tell you how long that person will be." Make sure the call light is within the patient's reach and remember to perform hand hygiene when exiting. Please return to the patient's room to provide an update. For example, "Your nurse (or tech) will be in to assist you in approximately _____minutes."
7. Always conclude all encounters with the patient:
   - "Is there anything else I can help you with? I have the time."

- Make sure that the patient's call light and telephone are within reach before you exit the room.
- Use proper hand hygiene when exiting the patient's room.
    i. For patients on C-diff isolation ,use soap and water when exiting the patient's room, even if you did not touch anything while in the patient's room.

8. **Responding to medical equipment alarms:** Medical equipment alarms (examples: IV pumps, monitors, SCDs, etc.) must be responded to immediately to assess the patient's clinical status and vital signs. All clinical staff and providers are expected to respond to an audible alarm in a patient room if they are in close proximity. Non-clinical staff members are expected to immediately alert a care team member that an alarm is sounding.
    - **No alarm will be silenced while awaiting clinical provider**