

OREGON STATE HOSPITAL

PORTLAND – SALEM

POLICIES AND PROCEDURES

SECTION 8: Safety, Security, Emergency Management **POLICY: 8.035**

SUBJECT: OSH Duress Alarm System

POINT PERSON: KAREN GARCIA
DIRECTOR OF SECURITY

APPROVED: GREGORY P. ROBERTS
SUPERINTENDENT

DATE: AUGUST 8, 2011

I. POLICY

To provide rapid and appropriate non-medical response to patient and staff in non-medical emergencies through the issuance and use of Personal Mobile Transmitters (PMTs) and an emergency alarm monitoring system.

II. DEFINITIONS

- A. "Duress", for the purposes of this policy, means the perception of danger or the development of an emergency which shall likely lead to human injury or the rapid breakdown of order, safety, or security of or within the facility.
- B. "Duress System" means the facility non-medical emergency system which is made up of PMTs, transmitters, receivers, and an automated system of continuous monitoring.
- C. "Personal Mobile Transmitter (PMT)" means a staff personal wear device that is tied into the Oregon State Hospital (OSH) Security Department Security System and transmits an emergency signal to the OSH Security Department and hospital annunciators upon activation.
- D. "Annunciator Panel" means display panels in various locations around the hospital that show the location of a duress alarm activation.
- E. "Nurse Call System" means the closed communications network of patient and staff activated assistance buttons and special phones that are placed throughout the hospital which send and receive medical assistance activations from patient areas and is permanently wired into the facility.
- F. "Proper Configuration" addresses the proper wear of a PMT. Personal Mobile Transmitters are to be clipped to the outside of clothing, preferably in

the waist area. The lapel clip that is connected to the alarm is clipped to the shirt collar or shoulder of the wearer and the pull cord is clipped to the wearer's clothing somewhere near the alarm. The lapel reader should be worn on the opposite side of the body as the PMT.

III. PROCEDURES

- A. For the purpose of clarification, the OSH Nurse Call System is a stand-alone system that is for patient unit and treatment area use only. It is intended for the response to medical assistance from nursing and clinical staff only. The Duress System is not, in any fashion, connected to the Nurse Call System. Oregon State Hospital staff should not use the Nurse Call System as a means of initiating a non-medical emergency or duress alarm or for the purpose of drawing a response from other units or the Security Department.
- B. There is only one Duress System on the OSH campus. This system is exclusively operated by the OSH Security Department 24 hours a day.
- C. The Duress System is made up of PMTs that are worn by staff. There are no physically mounted "single point" emergency buttons tied into this system anywhere within the OSH facility. Therefore, all emergency alarms must be activated through PMTs.
- D. Every staff member that is assigned to or working in patient units and treatment areas shall, without exception, wear upon their person and in proper configuration, a PMT at all times throughout the duration of their shift.
- E. Personnel not assigned to patient units or treatment areas that have direct contact with patients during the course of their duties shall, without exception, wear upon their person and in proper configuration, a PMT at all times throughout the duration of their patient contact.
- F. Any alteration of PMTs by OSH staff beyond their intended operation or design is strictly prohibited. Staff shall ensure that PMTs are not subjected to any unnecessary abuse. Abuse and alteration may render the alarm useless in the event of an emergency and prematurely decrease the service life of the alarm unit.
- G. Personal Mobile Transmitters are only usable within OSH buildings and Recreation Quads. They are not intended to successfully transmit a duress signal outside of these areas.

- H. Requests for and the issuance of Personal Duress Alarms shall be overseen by the OSH Director of Security, who shall develop and maintain a maintenance program for PMTs.
- I. Any issues that arise concerning the operation, maintenance, or repair of PMTs must be reported immediately to the OSH Security Department.
- J. Each treatment area shall be issued an ample number of PMTs to support staff assigned to the immediate area.
- K. Patient unit and treatment area supervisors shall ensure that PMTs are stored in an identified, central, and easily accessible area for staff checkout when not in use.
- L. Unit supervisors shall be responsible for daily inventory of the unit's issued PMTs.
- M. Oregon State Hospital staff shall check out a PMT at the beginning of each shift and ensure it is returned to its assigned location at the end of each shift.
- N. Oregon State Hospital staff shall ensure that they return their PMT to the identified storage location in their work area prior to leaving the facility after their shift.
- O. If staff work overtime or are floated to a new unit, they must check the PMT in to the old unit, and then check a new device out in the new unit. This shall ensure adequate numbers are available on each unit for the staff assigned to that unit.
- P. Each employee that is required to wear a PMT shall be issued their own individual Lapel Reader. Employees are responsible for the return of the lapel reader upon the request of a supervisor or upon termination of employment. Employees shall pay a replacement charge of \$70 for lost lapel readers or lapel readers that are not returned upon termination.
- Q. There are duress annunciator panels throughout the facility, to include nurse stations and mall administration areas. Staff shall report all system failures to the security department immediately for repair. Annunciator panels are not to be tampered with or altered in any way by OSH staff.
- R. The OSH Director of Security shall direct the Security Department's response to duress and emergency alarms.

- S. The OSH Security Department, once dispatched to the location of an alarm, shall not halt their response even if they are informed that they may discontinue until they have arrived and verified the circumstances of the alarm. Security Department personnel can be expected to locate the staff member whose alarm has been activated in order to verify that the staff is indeed safe and not under any type of duress, even if it is a false alarm.

- T. Security Department staff are directed to report all system alert, i.e., PMT low battery or system reporting failures, to the appropriate maintenance staff immediately.

New Oregon State Hospital policy.