

DURESS PAGERS (EKOTEK™) IN THE EMERGENCY DEPARTMENT - SCH

PROCEDURE ®

DOCUMENT SUMMARY/KEY POINTS

- It is a mandatory requirement that all staff in the Emergency Department (ED) are provided with, and wear, a mobile duress pager when on duty.
- Mobile duress pagers are provided by SCHN as personal protective equipment (PPE).
- All staff working in the Emergency Department must be able to summon assistance when necessary.
- SCHN ensures that the guiding principles outlined in the Policy Directive People and Property 2013 is complied with. Available on line at <http://www.health.nsw.gov.au/policies/manuals/Documents/prot-people-prop.pdf>
- The procedure outlines the use of the mobile duress pager, training requirements, compliance monitoring, evaluation and auditing.

CHANGE SUMMARY

- Due for mandatory review. No major changes.

READ ACKNOWLEDGEMENT

- All managers must be aware of this Policy
- Local managers to ensure that staff are to read and acknowledge that they understand the contents of this document

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st March 2022	Review Period: 3 years
Team Leader:	Nurse Educator	Area/Dept: SCH Emergency Department

Introduction

All Emergency Department (ED) staff must be provided with a mobile duress pager/fob. The duress pager/fob must be worn at all times whilst working in the Department.

Intermittent spot checks of compliance and planned regular audits must occur and the results documented and reported to the ED Medical and Nursing Department Heads

System Overview

The EkoTek™ personal security system used in the ED consists of mobile duress pagers/fobs that send assistance messages to a responder group of mobile duress pagers.

Messages are communicated via the use of repeaters which are located throughout the department. Each repeater has a unique location assigned to it, the location of the alarm is sent to the responder group of mobile duress pagers.

The EkoTek™ system only functions within the ED Footprint. If security services are required they can be notified by:

- Activating the under desk internal hardwired duress system or:
- by calling 2222

Operating the EkoTek™ mobile duress system

Duress Pager



Buttons (from left to right)

- Grey navigation buttons: left arrow, down arrow, right arrow.
- Blue button: assist alarm- not in use at SCH
- Red Button: emergency alarm

Turning on the device

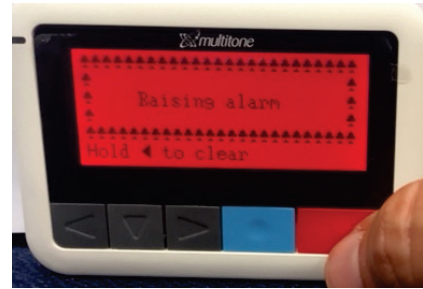
- To switch on the device for the first time, place the unit in the charger and charge for a minimum of 12 hours.
- Alternatively, press and hold the left arrow button to turn on, after a power off.

Charging the battery

- To charge the battery, place the device in the charger, the LED will flash to acknowledge charging.
 - 1 flash every 3 seconds- charging
 - 2 flashes every 3 seconds- charged.
- When the pager is in a low battery state the pager will automatically switch off the back-light feature to conserve energy. This feature will resume once the pager is charged to a sufficient level.

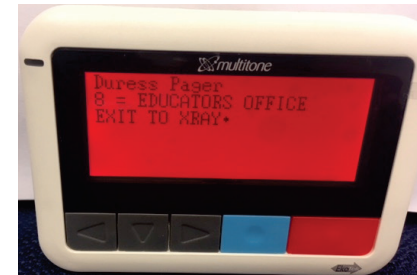
Raising an Emergency Alarm

- To summon assistance press and hold the red button.
- The pager will sound an alert, vibrate and activate the backlight and the message “Raising alarm” will be displayed.



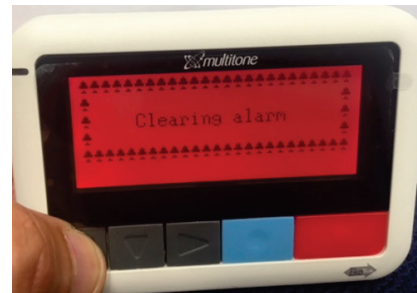
Responding to an Emergency Alarm

- When assistance is summoned a message is sent to a responder group of pagers. The “responder pagers” will sound an alert, vibrate and activate the backlight and the location of the “raising device” will be displayed on the responder pagers...



Clearing an Emergency Alarm

- To clear an emergency alarm, press and hold the left arrow button on the “raising pager”. The pager will display “Clearing alarm”.
- A message is then sent to the responder group of pagers and the following message is displayed “Duress Cleared Pager...”



Duress Fob



Raising an Emergency Alarm

- To summon assistance press and hold the red button.
- The pager will sound an alert, vibrate



Clearing an Emergency Alarm

- To clear an emergency alarm, press and hold grey button.



Testing of pagers/fobs

- Select and hold the red button to raise an alarm, then immediately press and hold the left arrow button (pager) or grey button on the fob to cancel the alarm. If no response is received it should be reported to the Nurse Unit Manger (NUM) or Nursing Team Leader (TL) and an alternative duress pager provided.

Failure of system

- Failure of the system needs to be reported to the NM or NUM/TL
- In the event of failure, staff are to use alternate duress system by:
 - Pressing wall and desk mounted duress buzzers
 - Calling 2222 and activating a code black

Management Responsibilities

- The NM or NUM are responsible for arranging repair of the system by calling Acetek on 8748 9000 (option 1), this is to occur during the hours of 0800-1700, seven days a week.
- The NM is responsible for requesting spare parts/consumables by sending an email to service@acetek.com.au. Normal SCHN ordering process is then to be followed.
- Ensure all clinical and non-clinical staff are orientated and trained in the use of the personal duress pagers
- Ensure staff have a full understanding of their responsibilities.
- Ensure staff comply with duress alarm management workflows
- The NM/MUM can obtain an event log that documents the number of activations every 6 months.
- The NM/NUM in the Emergency Department should undertake duress pager wearing compliance auditing periodically and report the findings to Work Health and Safety (WH&S) Committee if required. Sample of the Duress Tag Compliance Audit record as follows:

Facility	Date	Time	Number of workers on duty				Compliance			
			Dr	Nurse	Admin	Oth	Dr	Nurse	Admin	Oth
Comment										
			Dr	Nurse	Admin	Oth	Dr	Nurse	Admin	Oth
Comment										

Clinician Responsibilities

- Report errors or missing pagers to NUM/TL
- Obtain and wear an personal duress pager at the start of each shift
- Place pager back on charging dock at end of each shift
- Comply with established duress alarm management workflow
- Check pager at the beginning of each shift, ensure battery is full

Responder Team

The responder team is responsible for attending location of emergency alarms and intervening as indicated in the duress management workflow.

The NUM/TL in charge of each shift is responsible for allocating the responder team pagers

The responder team will consist of at least 3 staff members:

- 2 nursing staff who are trained in violence and prevention management techniques
 - 1 NUM/Nursing Team Leader
 - 1 or 2 clinical nurses
- Most senior medical staff member on shift
- Clerical staff member (if CSO role available)

To further escalate events, if required a responder team member either calls 2222 and activates a code black, or calls 000 and requests police attendance.

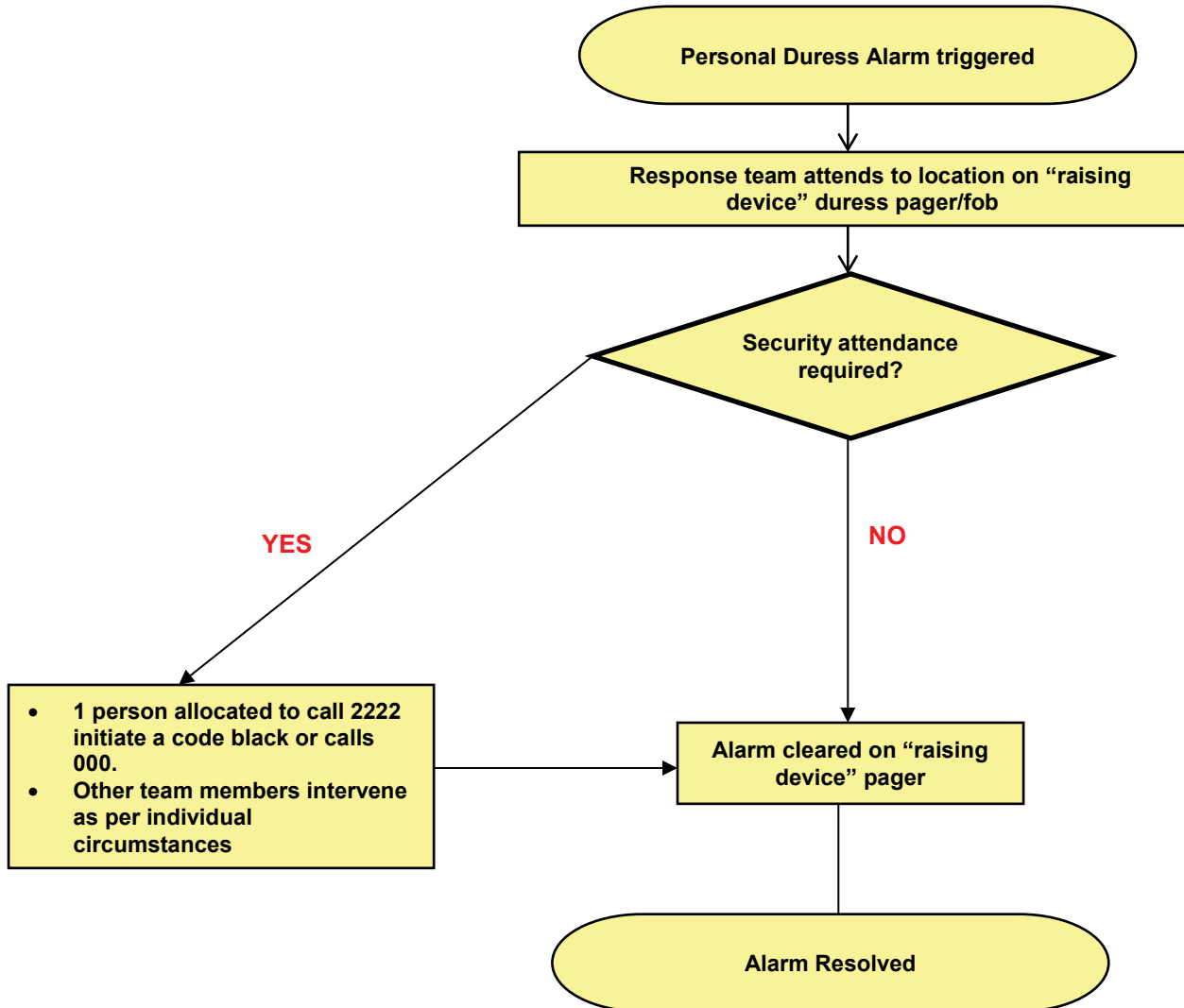
The NUM/TL in charge of each shift is responsible for ensuring documentation of duress activation has occurred in IMS⁺

Security Responsibilities

Responds to code black or internal duress alarms activated by responder team.



Management Workflow



Definitions

Duress pager – A duress pager is an electronic device designed to assist in alerting somebody in emergency situations where a threat to persons or property exists.

Duress – threats, violence, constraints or other action used to coerce someone into doing something against their will or better judgement.

Alarm – a noise, signal, etc., warning of danger, any device that transmits such a warning: a duress alarm.

Compliance – the act of obeying and order, rule or request

References

1. Work Health and Safety Regulation 2017, Part 3.2 Division 5 Clause 46
2. Duties of worker:
 - a. This clause applies if a person conducting a business or undertaking provides a worker with personal protective equipment.
 - b. The worker must, so far as the worker is reasonably able, use or wear the equipment in accordance with any information, training or reasonable instruction by the person conducting the business or undertaking
 - c. The worker must not intentionally misuse or damage the equipment.
 - d. The worker must inform the person conducting the business or undertaking of any damage to, defect in or need to clean or decontaminate any of the equipment of which the worker becomes aware
3. Work Health and Safety: Better Practice Procedures – MoH Policy – PD2013_050
4. Protecting People and Property – NSW Health Policy and Standards for Security risk Management in NSW Health Agencies 2013, chapter 11 alarm systems
5. PD2015_001 Preventing and Managing Violence in NSW Health Workplace – A Zero Tolerance Approach
6. PD2015_043 Risk Management – Enterprise-Wide Policy and Framework – NSW Health
7. PD2015_035 Code of Conduct

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