I. Policy

A. Oregon State Hospital (OSH) is committed to health care personnel (HCP) and patient safety. OSH will maintain an emergency duress alarm monitoring system that includes personal mobile transmitters (PMTs) to facilitate rapid and appropriate response to HCP and patients during non-medical emergencies. HCP may only use a PMT to initiate a duress alarm or non-medical emergency response.

B. The duress alarm system is exclusively operated by the Safety and Security Department 24 hours every day. The duress alarm system, including annunciator panels, may not be tampered with or altered in any way.

1. HCP must immediately report any system failure to the Safety and Security Department.

2. Safety and Security Department staff must immediately report any system alert or failure (e.g., low battery or system reporting failures) to the appropriate maintenance personnel.

3. Safety and Security Department staff must verify the circumstances of the alarm and verify the person(s) is safe.

C. HCP with direct patient contact during the course of regular duties must wear a properly configured PMT at all times while in patient care areas.

D. At the discretion of the duress coordinator, HCP assigned to provide direct patient care or who are in consistent contact with patients will be issued a PMT device.

1. HCP must return temporary issued PMT to the Reception Center after each shift before leaving the facility.

2. HCP issued a PMT device who will be absent from the workplace for an extended period of time (i.e., more than 30 days) must return the device to
the duress coordinator before the extended leave. The duress coordinator will re-issue another PMT upon the person's return to work.

E. HCP must protect PMTs from any avoidable damage or alteration. Alteration of a PMT beyond the intended operation or design is prohibited.

F. A person issued a PMT is financially responsible for a PMT device lost or damaged through non-work-related events.

G. Any problem concerning the operation or maintenance of PMTs must be reported immediately to the duress coordinator or designee. A malfunctioning PMT or one damaged while in use must be returned to the duress coordinator.

H. The duress coordinator must develop and maintain a maintenance program for PMTs and fixed position transmitters (FPTs).
   1. The duress coordinator will communicate with individuals for regular scheduled PMT maintenance.
   2. It is the HCP's responsibility to respond to the duress coordinators attempts to contact and schedule time during a shift to bring the PMT in for maintenance.

I. Training on PMT use and proper configuration is provided by the duress coordinator.

J. OSH follows all applicable regulations, including federal and state statutes and rules; Oregon Department of Administrative Services, Shared Services, and Oregon Health Authority policies; and relevant accreditation standards. Such regulations supersede the provisions of this policy unless this policy is more restrictive.

K. A HCP who fails to comply with this policy or related procedures may be subject to disciplinary action, up to and including dismissal.

II. DEFINITIONS

A. “Annunciator panel” means a display panel that indicates the location of an alarm activation.

B. “Duress alarm” for the purposes of this policy means a call for help in response to either perception of danger or an emergency which appears likely to lead to injury or the rapid breakdown of order, safety, or security.

C. “Duress alarm system” means the non-medical emergency alarm system consisting of PMTs, fixed position transmitters, annunciator panels, and a camera monitoring system.

D. “Duress coordinator” refers to the assigned individual responsible for overseeing the implementation and maintenance of the duress system.

E. “Fixed Position Transmitter (FPT)” means a stationary “push button” or equivalent device which transmits an emergency signal and location to hospital annunciators and the OSH Safety and Security Department.
F. “Health care personnel (HCP)” for the purposes of this policy means the population of health care workers working in the OSH healthcare setting. HCP might include, but is not limited to: physicians, nurses, nursing assistants, therapists, technicians, dental personnel, pharmacists, laboratory personnel, students and volunteers, trainees, contractual staff not employed by the facility, and persons not directly involved in patient care (e.g., clerical, dietary, housekeeping, maintenance).

G. "Personal Mobile Transmitter (PMT)" means a device that is tied into the OSH Safety and Security Department Security System and transmits a signal to hospital annunciators and the OSH Safety and Security Department upon activation.

H. “Proper configuration” refers to the correct PMT position and settings as trained by the duress coordinator.

III. RESOURCES

29 CFR 1910.132