

Untangling Home Monitoring

The Masimo Rad-8® Reduces Troubleshooting Calls

Location Greensboro, NC

Clinician Reporting Dora Versace, RRT

Patient Event Inaccurate Readings Cause Troubleshooting Problems

> The Situation

I was assigned to manage the homecare case of an 8-month-old infant whose cardiac system was basically all tangled-up at birth. This meant the major cardiac vessels were going to the wrong parts of the heart, or more technically, a transposition of the great vessels to the heart. To complicate matters, the infant had skeletal deformities and was fed through a feeding tube. Soon after discharge from the hospital, both the infant's full-time caregiver and mother began calling me on numerous occasions about problems they were encountering when attempting to monitor the infant. They were upset that they could not get an accurate oxygen saturation measurement — or any measurement at all — from their pulse oximeter. I worked with this family for six months in early 2008 to assist with the infant's homecare.

The family was supplied with a Datex-Ohmeda 3900 pulse oximeter, but they weren't using it continuously. They used it to spot check the infant's oxygen saturation and were turning the unit on and off three times a day — having to reset it every time. Additionally, as they attempted to attach and re-attach sensors to different parts of the infant's body in an effort to get a good reading, they went through several cables in just a few months. They would call me repeatedly, flustered, asking how they could get an accurate reading. I would stay on the phone with them and go through the whole troubleshooting routine until they were lucky enough to get a good signal.



Masimo Rad-8 and sensor helps provide accurate, reliable measurements

> The Masimo Difference

After a few months of this, I was out of troubleshooting advice to address their current pulse oximeter problems so I replaced the unit with a Masimo Rad-8 Pulse Oximeter, with Masimo SET® Measure-through Motion and Low Perfusion Technology. Immediately, we noticed a dramatic improvement. This was evident in the quality of monitoring — and in the confidence the Rad-8 instilled in the infant's mother and caregiver. For the first time, they were able to get accurate, reliable measurements. They have had the Rad-8 for over two months now and I haven't received a single call.

The family and caregivers still use the Rad-8 for spot checks, but now they don't have to reset the oximeter every time they shut it off. They can shut off the Rad-8 and then when they need it again, just switch it on and it's ready. They no longer have problems obtaining a signal and accurate measurements they can trust. In fact, they haven't had a single problem since I installed their new Rad-8. Another big plus for the family is that the Masimo Rad-8 pulse oximeter data is accepted by, and easily uploaded to the Gulf Coast monitoring agency, which provides online monitoring of homecare accounts mandated by Medicare/Medicaid.

The Masimo Rad-8 provides the parents and caregivers with accurate measurements they can trust, the doctors and Medicare/Medicaid with the data they need, and me with the peace of mind gained from helping to make homecare for an 8-month-old a 'piece of cake'. Right now, I have six Rad-8's in my homecare accounts and it has truly been a lifesaver.

"The Rad-8 has certainly made life a lot easier for all of us."

—Dora Versace, RRT