Hugs
Infant Protection

Swaddled in security

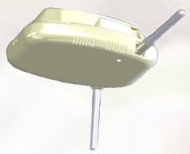
You do so much to protect the patients in your care, let us help.

Screen captures are for illustrative purposes only and may slightly vary at your location.

Laura Swett, Clinical Applications Specialist

What is Hugs?

Hugs is an infant protection system for hospitals, and has a “safe area” where babies are monitored at all times, it consists of:

Hugs Tags		Hugs tags are applied the baby.
Exciters		Exciters are installed by every exit and will alert when babies are detected nearby the entrance.
Receivers		Receivers are installed throughout the unit and detect the status of the tag.
Client PC		The Client PC runs the Hugs System. It contains a map of your facility and shows the current status of every active Tag. It also displays warning messages when alarms occur.

Hugs Security Features

Hugs generates alarms when babies are removed from the safe area, when a tag has been tampered with or is not in contact with the infant.

Alarm Type	An Alarm occurs when…
Exit Notification	An infant Hugs tag is close to or passes through an open door.
Cut Band or Tamper Technology	The Hugs tag is damaged or cut without authorization.
Supervision	The system does not “hear” a Hugs tag “check-in” for configured amount of time.

Hugs Tag

- Is a reusable tag that secures around a baby's ankle using a disposable strap.
- It can only be admitted on a dedicated Hugs unit.
- The tag sends out a regular Heartbeat™ when it's on the unit.

IT WILL SEND OUT AN ALARM WHEN:

- it's removed from the unit
- when it's tampered with
- when the tag is loose
- and when the battery power is low.

Admitting tags is as easy as 1,2 3!

<u>You will need:</u>

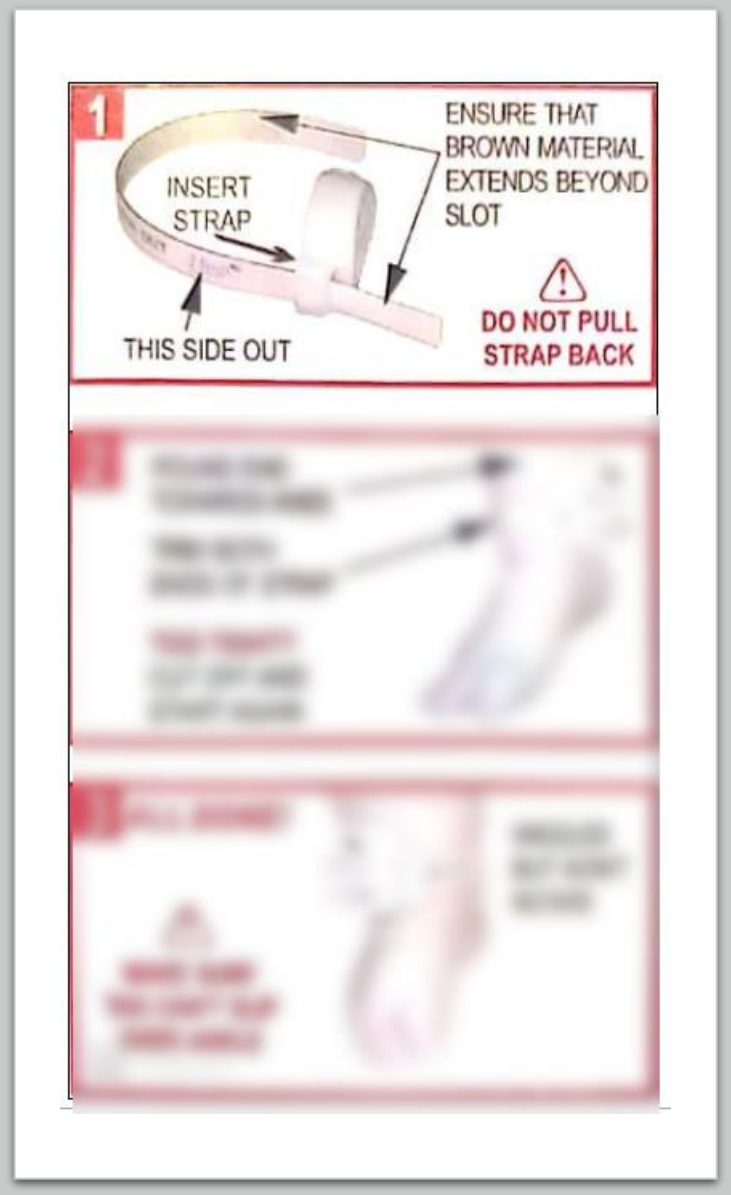
1 Hugs Tag

1 Tamper Strap

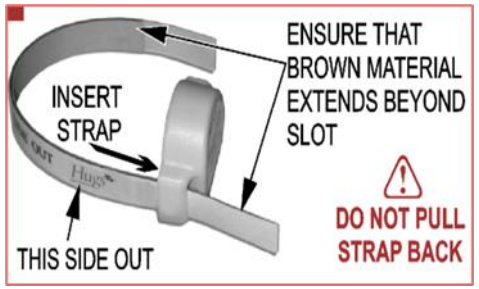
A pair of safety scissors

And a baby!

<u>Important Note</u>: Attach tags only within your hospitals safe area

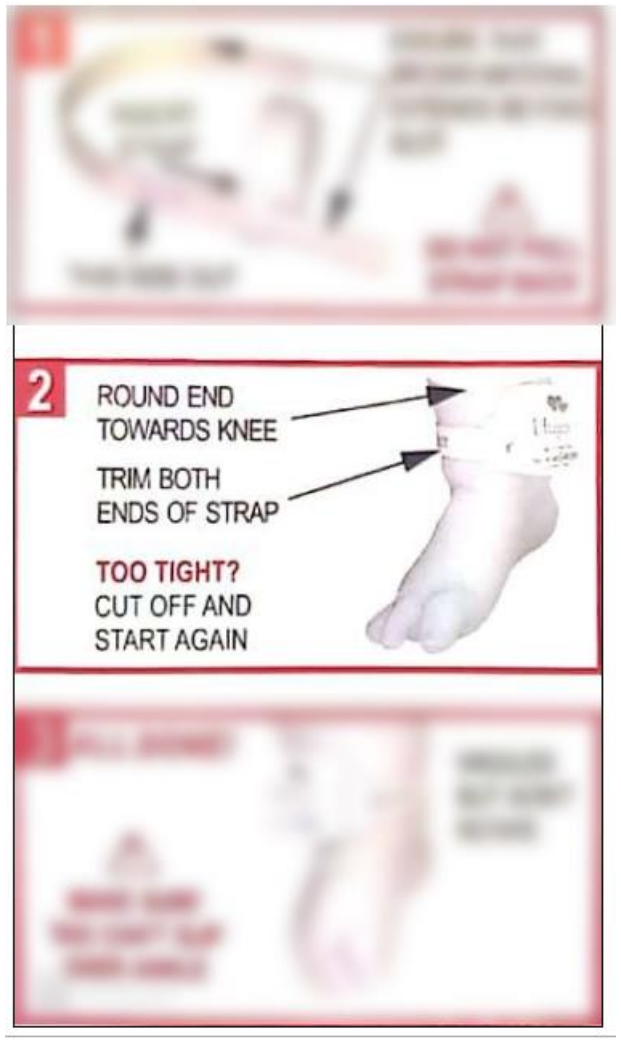


Step 1: Insert the Strap



STEP	ACTION
1	Align strap with tag slot, making sure “This side out” in on the outside.
2	Insert strap into tag slot starting from bottom of Tag.
3	Pull through until the brown material extends beyond the slot. You will hear a two-tone beep verifying the tag is active

Remember: You want it loose enough to wiggle but not rotate on the ankle.



Step 2: Place the tag on the baby

STEP	ACTION
1	Wrap the tag around baby's ankle and insert loose end of the strap into the second tag slot.
2	Pull the strap through until the Tag is snug but still wiggles.
3	Trim both ends of the strap with scissors.

Step 3: Final Check

STEP	ACTION
1	Perform a final check for the following: ❖ Tag is not too tight and wiggles but won't rotate. ❖ Tag cannot be slipped over ankle or foot. ❖ Tag has been admitted properly in the system.
2	If the tag admitted properly, you will have heard a two-tone beep verifying the tag is active. If the tag has not been properly admitted proceed to troubleshooting steps.

If the tag has not properly admitted…

Check the following:

- Is the brown material on the strap touching the contacts on both sides of the Tag?
- Has the Tag been attached within the area covered by Hugs?
- Has the battery expired? A warning appears in the software.
- Has the strap been damaged? Is the brown material torn?

Tightening the Hugs Tag

Tighten a Tag when the baby has lost weight to make sure it remains snuggly attached.

Work strap through from the bottom using a side-to-side rocking motion until there is enough strap to pull on.

Snug up Tag until it is secure but still wiggles freely.

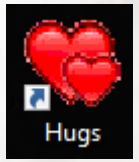
Trim strap.

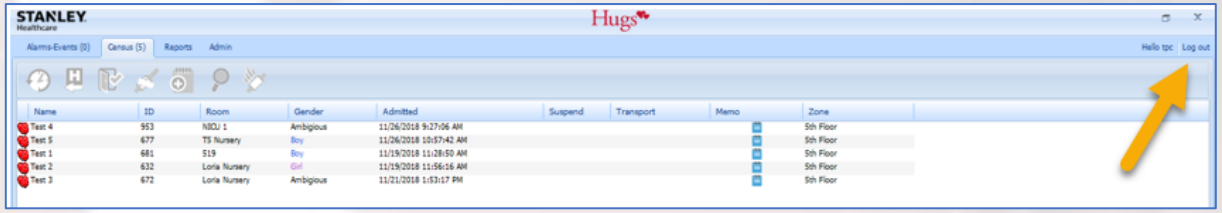
If it appears too tightly applied

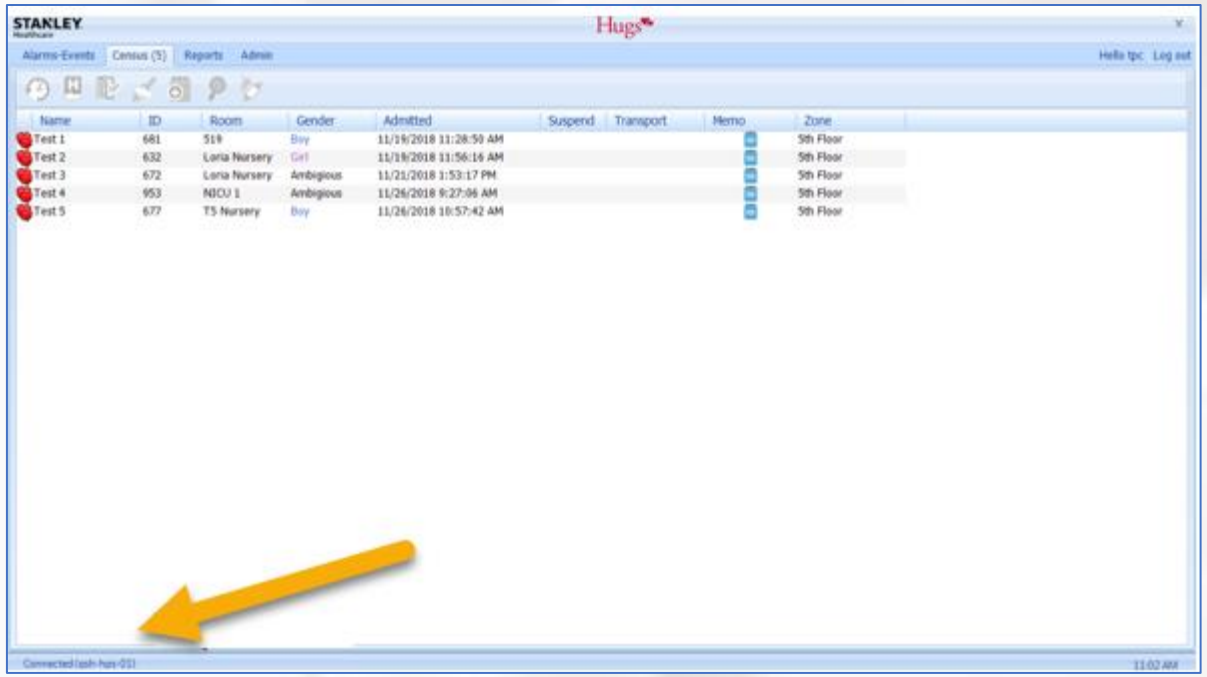
DO NOT try to “loosen” the tag by pulling the strap back.

This will cause a small tear in the brown material, and you will get nuisance tag tamper alarm. If the tag is too tight, suspend tamper and place a new band on.

Client PC Details – Hugs software







Screen Tabs

To access the different Hugs® screens (Census, Alarms-Events etc.), select the appropriate screen tab located at the top of the Hugs window.

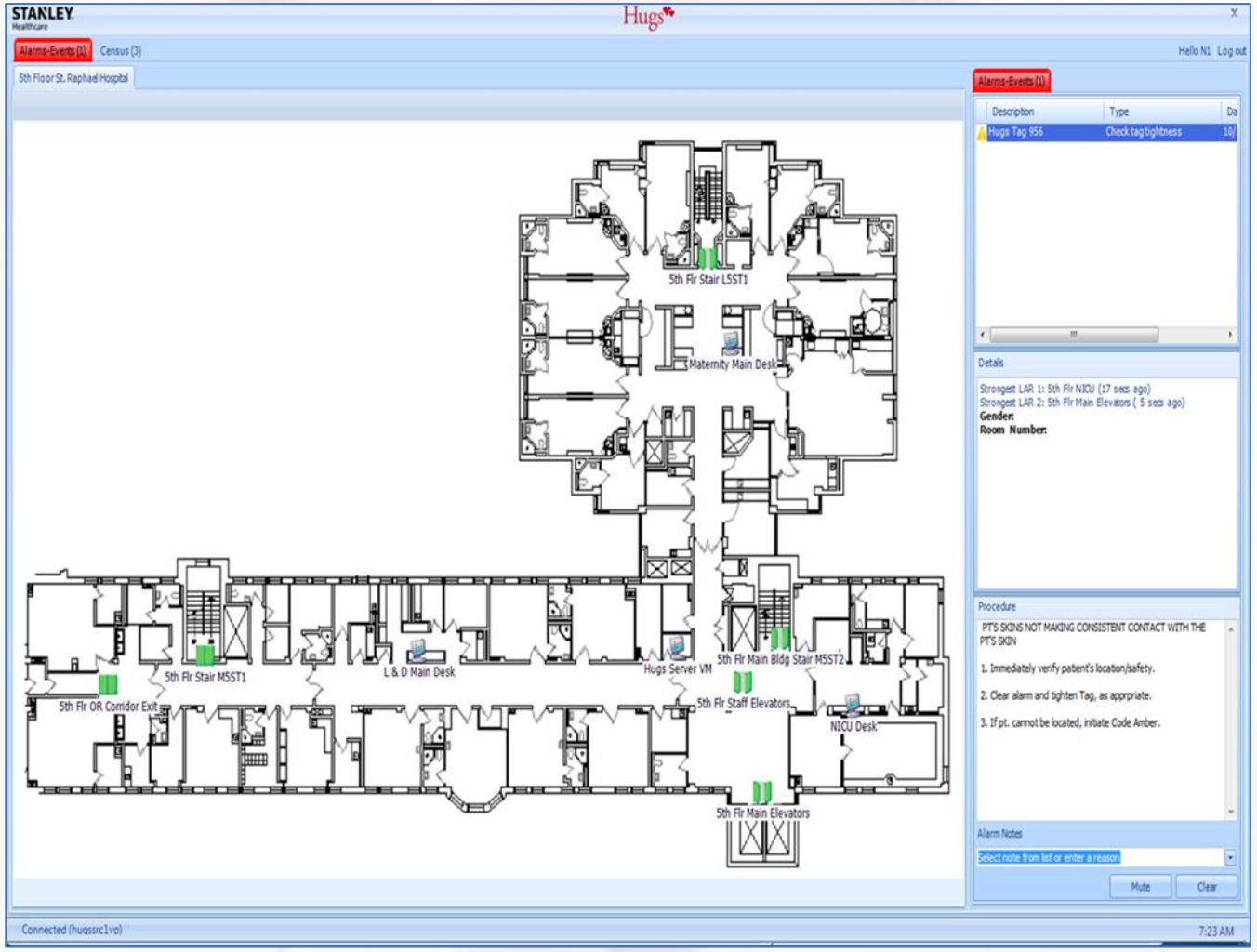
Admitting the Hugs Tag *(continued…)*

STEP	ACTION
1	Once the strap has been pulled through both slots, a dialog box will appear on the Hugs computer screen and the tag will auto admit and supervision will take place.
2	Go through each section line by line. The tag number will display and should be verified for correctness. Change the descriptions as soon as possible.
3	DO NOT leave any line blank. This information is necessary to track the tag. When done click OK to save. The tag will be monitored by the system while in the protected area. Alarms will occur if the tag is tampered with, or an unauthorized exit is attempted.

Note:

After a discharge, auto-admit is disabled for about 45 minutes.

Alarm Message

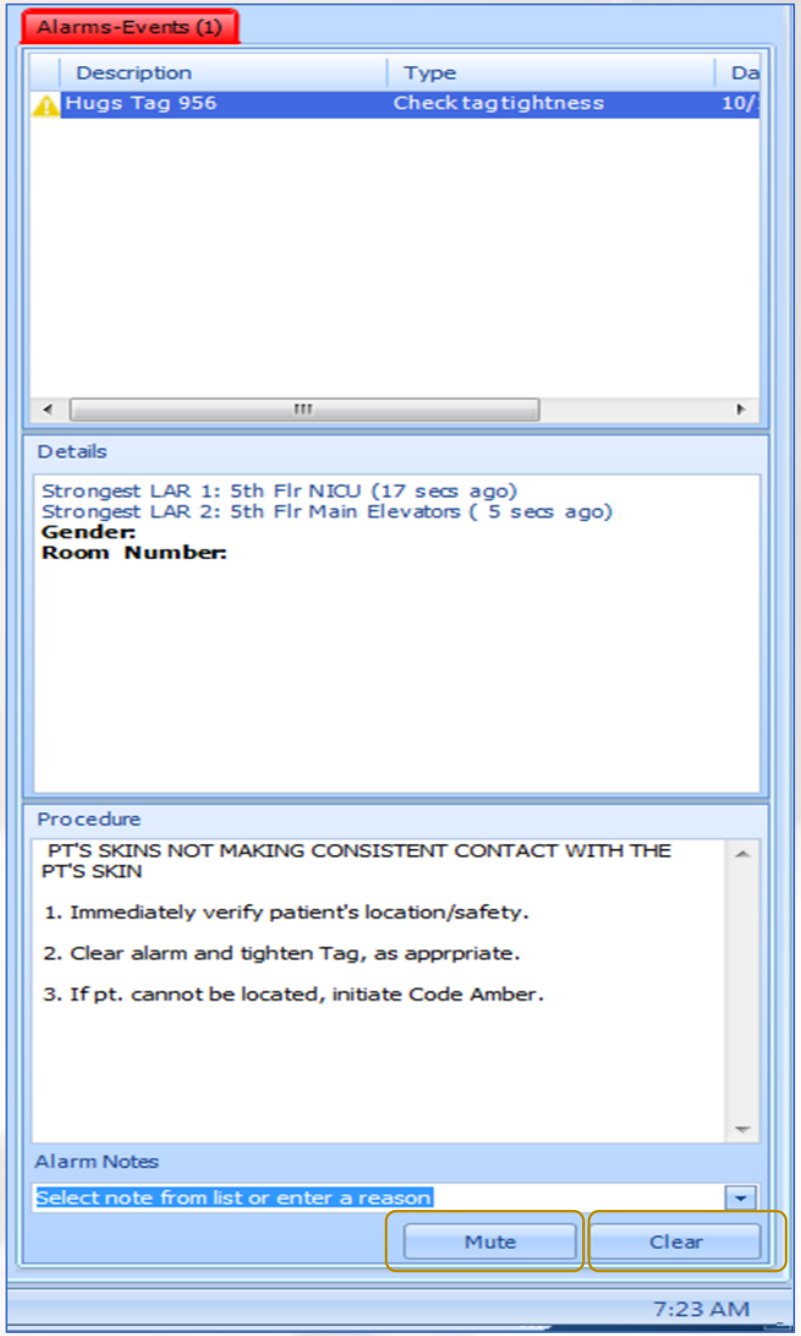


Alarm Message Window

Details Window

Procedures Window

Type Alarm Notes here >>



Alarms Troubleshooting

Handout provided and procedures will be displayed in your Hugs Alarm Window

Alarm Type:

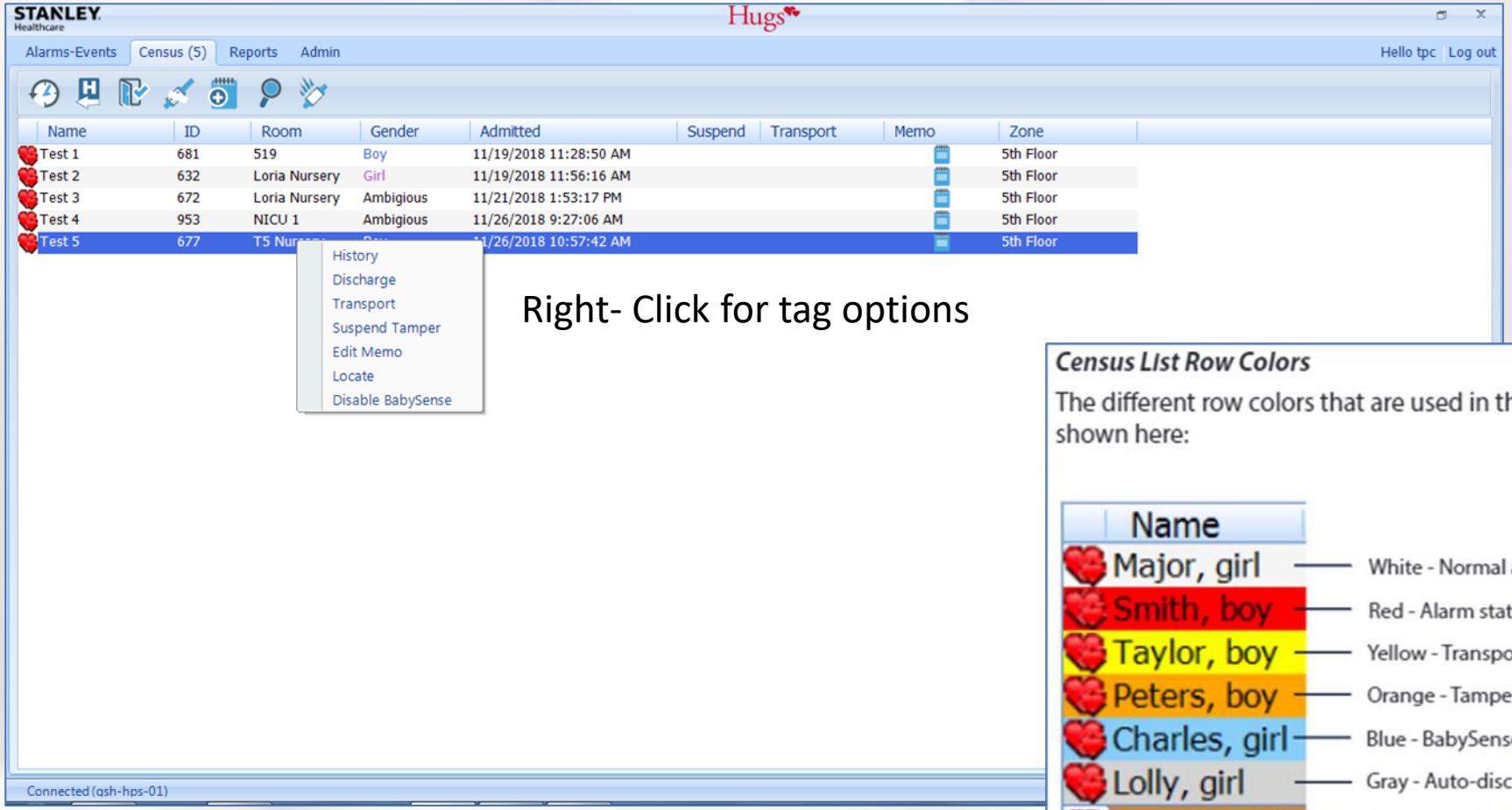
- When do they occur?
- What happens?
- How do I respond?

Troubleshooting Hugs Alarms

Alarm Type	When do they occur?	What happens?	How do I Respond? Follow your hospital's procedure and:
Loose Tag	When the tag is too loose on the infant.	• An alarm message appears in the Hugs software.	• Inspect the tag and make sure it is properly attached to the infant. • Inform your System Administrator or Security. • Check tags every hour and tighten as needed.
Exit	A baby wearing a Tag is removed from safe area without being signed out or discharged or is brought near a doorway when door is open without being signed out or discharged.	• An alarm message appears in the software. • An alarm may sound.	• Confirm whether the baby has been taken from safe area. • Help locate the baby.
Tamper	The tag has been tampered with.	• An alarm message appears in the software. • An alarm may sound.	• Locate the baby and check Tag for tampering. • Replace strap or Tag if necessary.
Improperly Applied Strap	The tag is not applied properly.	• An alarm message appears in the software. • An alarm may sound.	• Inspect strap and engage Tamper mechanism properly. • Replace strap or Tag.
Strap Detached	When a Tamper or Improperly Applied Strap Alarm is cleared, but the tag is still in Tamper mode.	• An alarm message appears in the software. • An alarm may sound.	• Inspect strap and engage Tamper mechanism properly. • Replace strap or Tag.
Auto Discharge	When a Tamper of Improperly Applied Strap Alarm is cleared, and the tag has gone into Strap Detached Alarm. If the strap has not engaged the Tag will auto discharge.	• An alarm message appears in the software. • The tag will appear in the Census – Greyed Out!	• Replace the infant's tag as a new admission.
Supervision	Tag's Heartbeat has not been seen by software for a set time. System hardware is not being seen by network devices.	• An alarm message appears in the software. • An alarm will sound.	• Report the event to security. Provide notes for follow-up. • Help locate the baby. • Remove the Tag and set aside for evaluation.
Transport Time Expired	When a Tag has been gone from the system for longer than the Sign Out time.	• An alarm message appears in the software. • An alarm may sound.	• If the baby has been returned to the safe area, sign him/her in. • If the baby has not been returned to the safe area, verify his/her location and then extend the Sign Out period.
Duplicate Tag ID	When the system detects a Tag with the same ID number as a Tag already admitted.	• An alarm message appears in the software. • An alarm may sound.	• Locate both babies. Discharge the Tag and remove the Tags from both babies. • Attach a new Tag to both babies. • Set aside the duplicate Tag and inform your System Administrator.
Low Battery	When the battery level becomes low.	• An alarm message appears in the software.	• When the Tag is removed, separate it from Tags to be reused. • Inform Security or your System Administrator.

*Very rarely you may see an alarm for a system device, such as a Patient Security Receiver or Exciter. Contact your System Administrator or Security for guidance.

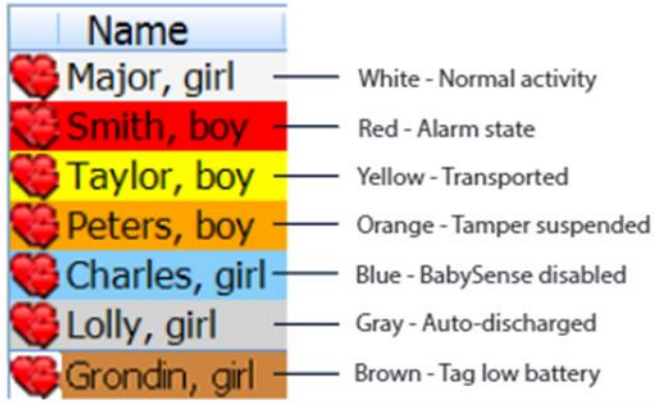
The Census Screen



Right- Click for tag options

Census List Row Colors

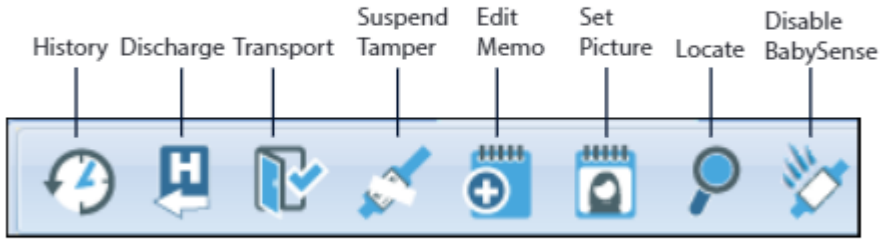
The different row colors that are used in the Hugs Census list are shown here:



Hugs Functions

Authorized users can perform a function for a Hugs tag using one of the following methods:

1) Toolbar Icons



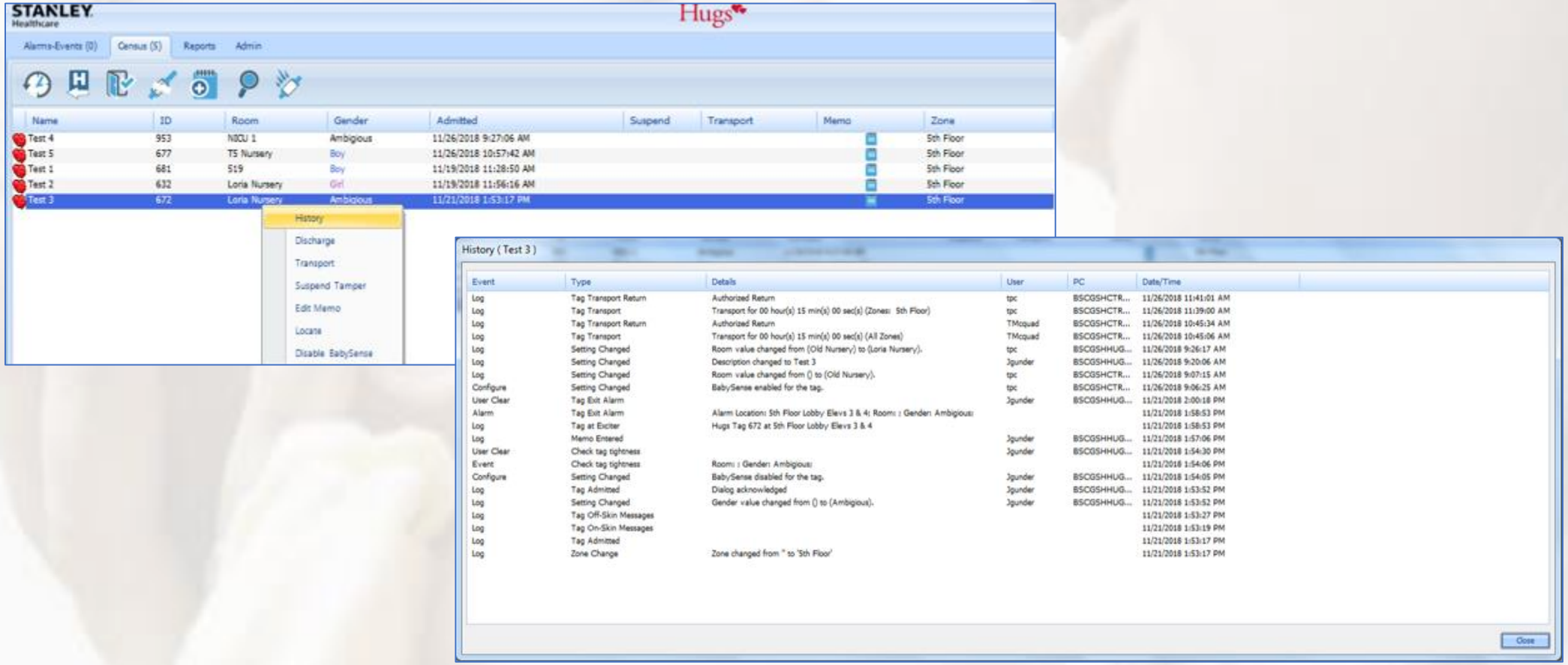
- On the Census List, click on the tag/infant row to highlight it.
- Click the toolbar icon representing the requested function.

2) Popup Menu

- On the Census List, click the red heart icon beside the appropriate tag/infant name.
- Select a Hugs function from the popup menu.

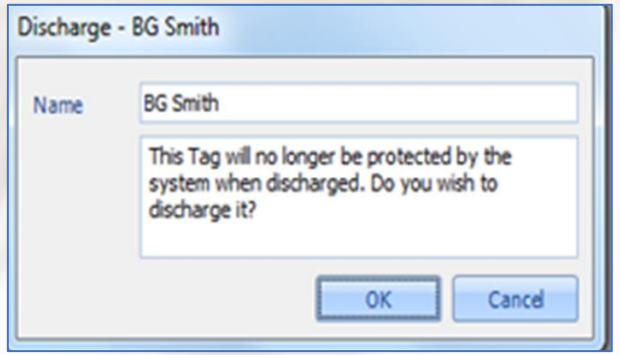
Note: The toolbar icons and popup menu commands may vary depending on your access permissions and how your system was set up.

History


STANLEY Healthcare
Hugs
Alarms-Events (0)
Census (5)
Reports
Admin
Name
ID
Room
Gender
Admitted
Suspend
Transport
Memo
Zone
Test 4 953 NICU 1 Ambigious 11/26/2018 9:27:06 AM 5th Floor
Test 5 677 TS Nursery Boy 11/26/2018 10:57:42 AM 5th Floor
Test 1 681 519 Boy 11/19/2018 11:28:50 AM 5th Floor
Test 2 632 Loria Nursery Girl 11/19/2018 11:56:16 AM 5th Floor
Test 3 672 Loria Nursery Ambigious 11/21/2018 1:53:17 PM 5th Floor
History
Discharge
Transport
Suspend Tamper
Edit Memo
Locate
Disable BabySense
History (Test 3)
Event
Type
Details
User
PC
Date/Time
Log Tag Transport Return Authorized Return tpc BSCGSHCTR... 11/26/2018 11:41:01 AM
Log Tag Transport Transport for 00 hour(s) 15 min(s) 00 sec(s) (Zones: 5th Floor) tpc BSCGSHCTR... 11/26/2018 11:39:00 AM
Log Tag Transport Return Authorized Return TMcquad BSCGSHCTR... 11/26/2018 10:45:34 AM
Log Tag Transport Transport for 00 hour(s) 15 min(s) 00 sec(s) (All Zones) TMcquad BSCGSHCTR... 11/26/2018 10:45:06 AM
Log Setting Changed Room value changed from (Old Nursery) to (Loria Nursery). tpc BSCGSHHUG... 11/26/2018 9:26:17 AM
Log Setting Changed Description changed to Test 3 Jgunder BSCGSHHUG... 11/26/2018 9:20:06 AM
Log Setting Changed Room value changed from () to (Old Nursery). tpc BSCGSHCTR... 11/26/2018 9:07:15 AM
Configure Setting Changed BabySense enabled for the tag. tpc BSCGSHCTR... 11/26/2018 9:06:25 AM
User Clear Tag Exit Alarm Jgunder BSCGSHHUG... 11/21/2018 2:00:18 PM
Alarm Tag Exit Alarm Alarm Location: 5th Floor Lobby Elevs 3 & 4; Room: ; Gender: Ambigious: 11/21/2018 1:58:53 PM
Log Tag at Exciter Hugs Tag 672 at 5th Floor Lobby Elevs 3 & 4 11/21/2018 1:58:53 PM
Log Memo Entered Jgunder BSCGSHHUG... 11/21/2018 1:57:06 PM
User Clear Check tag tightness Jgunder BSCGSHHUG... 11/21/2018 1:54:30 PM
Event Check tag tightness Room: ; Gender: Ambigious: 11/21/2018 1:54:06 PM
Configure Setting Changed BabySense disabled for the tag. Jgunder BSCGSHHUG... 11/21/2018 1:54:05 PM
Log Tag Admitted Dialog acknowledged Jgunder BSCGSHHUG... 11/21/2018 1:53:52 PM
Log Setting Changed Gender value changed from () to (Ambigious). Jgunder BSCGSHHUG... 11/21/2018 1:53:52 PM
Log Tag Off-Skin Messages 11/21/2018 1:53:27 PM
Log Tag On-Skin Messages 11/21/2018 1:53:19 PM
Log Tag Admitted 11/21/2018 1:53:17 PM
Log Zone Change Zone changed from '' to '5th Floor' 11/21/2018 1:53:17 PM
Close

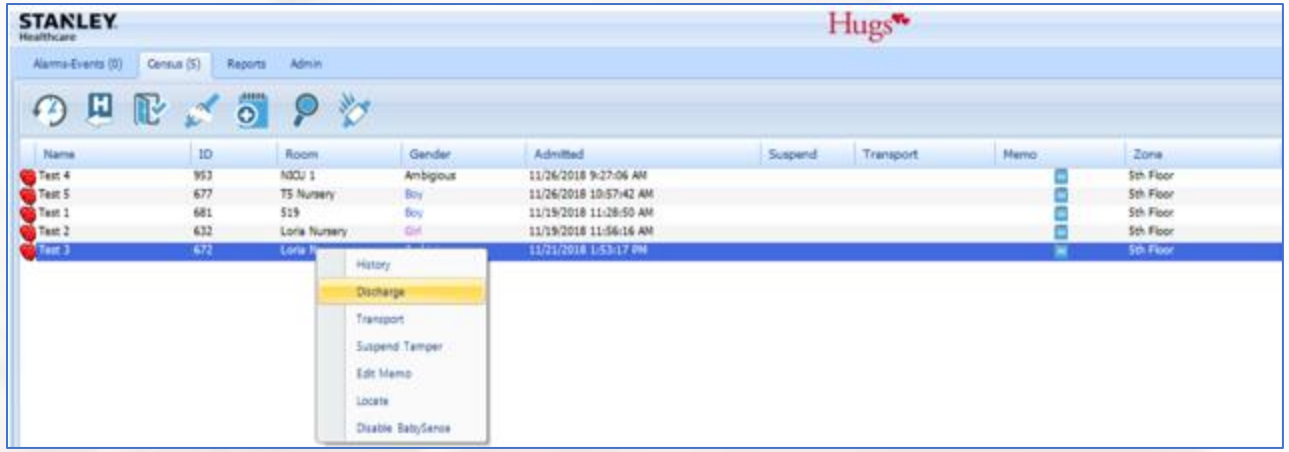
Discharge

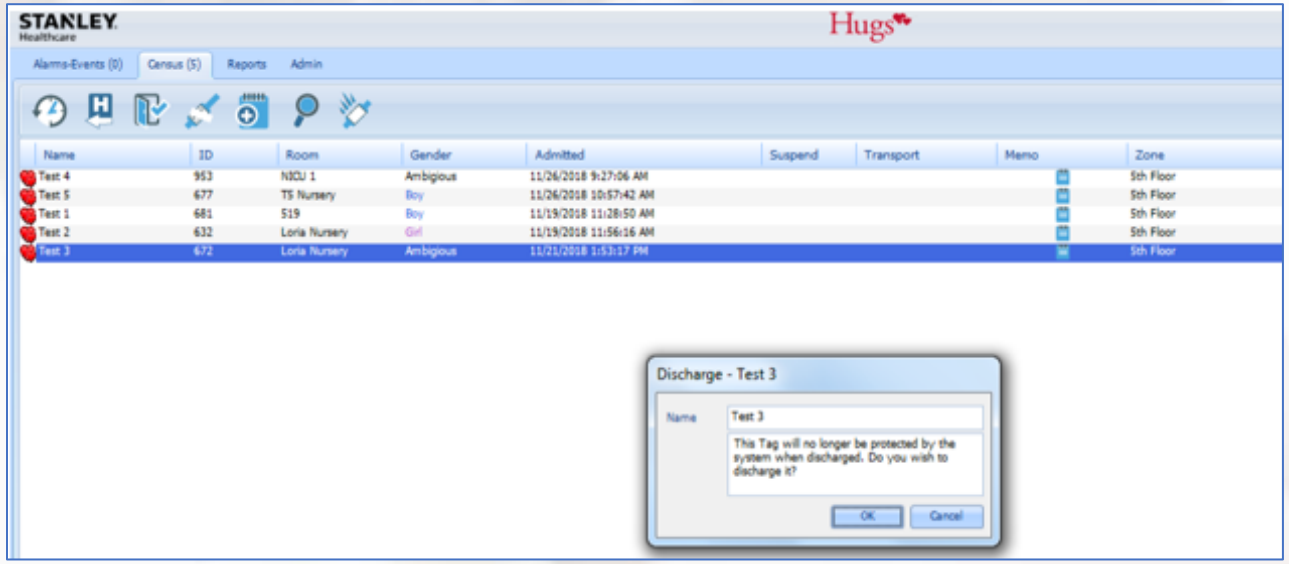
STEP	ACTION
1	Right click on the baby's name in the census screen.
2	Select discharge. A warning box will appear on the screen. Select "OK".
3	Cut the strap using safety scissors. *Tip: Remove half the strap. Leave one half indicating a dirty tag. You do not want the tag to make contact again.*
4	Set aside the tag for cleaning.



Note: The Hugs Tag must be cleared from the software before you physically remove it. This is called "discharging the infant."

Discharging a Tag

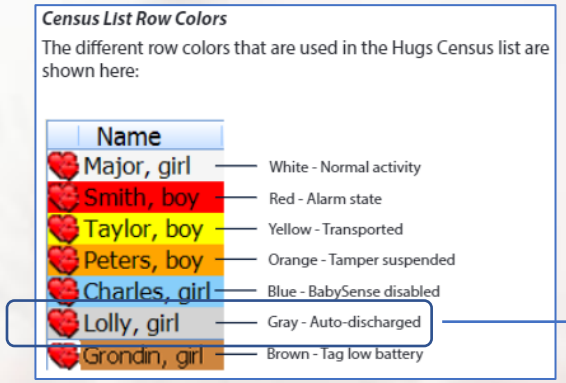




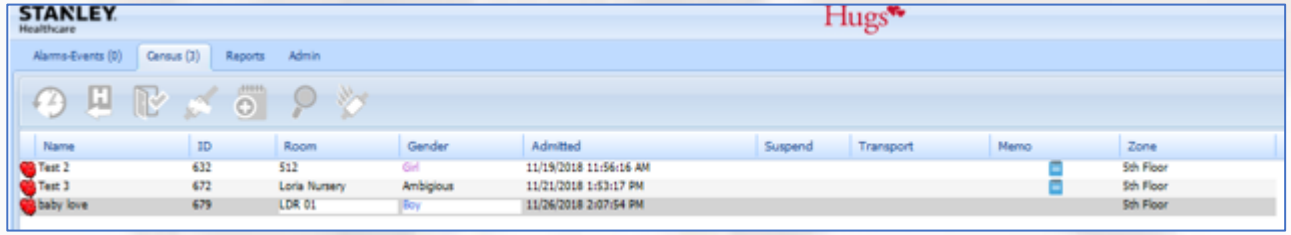
Discharging is the expression used to indicate the removal of a Hugs tag from the Hugs system. This should typically only occur when and infant is being taken home from the hospital.

Note: *Once a tag is discharged, it continues to transmit for about 10 minutes (the Server PC ignores these messages), and then goes into "sleep" mode ready to be used again. The tag can be reused within 10 minutes but will not Auto Admit. You must manually admit it.*

Caution : Gray – Auto Discharged



Tamper Alarm → User Clears → Band detached Alarm → User Clears → Auto Discharge



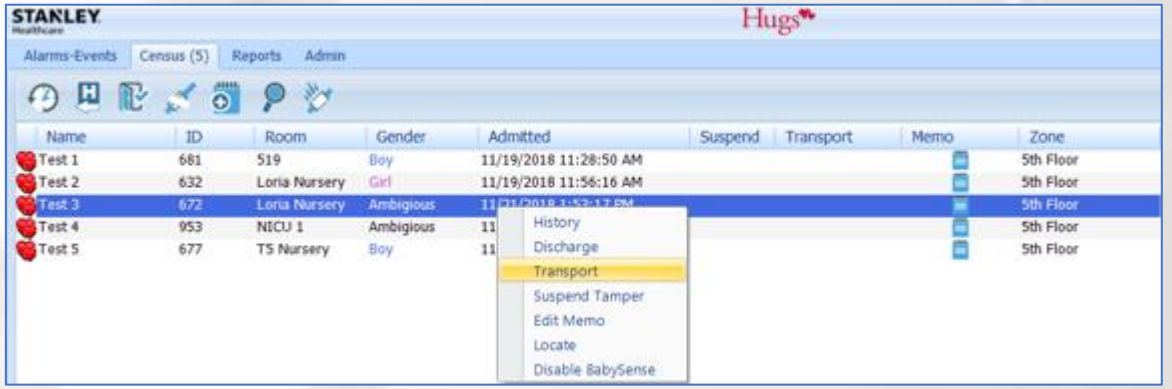
An Auto Discharge Alarm Event will display on the computer and the baby's name will appear in Gray.

The next morning any names in gray will be removed from the census automatically.

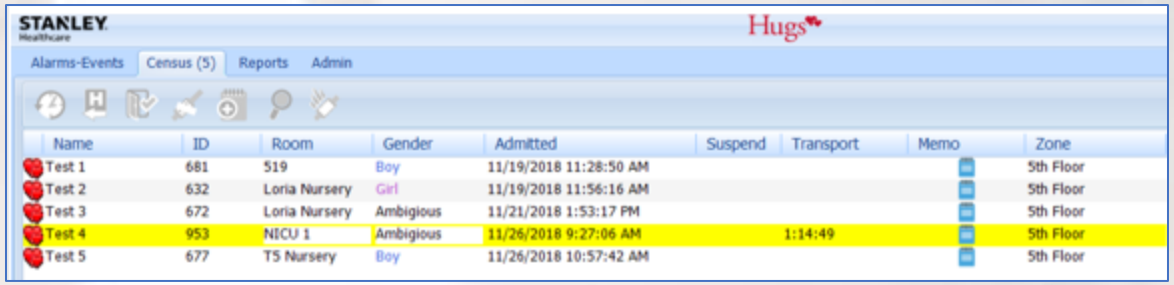
Transport

The transport command allows an infant to be transported out of the protected area temporarily for tests or other purposes without generating an Exit alarm.

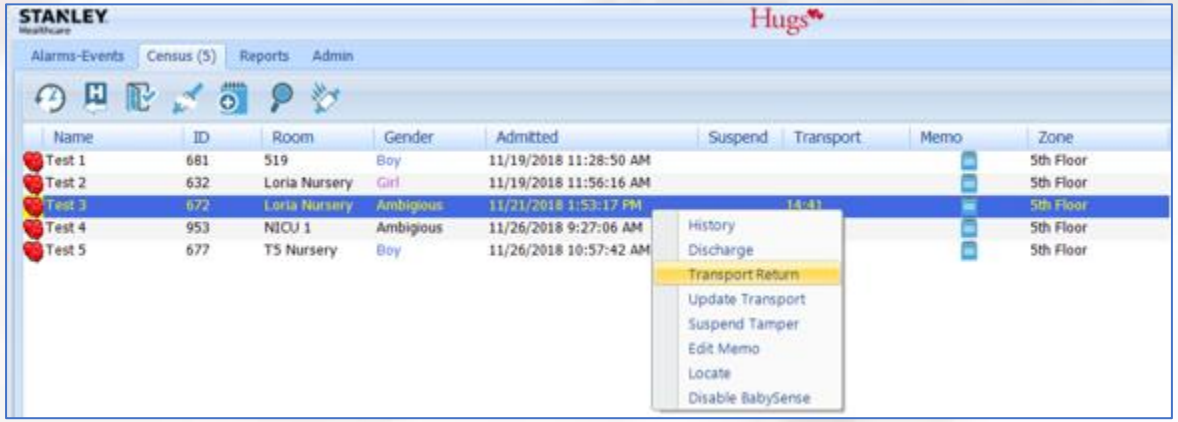
Initiating Transport



Active Transport



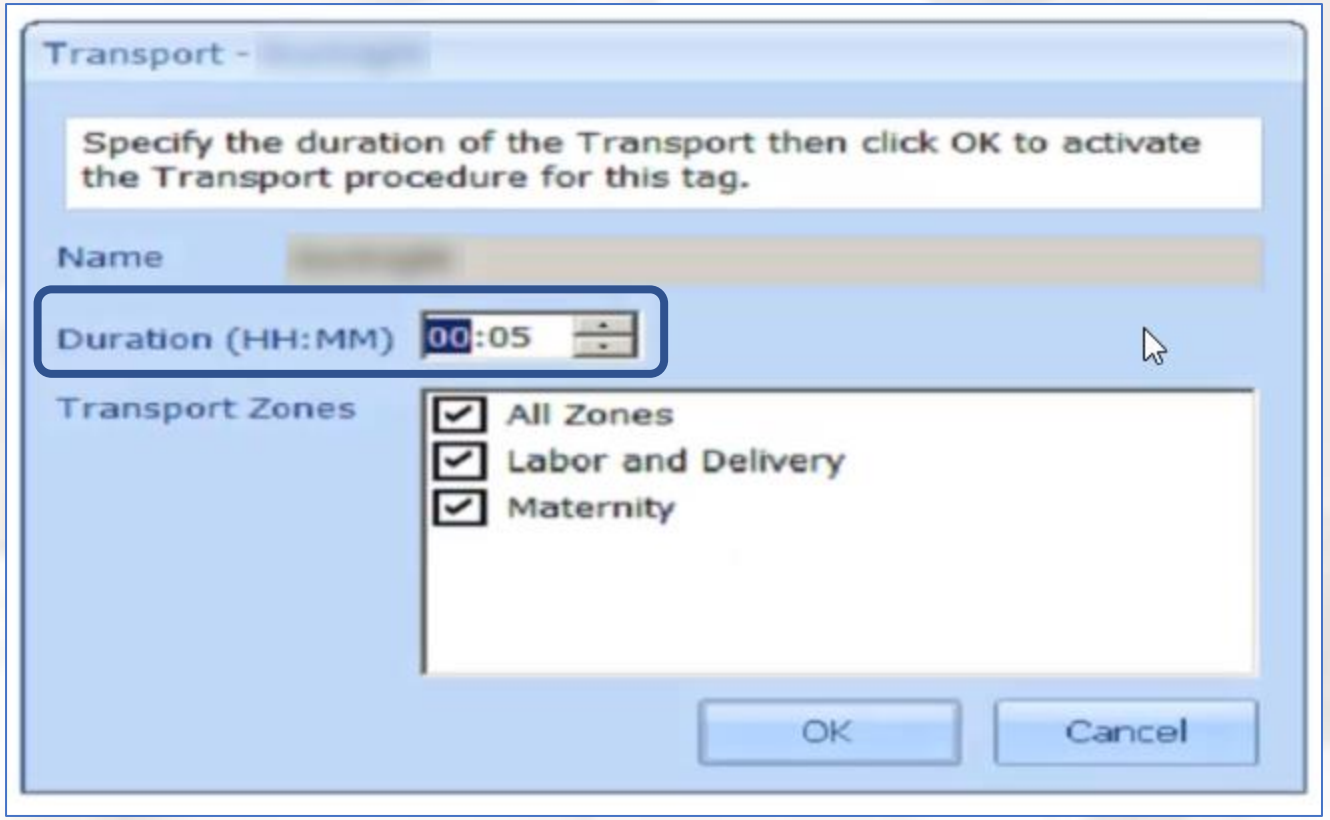
Transport Return



Transport Dialogue Box

Please note the Duration field format:

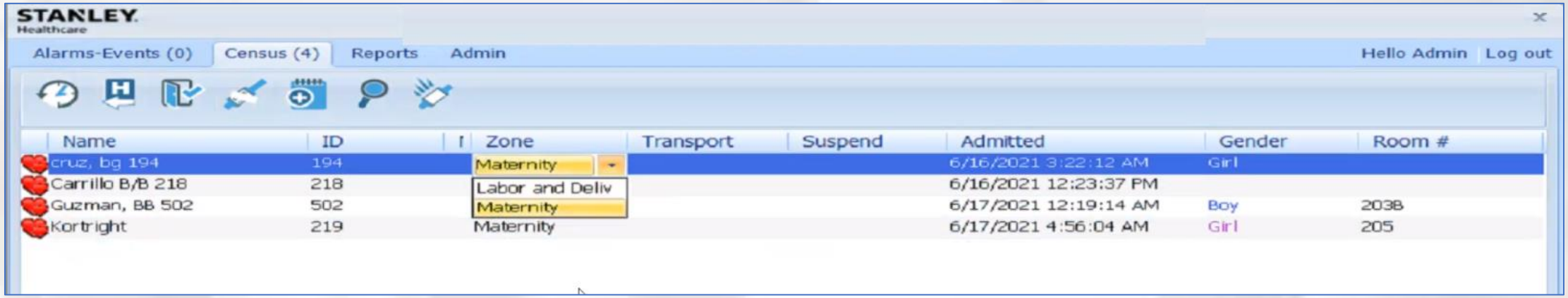
(HH:MM)



How to change zones

Zones are a way of dividing the area covered by the Hugs system into sections and customizing the system alarm responses in each section to suit your security needs. The benefit is that users in one area only see alarms that occur in their section.

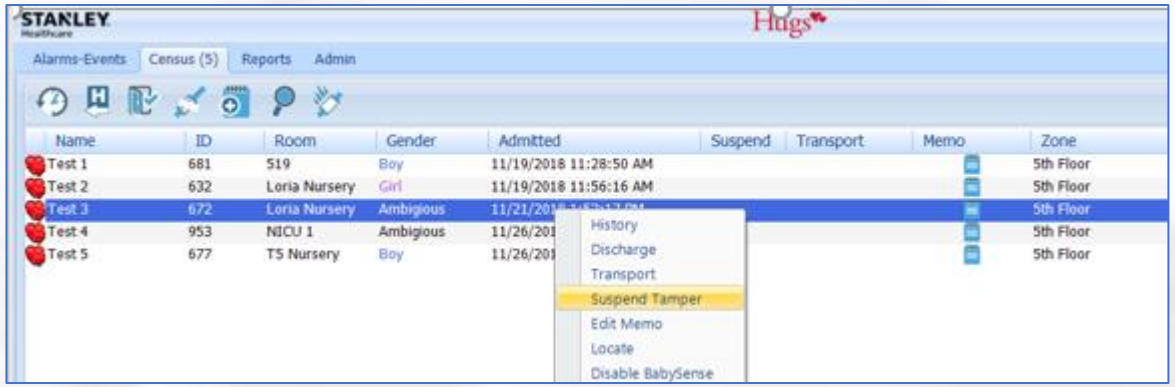
Zones cannot be used when common or shared doors are present.

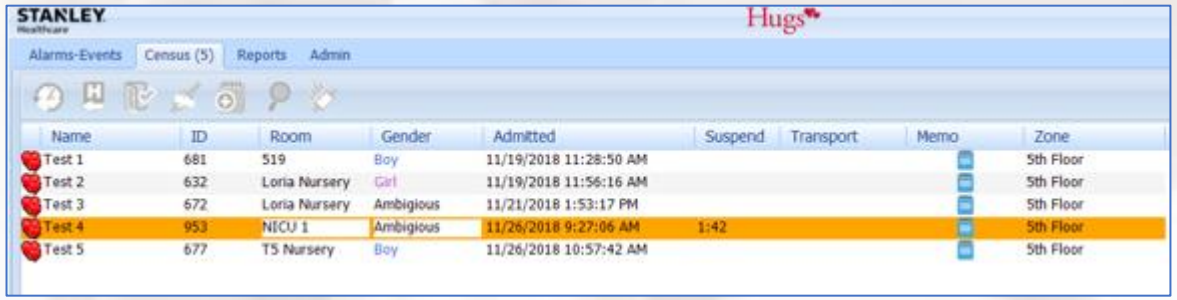


Zone information is updated automatically whenever a tag sees an Exciter, but you can also manually change a Zone location (if applicable.)

Alarms are reported in the zone to which the infant has been assigned.

Suspend Tamper





The Suspend Tamper commands Tamper Alarms for the selected tag for a period of 1 to 5 minutes (as set by the System Administrator) so that the band can be changed without generating a Tamper Alarm.

Note: *To avoid a Tamper alarm, the tag and the band must be re-applied before the Suspend time expires.*

Cleaning

STEP	ACTION
1	Remove all strap material.
2	Use a soft-bristle brush (e.g., a toothbrush) and a disinfectant soap or similar solution with **no more than 20% alcohol**.
3	Clean the Hugs Tag slots of strap debris. Pass the soft-bristle brush gently through the tag slot moving from the bottom to top of the Tag.
4	Dry the Tag thoroughly before reuse.

Do Not

- Use an autoclave to clean the Tags. Serious damage can result.
- Soak the Tags in alcohol or alcohol-based cleaners.
- Expose the Tags directly to X-rays or MRI scans.
- Immerse the Hugs Tag while cleaning.

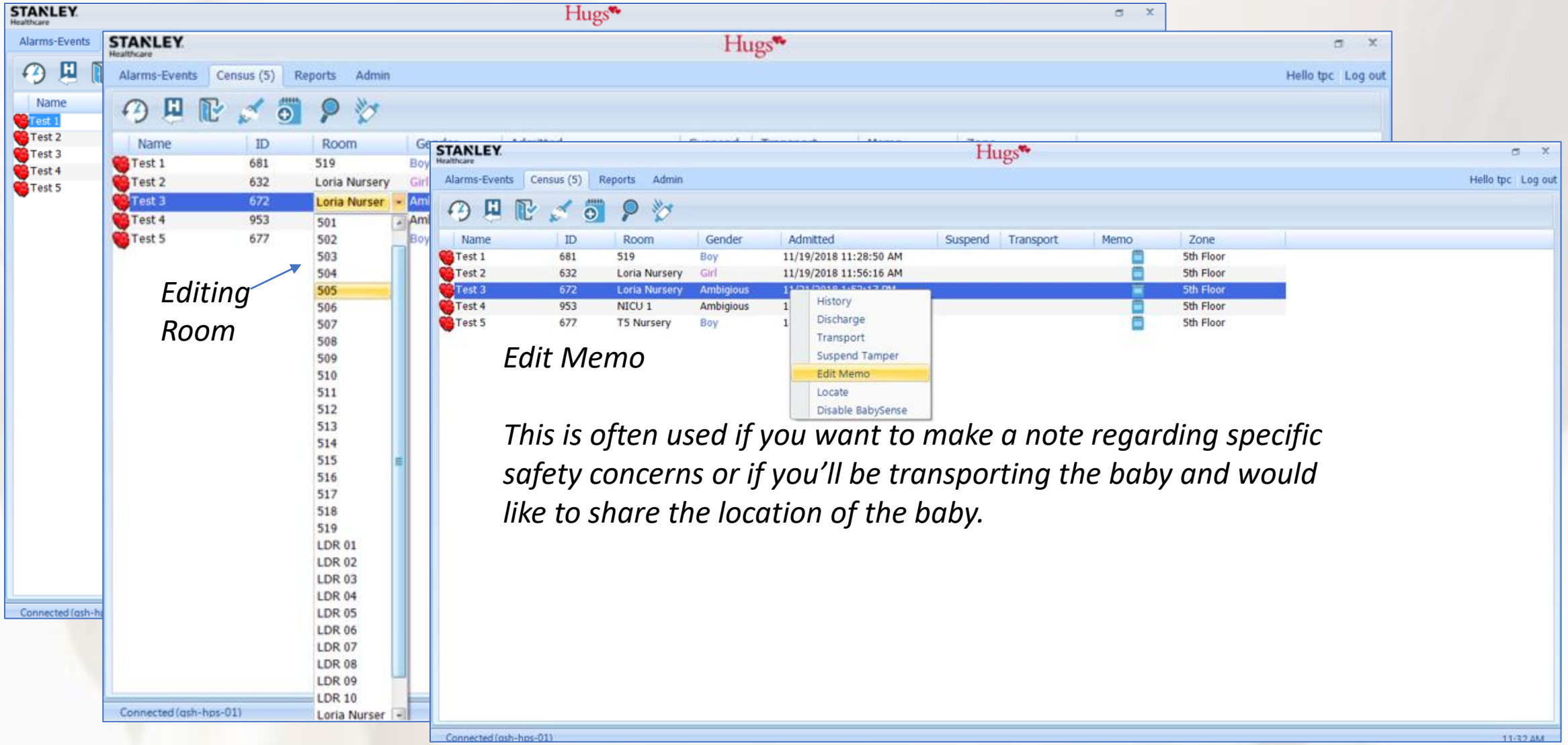
Cleaning *continued*

Follow these rules for organizing Tags:

- When a Tag is removed and cleaned, return it for future use
- Use the supplied racks for tags
- Cycle the Tags: first in, first out
- Separate low battery Tags from Tags to be reused

Editing

Editing Name

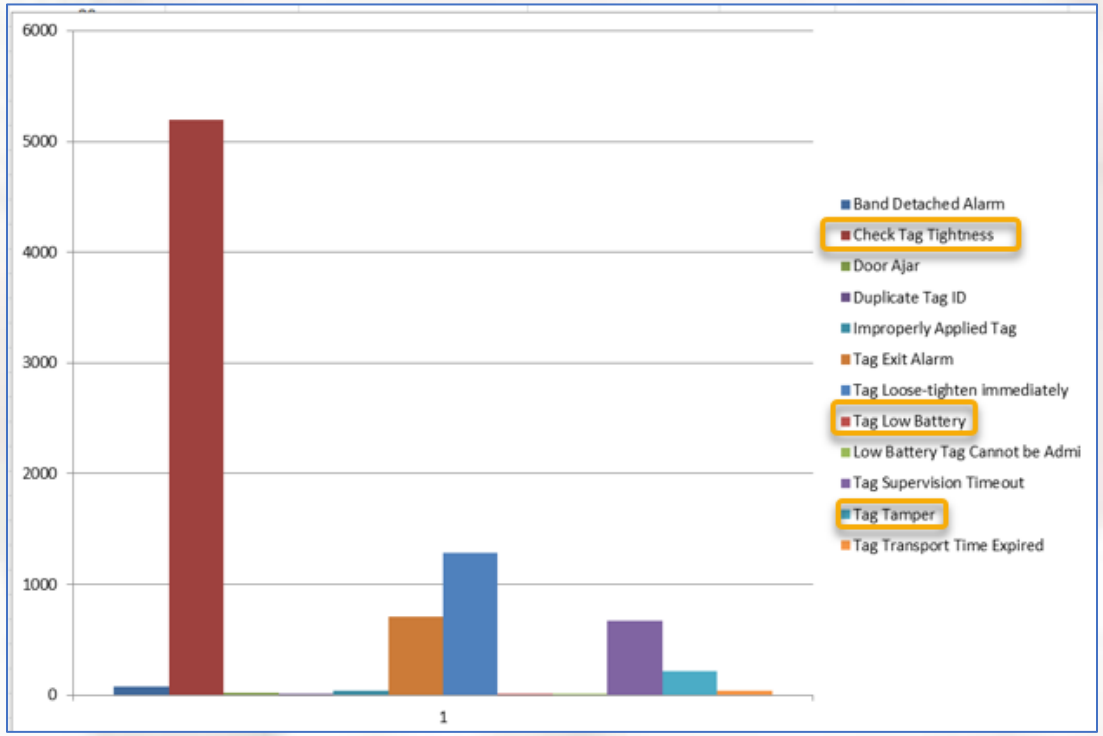


Editing Room

Edit Memo

This is often used if you want to make a note regarding specific safety concerns or if you'll be transporting the baby and would like to share the location of the baby.

You keep the babies safe by reducing alarms



Type	Monthly Total
Band Detached Alarm	10
Check Tag Tightness	18
Door Ajar	18
Duplicate Tag ID	1
Improperly Applied Tag	2
Tag Exit Alarm	12
Tag Loose-tighten immediately	30
Tag Low Battery	2
Low Battery Tag Cannot be Admi	1
Tag Supervision Timeout	5
Tag Tamper	4
Tag Transport Time Expired	3
Start Time Date	1/9/2016 0:39
End Time Date	2/8/2016 11:59

Important Safeguards

- Test all devices at least monthly
- Do not rely solely on the Hugs system to alert you
- Do not clear events or alarms without verifying the location and security of the infant
- Do not ignore the three security aspects to the Hugs system:
  - Exit
  - Tamper
  - Supervision Time Out

These alarms should receive priority intervention as they can indicate an abduction attempt.

- Do not ignore low battery alerts on your Hugs computer

Supervision of each tag by the system and by the facility's staff is the most important defense against portable electronic devices. The use of a security system does not replace the first line defense of a well-trained staff following proper internal security policies and procedures.

Contact your Hugs distributor before commencing with any construction projects or the installation of any wireless system in your building(s) to help reduce the risk of interference that could negatively impact your system's performance.

Hugs
Infant Protection

Time for practice.

Thank you for your time!

Please share your feedback with our manager, Lee Summerlin, at TPC Systems.

He can be reached via Lee.Summerlin@tpcsystems.com.