



Hugs 
Infant Protection
with Kisses™
Mother/Infant Matching



Hugs News

A newsletter on infant protection

Volume 5: Q2 2004

The case for mother/infant matching

Protecting against mismatching is an essential part of infant protection

The vigorous response to the infant abduction threat is a testament to hospitals' concern for the safety and wellbeing of their newborn infants.

In less than a decade, this issue has gone from obscurity to become an established part of neonatal care. With the support of the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO), and organizations like the National Center for Missing and Exploited Children (NCMEC), hospitals across the country have implemented procedures and systems to prevent the abduction of infants in their care.

Over that time, standards in infant protection have continued to rise. Ten years ago, simple door protection was OK. Now, few hospitals would consider their infants safe if their tags were not protected against tampering, and not being continually supervised.

The next step in the evolution towards complete infant protection is clearly mother/infant matching.

Concerns about this issue have naturally been more muted because procedures already exist both to prevent discharge to the wrong family and to make sure that infants are not given to the wrong mother in hospital for feeding. But it is time for a reappraisal.

Consider the facts. The number of "transfer errors" is not tracked by official bodies, but estimates range as high as 20,000 a year (according to Jeff Aldridge, a security consultant). The sheer number should be enough to get anyone's attention. In a world of HIV and other communicable

diseases, a mother nursing the wrong baby is not something to be taken lightly.

Even if it is assumed that most mismatches are detected relatively quickly with "no harm done," there is bound to be a certain percentage that lead to serious consequences. Media reports of mothers nursing the wrong baby are not uncommon, nor is legal action as a result.

While discharge errors are rarer than transfer errors, they are probably no less common than infant abductions. Certainly, JCAHO takes it just as seriously: both infant abduction and discharge of an infant to the wrong family are considered Sentinel Events.

Why is it, then, that a system invented in 1949—matching ID bands—is considered an acceptable security measure while the standard in infant abduction prevention keeps rising?

Xmark introduced the Kisses™ mother/infant matching option for the Hugs system because we felt it was time to close this "performance gap." Automatic matching is an effective and valuable addition to the established matching band system—so why not take this next, obvious step in infant protection?

If you are planning to be at the AWHONN show in Tampa, FL, June 27-29, stop by the Xmark booth to see Kisses mother/infant matching in action. And remember that this option is available to all Hugs® system users, going right back to our first system. ■

The next step in the evolution towards more and better security is clearly mother/infant matching.

New from Hugs



Things to see and do at AWHONN

A sneak peek at what Xmark will have on show.

Join Xmark at the AWHONN show in Tampa, FL, June 27-29, to see the latest innovations in infant protection: integrated CCTV, card reader support, and of course Kisses mother/infant matching. If you have any questions in the interim, please contact your Authorized Hugs Dealer.

Never play "What's my password?" again

Ever have difficulty remembering your password for the Hugs system? It wouldn't be surprising. We all have too many passwords to remember for network access at work, e-commerce web sites, ATMs and many other things.

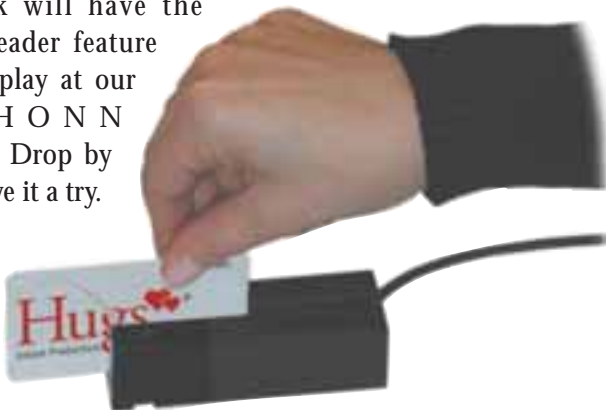
Well, Xmark has a way to make life just a little easier for users of the Hugs system. Imagine being able to sign in to the Xmark software with a swipe of your existing access card. That's what the new **card reader option** gives you.

This new feature for the Hugs system is easy to implement, and even easier to use. All that is required is a software upgrade, and a compatible card reader (a wide range of models is supported).

The only setup is to connect a card reader to the Controller and Clients PCs, and then have each user swipe their card once to enter the data into their individual user profile.

From then on, all you need to do to log in is swipe your card at the PC. The Xmark software will automatically sign you in and display the menus and other controls appropriate to your level of access. It couldn't be simpler.

Xmark will have the card reader feature on display at our A W H O N N booth. Drop by and give it a try.



Get it on camera

See what happened at a door during an alarm, and view live images at any time—all from within the Xmark software. That's what the **integrated CCTV option** for the Hugs system delivers.



The advantages of this arrangement go well past getting the CCTV monitor off the desk. It also helps you do your job more efficiently, because the software automatically shows you exactly what you need to see: the moments just before and after the alarm occurred.

And for documenting purposes, images and alarm information are identically time-stamped—no more searching through footage to find the right images.

Drop by the Hugs booth at AWHONN to get the complete picture on integrated CCTV. We'll have a fully functioning system on view.

Hugs deserve Kisses

If you have not had the opportunity to see the **Kisses mother/infant matching component** for yourself, AWHONN 2004 is the perfect opportunity to see how simple and effective it truly is.

We will be running live demonstrations throughout exhibit hours. You can practice bonding and then matching the mother and baby tags, and see how the system identifies a mismatch, complete with audible tone from the Hugs tag and an alarm at the Controller PC.

The best thing is that you don't have to do anything differently: just bring baby to mom and the Hugs system does the rest. Simple, secure, and effective. But don't take our word for it. Try it for yourself! ■

Seven questions about your Hugs system

Depending on your answers, it may be time for an upgrade.

Q: What version of the Xmark software are you running?

Xmark have continually enhanced and improved our software features and performance over the years. Your system should be running version 4.0 or higher. (Contact your Authorized Hugs Dealer for upgrade information.)

Q: What version of the Windows® operating system are you running?

Microsoft Windows 2000 Professional and XP Professional offer improved performance and reliability over Windows NT.

Q: How old are the PCs in your Hugs system?

While they deliver higher performance, the latest versions of the Windows operating system and the Xmark software require higher minimum hardware specifications, particularly for the Controller PC. Are your PCs up to the task?

Q: Do you know what types of alarms are occurring on your Hugs system?

A simple analysis of alarm type and frequency can often highlight areas for improved efficiency, such as refresher training for staff, or improved procedures for responding to events or moving infants within the protected area. **Tip:** Use the Procedures feature to provide users with help during and alarm, and turn on Notes to gather valuable data on what was done to clear the alarm. This information can then be used to reduce the opportunities for alarms to occur in the future.

Q: When was the last time a LAR coverage test was performed?

Your facility was thoroughly tested when the Hugs system was installed and commissioned. However conditions can change over time as building renovations are carried out or new equipment is added both in the protected area and the floors above and below. LAR coverage should be checked on a regular basis to ensure optimum performance.

Q: When was the last time the Low Battery Tag information was reset?

Once low battery tags have been disposed of, the tag ID must be reset in the Hugs tab of Edit Configuration. Otherwise, the software will not allow a new tag with that ID to be enrolled.

Q: Are you using a Uninterruptible Power Supply (UPS) with battery backup?

A UPS with battery backup is a good way to ensure that all your PCs and Hugs devices continue to operate in the event of a temporary power outage. The UPS and batteries should also be tested regularly. ■



Upgrade options

Here are a few options for maximizing the performance of your Hugs system. Contact your Authorized Hugs Dealer for details.

System Optimization Assessment

The System Optimization Assessment is a free service that provides remote analysis of your system. Xmark technicians dial into your site and examine the Controller PC and the system database. Results and recommendations for further investigation are presented in a brief report.

On Site System Audit (part no. 81600801)

This for-fee service is a comprehensive review of all aspects of your system. An Xmark technician will be on site for one day to examine how you use the system, review your database, and check system devices. You'll receive a detailed written report within five business days that identifies recommended changes.

System Administrator Course

This two-day course provides all the knowledge needed to act as System Administrator for the Hugs system. It covers everything from technical operation to tailoring alarm procedures for your facility. Every Hugs system customer is entitled to two free space in the course. ■

Xmark Info Sessions at AWHONN

For the first time, Xmark will be hosting a series of informal drop-in sessions on infant protection and other topics at the AWHONN show. These small group meetings will give you a chance to meet with other users of the Hugs system, and receive more detailed information than can typically be given on the show floor.

If you would like to sign up for a session, please fax back the form below to Xmark at 1-613-592-4296.

Tuesday, June 29

Time	Session Topic
8:30 - 9:45	Emergency response and asset locating <i>An introduction to the MyCall™ and FindIt® systems. Learn about how these applications can be used with the Hugs system to protect staff and locate important medical assets.</i>
9:45 - 10:30	Adding Kisses mother/infant matching to your Hugs system <i>An in-depth session on the Kisses component for current Hugs system users.</i>
11:00 - 12:15	Infant protection systems with mother/infant matching <i>This session will introduce the Hugs system in detail to those who are not current users.</i>
12:30 - 2:00	Emergency response and asset tracking <i>An introduction to the MyCall and FindIt systems. Learn about how these applications can be used with the Hugs system to protect staff and locate important medical assets.</i>

AWHONN Session Reservation Form

Fax to 1-613-592-4296

Name: _____ Title _____
Hospital _____ City, State (Prov) _____
Telephone _____ E-mail _____

Yes, I would like to participate in the following sessions:

- 8:30 - 9:45 Emergency response and asset tracking
- 9:45 - 10:30 Adding Kisses mother/infant matching to your Hugs system
- 11:00 - 12:15 Infant protection systems with mother/infant matching
- 12:30 - 2:00 Emergency response and asset tracking

Thank you for your interest. A representative from Xmark will contact you to confirm your attendance.