



## Urgent Field Safety Notice

GE Healthcare  
Healthcare Systems  
9900 Innovation Drive  
Wauwatosa, WI 53226  
USA

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GEHC Ref# 36080

To: Healthcare Administrator / Risk Manager  
Chief of Nursing  
Director of Biomedical Engineering

RE: **Dash 3000/4000/5000 patient monitor: Unexpected loss of Custom Automatic NBP Measurement cycling**

GE Healthcare has recently become aware of a potential issue due to an unexpected loss of **Custom Automatic NBP** Measurement cycling associated with the Dash 3000/4000/5000 patient monitors.

### **Safety Issue**

The Dash monitor may exhibit an unexpected loss of **Custom Automatic NBP** Measurement cycling. Custom Automatic NBP Measurement is a feature introduced in Dash version 6.0 which allows the user to program up to 4 different NBP auto mode sequences. When a view of another patient with an NBP parameter on the network occurs, if the Custom Automatic NBP Measurement cycling function is enabled, the function will turn off unexpectedly. The issue can occur when manually viewing another bed on the network using the View Other Beds option or automatically with the Automatic View On Alarm (AVOA) feature.

When the Custom Automatic NBP Measurement cycling turns off, the AUTO message is no longer displayed in the NBP parameter window at the patient bedside monitor. The timestamp of the last NBP will remain displayed in the NBP parameter window. The NBP values change to X's and the timestamp disappears if no NBP monitoring has taken place after 2 hours in Adult-ICU mode, 15 minutes in the Operating Room mode, or 12 hours in Neonatal-ICU mode. The timestamp on the monitor alerts you to the last time the NBP was cycled.

This issue could result in delayed treatment of changing hemodynamic status, which may lead to impaired hemodynamic function. No adverse event has been reported related to this issue.

This issue does not affect the manual **NBP Go/Stop** or **NBP Auto** non-invasive blood pressure functions of the Dash monitors.

For more information for the **Custom Automatic NBP** Measurement and Auto NBP function, refer to the Dash3000/4000/5000 Operator's Manual, Chapter 10 Monitoring NBP.

**Safety  
Instructions**

If your facility is using the Custom Auto NBP Measurement feature in conjunction with Automatic View On Alarm and/or View Other Beds options, GE Healthcare recommends that you stop using the Custom Automatic NBP Measurement feature and use the Auto NBP function instead.

To discontinue use of Custom Auto NBP Measurement cycling, turn-off the feature in the monitor setup as follows:

1. Select the NBP parameter window label and select SETUP SERIES
  - a. To stop one of the defined series, select the SERIES > OFF
  - b. To stop measurements for one of the defined series, select REPEAT > OFF

If your hospital is not using the Custom Automatic NBP Measurement cycling, you may continue using the monitors and monitor for this potential issue.

**Affected  
Product  
Details**

All Dash3000/4000/5000 patient monitors with software version 6.0 and later with the networking option enabled may be affected. You can determine the software version of the Dash monitors by selecting **MORE MENUS > MONITOR SETUP > REVISION AND ID.**

**Product  
Correction**

GE Healthcare is working on a software correction that will be provided to you at no charge once it is available. We will contact you to schedule the correction.

**Contact  
Information**

If you have any questions regarding this notification, please contact Technical Support, or your local Service Representative.

GE Healthcare confirms that this notice has been notified to the appropriate Regulatory Agency.

Please be assured that maintaining a high level of safety and quality is our highest priority. If you have any questions, please contact us immediately per the contact information above.

Sincerely,



Vice President QARA  
GE Healthcare Systems



Chief Medical Officer  
GE Healthcare