

A photograph of a modern hospital corridor. The ceiling is a curved, teal-colored structure. The floor is light-colored and reflective, with large, colorful circular graphics in red, orange, and teal. In the background, there are blue walls, a desk with a computer, and a doorway leading to another area.

CURRENT AND FUTURE STATE OF NURSE CALL

30 SEPTEMBER 2014

RTKL

INTRODUCTION



**JOHN
KREIDICH**
MANAGER
McCARTHY



GARY BUSS
AVP RTKL



AGENDA

A Brief Agenda For Our Discussion

- **Introduction**
- **History Of Nurse Call**
- **Nurse Call Components**
- **Added Functions And Integrations**
- **Overall Operation**
- **Issues Affecting**
 - **Safety**
 - Alarm Fatigue
 - Delayed Response
 - **Issues Affecting Satisfaction And Reimbursements**
 - Noise
 - Concierge Functions
 - Reporting
 - **Device Placement For Greatest Effect**
 - **Questions**



HISTORY OF NURSE CALL

- **Definition Of Nurse Call**
- **Open Ward's And Bells**
- **Tone And Light**
- **Intercom**
- **Fully Electronic Integrated Solution**



MAJOR COMPONENTS

- **Initiation Devices**

- Patient Station (Call Cord, Pillow Speaker, Bed Rail)
- Pull Cord (With And Without Audio)
- Staff Station
- Auxiliary Inputs
- Ancillary Functions (Code Blue, Staff Assist, Staff Workflow Etc...)

- **Annunciation Devices**

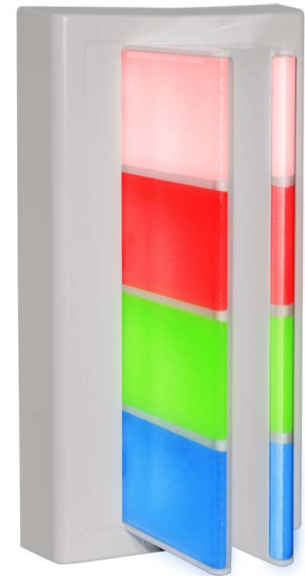
- Corridor Lights
- Duty Stations
- Master Stations
- Zone Lights



INITIATING DEVICES



ANNUNCIATION DEVICES





ADDED FUNCTIONS AND INTEGRATIONS

- **Reporting Packages**
- **Pagers, Wireless Phones, Cellular Phones, Smart Phones**
- **HL7 And Other Electronic Medical Records**
- **Staff, Patient, And Equipment Location Systems**
- **Workflow Devices**
- **Infant Protection**
- **Whiteboards And Other Display Technologies**



OVERALL OPERATION

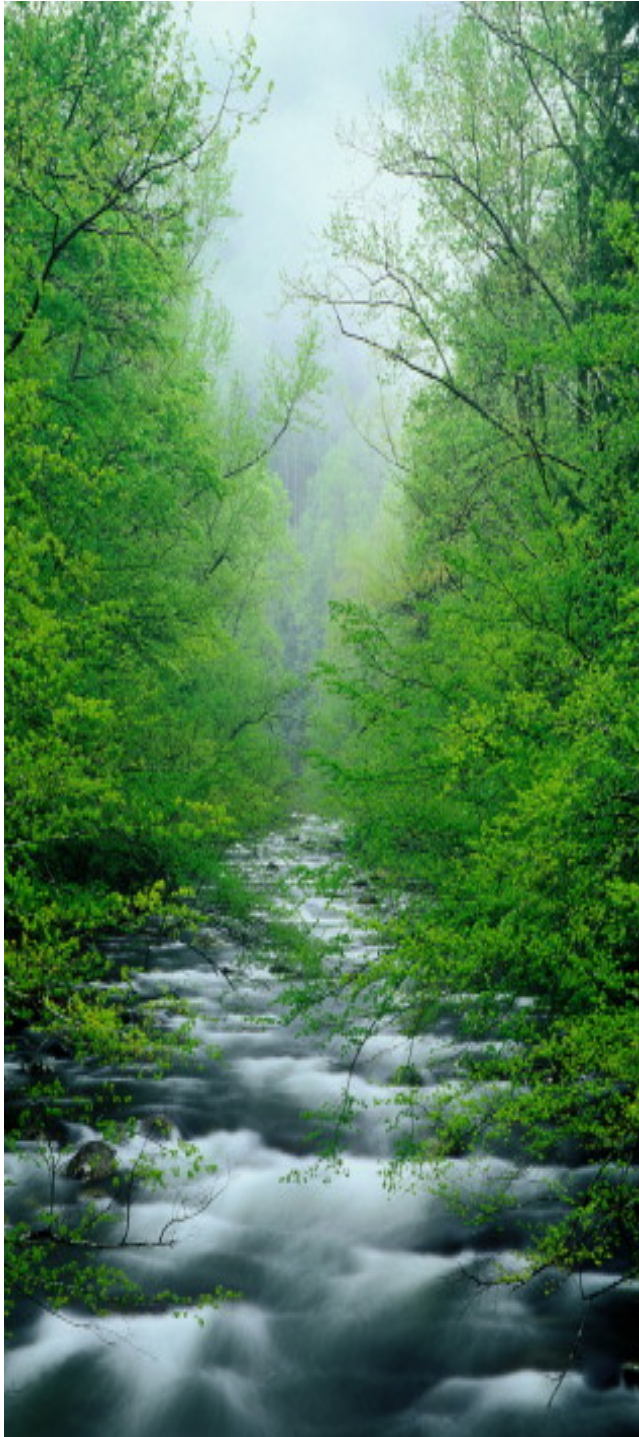
**Walk Through The Call
Process For An Integrated
System**

Introduce Rounding Functions

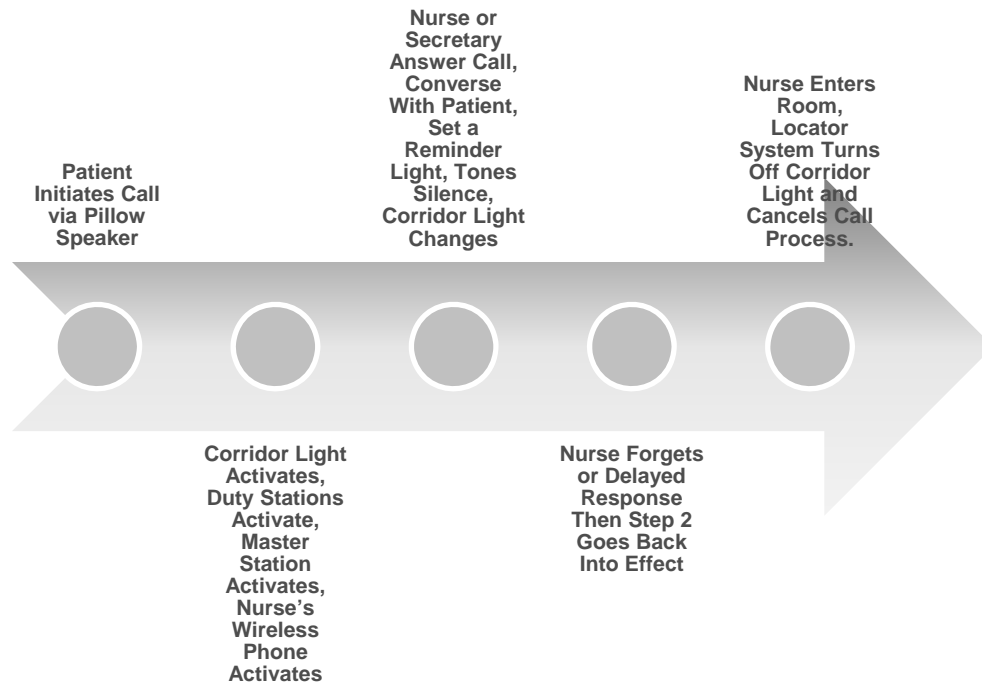
Discuss Concierge Functions

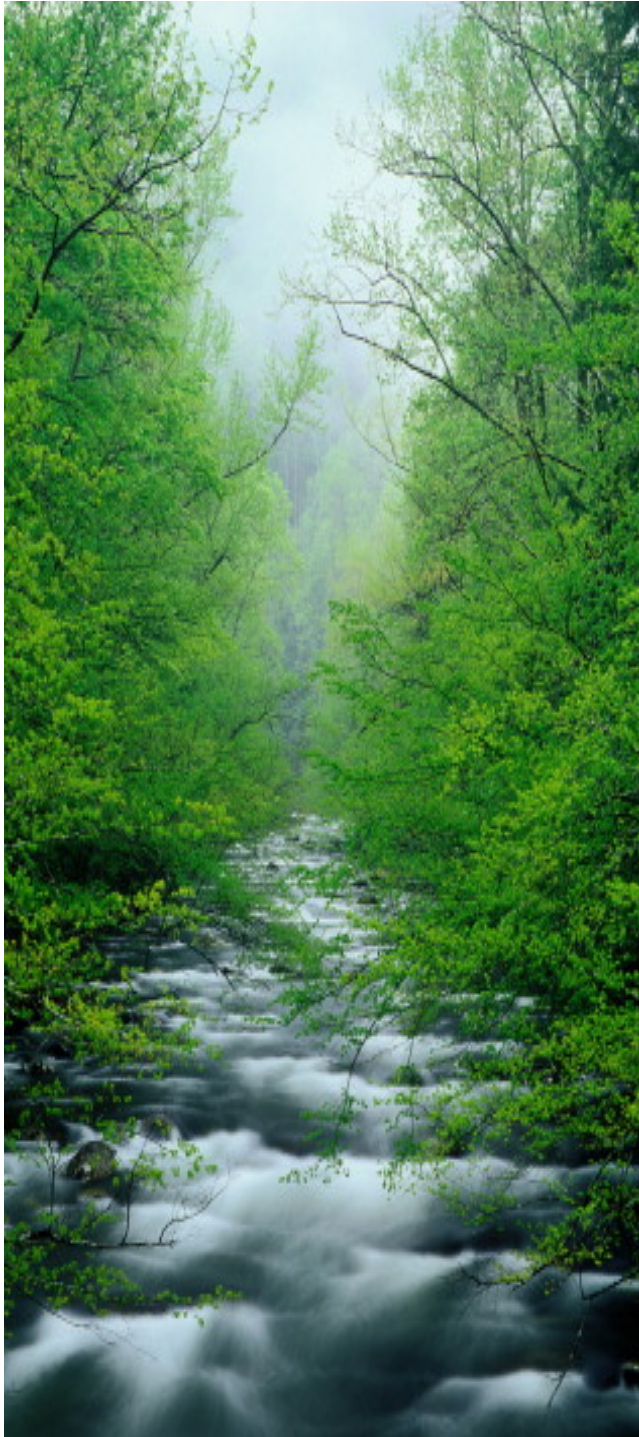
**Discuss Environmental,
Lighting, And Other Controls**

**Discuss Reporting With
Examples Of Exception
Reports And Incident Reports**

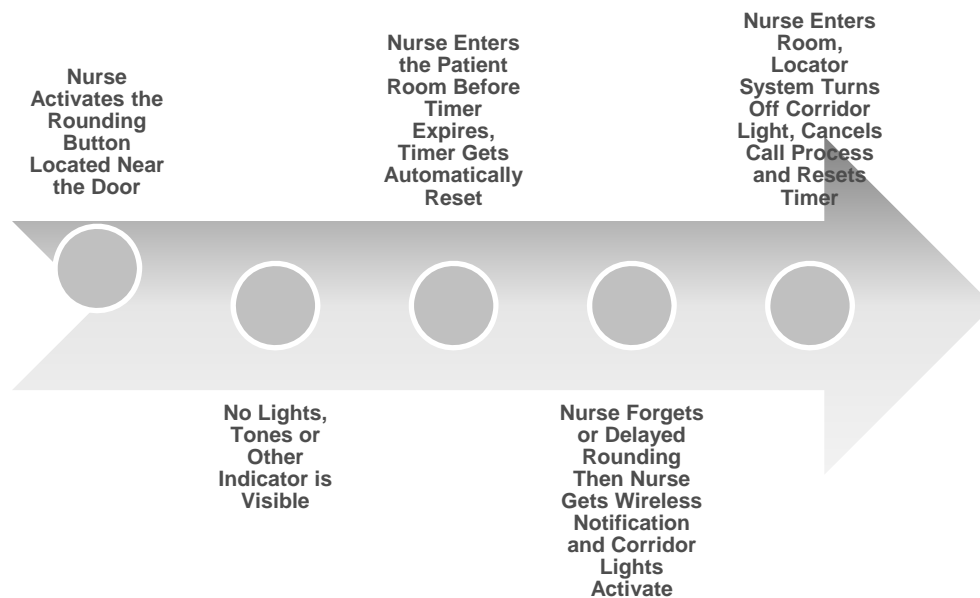


STANDARD CALL





ROUNDING FUNCTIONS





SAFETY ISSUES

- **Alarm Fatigue**
 - Alarms Become Background Noise
 - Difficult to Differentiate Between Everyday Alarms and Emergencies
- **Delayed Response**
 - Overworked Staff
 - Poor Staff Comprehension of the Issues
 - Equipment Failure

SATISFACTION AND REIMBURSEMENT



- **Noise**
- **Comfort**
 - Temperature
 - Shades
 - Lights
 - Television
 - Doors
 - Housekeeping
- **Reporting**



DEVICE PLACEMENT FOR GREATEST EFFECT

- Patient Room Devices
- Hallway Devices
- Support Area Devices
- Nursing Station Devices

