Tools for Improving Patient Satisfaction Scores

Team-based nursing, streamlined communication, and automated workflow while maintaining a quiet healing environment for patients.

The Provider 790 nurse call system gives facilities a choice of tools specifically designed to positively affect each patient's hospital experience. Provider 790 tools streamline communications, automatically remind caregivers to visit their patients, and support team-based nursing so patients can **respond with "Always" to these key HCAHPS survey questions:**

"… after you pressed the call button, how often did you get help as soon as you wanted?"

Provider 790's multiple alerting options, including text messages, pocket pager, and wireless phone integrations, quietly and instantly route patient calls directly to the assigned caregiver. If the caregiver is delayed, Provider automatically alerts other caregivers on their team to the outstanding call. The automatic re-routing to backup team members ensures no patient call languishes or goes unanswered.

Confirming a timely response, the Provider EIS activity logging and reporting software monitors all call activity and response times so you can spot issues before they adversely affect patient satisfaction.

"… how often was the area around your room quiet at night?"

The device alarm interface options for Provider nurse call means patient doors can stay closed since caregivers are notified of alarms over the nurse call. The wireless notification options on Provider nurse call virtually eliminates disruptive overhead pages to locate or direct staff.

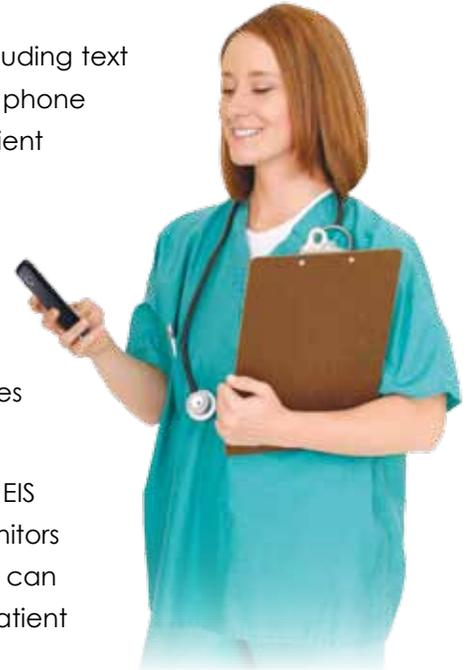## Positively impact your facility's HCAHPS scores with:

- Quiet and fast wireless notification

- Streamlined staff to patient and staff to staff communication

- Automated rounding with team backup alerts

- Pain management reminders

- Bathroom assist notification and communication

- Cross departmental automated workflow

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Automated rounding means one less thing for caregivers to remember.

Team-based caregiver to patient assignments re-route alerts to backup team members when the primary caregiver is occupied with another patient.

See your facility's publicly reported HCAHPS scores at:
www.hospitalcompare.hhs.gov

"How often did you get help in getting to the bathroom … as soon as you wanted?"

The "toilet" call button on Provider nurse call allows patients to notify their caregiver they specifically need assistance to the bathroom, while the audio bathroom station lets patients request assistance back to bed.

"… how often did the hospital staff do everything they could to help you with your pain?"

Caregivers can proactively manage their pain assessment visits with the staff rounding feature of Provider nurse call. If the caregiver is delayed in visiting their patient, Provider automatically alerts other caregivers on their team. If the patient or a loved one feels that meds are past due or if pain is present, Provider's "pain" call button lets patients instantly notify their caregiver of their pain.

With Provider 790 rounding, patients know their caregiver will visit them within a set time period so they are less anxious and less likely to get out of bed on their own.

"… how often were your room and bathroom kept clean?"

Provider workflow stations allow staff to request EVS to the room with a single button-press. The "cleaning needed" request is sent quietly and instantly to pagers or phones carried by EVS staff. If the request isn't cleared within a set time period, EVS is automatically reminded.

To see how Provider 790 can help raise your HCAHPS scores, call Jeron at **1-800-621-1903** or visit us at **www.jeron.com**