



Provider[®] 790 Application Brief

Roundings and Self-Reminders Automate Processes and Improve Patient Satisfaction

Application Overview:

The Rounding and Self-Reminder functionality of the Provider 790 automates the process of caregivers visiting and revisiting their patients within a preset time period. When patients know that their caregiver will visit them within a set time period they are less anxious, less likely to place nurse calls asking when their caregiver will visit, and more likely to wait for their caregiver instead of getting out of bed on their own. For caregivers, automated Rounding and Self-Reminders means one less thing they need to remember as the Provider 790 will remember it for them. When a Rounding/Self-Reminder period has expired, caregivers can be alerted through the dome light and, optional, in multiple other ways (wireless phones, pagers, PC console displays). With the wireless phone and pager notification, if the caregiver can't respond, the system automatically alerts another caregiver on their team. Automating processes and keeping caregivers on the patient floor and in direct contact with their patients improves both patient and caregiver satisfaction.

A Self-Reminder is a one-time event for a caregiver to visit a patient to check on them after a procedure or event. The caregiver often sets the Self-Reminder themselves and the system automatically reminds them to visit the patient. If the caregiver misses the Self-Reminder event, the caregiver is automatically alerted (over their phone, pager, or PC Console display) and if they can't respond then other team members are notified of the event. A Rounding is a repeating reminder to revisit a patient within a set period of time. The Rounding is often used to check on wounds, pain, or to turn patients. The caregiver or nurse manager sets the Rounding and the caregiver must acknowledge the alert in the patient room within the time period or they are automatically reminded. If the first caregiver doesn't respond within a set time period, then other caregivers are notified of the missed Rounding event.

Features/Benefits:

- **Rounding AND Self-Reminder Functionality** – Caregivers and nursing managers can initiate one-time Self-Reminders or repeating Roundings; whichever meets their needs for the task at hand.
- **One-Touch Self-Reminder** – In the patient room, a single button press on a 4-Button or Touchscreen Workflow station starts a Self-Reminder timer.
- **One-Touch Acknowledgement** – In the patient room, a Rounding/Self-Reminder can be acknowledged by registering into the room at a staff presence station, pressing the cancel button on a patient station, or pressing the Self-Reminder button on the 4-Button or Touchscreen Workflow Stations.
- **Hands-Free Acknowledgement** – Through integration with a Real-Time Locating System, when the appropriate level of caregiver walks into the patient room, the active Rounding/Self-Reminder event is acknowledged.
- **Touchscreen or 4-Button Stations** – Depending on how many Rounding/Self-Reminder events are needed in each area, facilities have the choice of the Touchscreen Workflow Terminal supporting up to sixty workflow and rounding/reminder events or one or more of the economical 4-Button Workflow Station. Both types of stations can be intermixed on the same Provider 790 system to meet each area's needs.
- **Initiate Roundings/Self-Reminders from Nurse Consoles and Staff Terminals** – By selecting a room/bed or while in communication with a patient room from a Nurse Console or Staff Terminal, caregivers can initiate a Rounding or Self-Reminder event. All of the active Roundings and Self-Reminders can be reviewed at the local Nurse Console(s) and Staff Terminal(s).
- **Team Based Roundings/Self-Reminders** – The Roundings and Self-Reminders are associated with one of (up to) three levels of caregiver (Green, Orange, Yellow) who are all assigned to a patient as a team. If one caregiver can't respond to a Rounding/Self-Reminder then the other team members are notified of the missed event so they can assist.
- **Dome Light Indication** – To direct staff to the patient room with the Rounding/Self-Reminder event, the Dome Light located outside each patient room indicates an expired event with a flashing green, orange, or yellow indicator.
- **Wireless Notification (optional)** — Wireless phone or pocket pager integrations can notify caregivers of a Rounding/Self-Reminder event regardless of the caregiver's location on the patient floor or throughout the entire facility:
 - **Pocket Page Notification** – The caregiver assigned to the Rounding/Self-Reminder event receives a text notification of the event including the room, bed (if applicable), and event type such as "Rounding 30".
 - **Wireless Phone Notification** – The caregiver assigned to the Rounding/Self-Reminder event receives a call over their wireless phone to notify them of the event. The phone call display includes the room, bed (if applicable), and the event such as "Self-Remind 60". The caregiver can answer the call and will be in direct communication with the patient over the closest intercom station to reassure the patient they will be responding soon; alternately, the caregiver can go to the room without answering the phone call.
- **Networked Rounding/Self-Reminder Event Display (optional)** – From any Windows® computer on the facility LAN, users can sign in and access the PC Console Display which shows a list of rooms/beds and any outstanding Roundings and Self-Reminders. The PC Console Display requires no software on the end-users computer, except for Microsoft.NET functionality, and supports an unlimited number of concurrent users accessing the Rounding/Self-Reminder Display.

Key Users and Managers:

Floor Staff – The automated Roundings and Self-Reminders means one less thing caregivers need to keep track of and if they forget to return to the patient within a set period the system automatically notifies them, first by a dome light indication and then, optionally, to their phone or pager. If they can't respond because they are busy, they know other caregivers on their team will automatically be notified and their patients will not need to wait too long. The automated pocket paging and wireless phone notification options saves needless steps back and forth to the nursing station or disruptive overhead pages to notify caregivers of a missed Rounding/Self-Reminder event. The optional PC Console Display can be mounted in key staff areas to give caregivers a complete snapshot of all activity including Rounding and Self-Reminder events.

Administration, Nursing Managers, Charge Nurses – The automated Roundings and Self-Reminders means caregivers remain on the floor as much as possible without wasted trips to the nursing station. With Roundings, patients know that caregivers will check in on them within a set time period so they are less likely to place unnecessary calls on the nurse call system or to try to get out of bed and risk falling. Regular scheduled visits by caregivers can improve patient satisfaction and reduce the liability of patient falls. With the Rounding functionality, managers can determine which patients need to be visited and how frequently; caregivers can only acknowledge the Rounding and cannot clear the Rounding giving complete control of the Rounding to the manager.

The PC Console Display option lets managers step away from the nursing station yet still be able to monitor the activity for their Unit at their desktop computer on the LAN. They can choose which Rounding and Self-Reminder events to monitor and be alerted of missed events so managers know of response issues before they affect patient satisfaction. The automated pocket paging and wireless phone notification supports a team approach to nursing with caregivers backing up each other while eliminating overhead paging to notify staff of missed Rounding/Self-Reminder events; less overhead paging translates into a more restful environment for patients.

IT/Biomed- The Rounding and Self-Reminder functionality is part of the core nurse call functionality residing on the dedicated nurse call network and not the facility's LAN; any issues with the facility's LAN will not adversely affect the Rounding/Self-Reminder functionality or any other core nurse call life safety functionality. The other notification and reporting options (wireless notification, PC Console, and EIS Reporting) reside on the LAN, but if they do not function they will not affect the core nurse call life safety functionality.