State-of-the-Art Nurse Call For Efficient Workflows and Direct Communications

Lake Region Healthcare

Fergus Falls, MN

Total Staffed Beds: 108
Med/Surg Beds: 40

Lake Region Healthcare is a preeminent regional healthcare provider in Minnesota.

With over 80 medical staff and over 900 employees, its team is dedicated to serving patients and community with integrity, teamwork, compassion, and excellence.

Patients Benefit from Caregiver Mobility

Lake Region saw opportunities to improve when their old nurse call wasn't going to be serviced any longer. Seizing the moment, they examined their workflows to see how a new system could support changes to "improve and assess" the timeliness of communication with patients across departments.

Championing clinical's needs for this new nurse call was Lake Region's Lynn Lundquist, Med/Surg/ICCU Nurse Director, who oversees 70+ caregivers. As a clinical administrator, Lynn's goals was a solution that supported instantaneous, potentially life-saving alerting and communication. The new system needed to eliminate delays in staff-to-staff and patient-to-staff requests, support critical workflows such as obtaining test results, and provide an environment of patient safety and satisfaction.

"The level of patient care in Med/Surg and ICCU units can be intense as we encounter unique patients and ailments. We recognized a need for streamlined staff-to-staff communications. The Provider 790 Nurse Call System had the connected communication options to meet our requirements."

– Lynn Lundquist, RN, Med/Surg/ICCU Nurse Director
Lake Region Healthcare

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Customization, Service, and Support by Local Distributor

The local Jeron Distributor, Dynamic Technical Building (DTB) in Sioux Falls, South Dakota guaranteed timely service for Lake Region's staff and was instrumental during the sales process by explaining the different system and integration options available.

DTB has been selling and supporting Jeron Provider Nurse Call for over ten years for healthcare facilities throughout Western Minnesota and the Dakotas.

Patient Care with a Push of a Button

As part of their Provider 790 Nurse Call System, Lake Region chose Touchsreen Staff Terminals to streamline communications and workflows. With a single touch, caregivers are connected hands-free with staff at any Nurse Console or Staff Terminal throughout the facility. Other buttons make it possible to request transport to move a patient, ask for a doctor consult, or obtain lab results. The staff use the flexibility of the Terminal to relay key information instantaneously.

Touchscreen Staff Terminals are mounted in Patient Rooms as wells as critical staff areas

The Terminals include a custom button "DR ARM STRONG" button to be used when there is a combative patient in the area. When pressed, the terminal sends out multiple simultaneous alerts: indicators illuminate at the Duty Stations, the Nurse Console is called for an overhead annunication, and the PC Console shows an emergency situation.

Streamlining additional processes, the Housekeeping workflows are readily available. "ROOM DIRTY" and "ROOM CLEAN" button direct housekeeping staff to rooms that need service. Lake Region customized "CHAIR" and "MATTRESS" buttons to request new furniture in the room. The Housekeeping team are paged directly when pressed.

Critical patient-centric buttons such as the "PAIN IV" and "PAIN ORAL" buttons are used to automatically remind staff to visit their patients after a set time period. When 30 minute and 60 minute timers are needed for pain assessment. Overtime alerts route to Dome Light, Nurse Console, PC Conole shows Status and OT, and a call goes to the assigned caregiver.

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Everywhere Access to Real-Time Information

Proactively monitoring activities on the nursing floor, Lake Region's PC Console displays real-time views of active patient calls, outstanding workflow events, staff locations, and patient safety bed status information. The display can be customized, for example, to only display the rooms that have active housekeeping requests. There are three views available for PC Console:

- List View - indicating all active patient and staff calls for one, several, or all Nursing Units

- Whiteboard View - a list of all rooms/beds with a specific unit showing all information and events associated with the room/bed including patient information, call activity, workflow, assigned caregivers, and bed status.

- Map View - a graphical floor view of call activity, staff presence and service requirements

Mobile Solutions Supports More Direct Time with Patients

The combination of two wireless technologies made sense for Lake Region to meet their mobility and communication needs: wireless phones and real-time locating.

Cisco®wireless phones integrated with Provider 790 System routes patient calls directly to their assigned caregiver, if a patient call isn't answered by the primary caregiver, the call goes to another team member. As part of each caregiving team, staff also receives specific call priorities and workflow tasks matching their responsibilities on their phones.

Staff also carry wireless Versus® locating badges to automatically register in and out of patient rooms. While wearing these badges, staff level illuminates at the dome light, crossing the threshold clears existing calls and service requests, and shows the staff location by name at the Consoles and Terminals. Also, the call button on the Versus badge works as a "Staff Assist" button to instantly alert caregivers in the area that assistance is needed.

Staff Presence indicates outside Patient Room

"Some of the staff were initially less than thrilled to have a wireless phone to keep track of....but soon they saw the benefits of being mobile and building trust with their patients even though they aren't in front of them. They have realized that patients feel more connected and less anxious when they can reach their caregivers directly."

– Lynn Lundquist, RN, Med/Surg/ICCU Nurse Director
Lake Region Healthcare

ProVider® 790
Nurse Call System

Provider® 790
Nurse Call System

Provider EIS Reports, can be customized per facility, unit, floor, and staff member

Patient Call and Staff Activity Reporting

When used in combination with wireless phones or real-time locating on Provider 790, the Executive Information Software (EIS) option chosen by Lake Region allows administrators and managers to generate reports documenting prior staff to patient interactions. The reports confirm proper staff response or highlight issues that can be addressed before affecting patient satisfaction. For example, the EIS "Exception Report" flags those calls that are not answered or cleared within a desired time period. Lake Region uses this report to find areas of improvement especially before it affects patient satisfaction.

> "Before Provider 790, there was not specific documentation or reporting for events...but now it's not a question. I can see the reports every week and they inform me of who needs guidance; I get that coaching opportunity with the information in the reports."
>
> – Lynn Lundquist, RN, Med/Surg/ICCU Nurse Director
> *Lake Region Healthcare*

The Results and Moving Forward

The Provider 790 Nurse Call System has been a great success with caregivers and their patients by having instant wireless communications, automating workflows, at-a-glance information at PC Consoles, all resulting in the reduction of wasted steps. For nurse managers, the reporting options helps maintain and improve patient satisfaction.

This successful implementation has led to the selection of Provider 790 Nurse Call and integrations for their next major renovation at Lake Region, ultimately leading to a fully integrated, facility-wide Nurse Call Solution.

To learn more about Provider 790, call **Jeron** at **1-800-621-1903** or visit us at **www.jeron.com**

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