

Life Safety and Information Strategies Raise Patient Satisfaction

Nurse Call Improves Processes for Life-Saving Results

Highland District Hospital's long term strategy and shorter term operational goals led to a detailed plan to replace their existing nurse call to focus on improving life safety alerting, communications, and workflows to positively affect patient safety and well-being.



Centralized Code Blue-Only Alerting Speeds Response

Before upgrading to Provider 790 Nurse Call System, the code blue cardiac arrest alerts were handled the same as all other emergency alerts, making it more difficult to distinguish critical/code situations.

Today, with Provider 790, Code Crash Teams are widely alerted when any Code Blue station is activated.

To alert staff, the Code Call annunciates at Duty Stations, Staff Terminals, and Nurse Consoles. Simultaneously, a dedicated CODE-ONLY terminal near the PBX Operator, annunciates the Code Blue call including the room number. From this centralized notification, the Operator overhead pages the location of the call to the Crash Team.



Highland District Hospital Center

Hillsboro, Ohio

Staffed Beds: 25

Highland District Hospital is a Critical Access designated facility. This community-based hospital is known for seeking out the latest technology to provide sophisticated healthcare services.

While serving 65,000 residents from surrounding counties, their "patient-first" mind set is front and center in their mission.

Customized Solutions with 24/7 Local Service and Support

Planning for their new nurse call system started with the Jeron distributor, Copp Integrated Systems of Dayton, Ohio. Copp's recommendation to use wireless SIP Phones supports Highland's goals of greater staff mobility with streamlined communication between staff and patients.



In business almost a century, Copp is a valued Jeron distributor partner

In addition, Highland wanted greater accountability and transparency which led to Copp introducing Provider Nurse Call activity logging and reporting package. Through Provider reporting, Highland uses the Summarized Call Statistics, Detailed Patient Activity, and Staff Coverage reports to proactively monitor nurse call volume and associated response times which can directly affect patient satisfaction.

Integrated ADT Patient Information for a Tailored Response

Highland's Admissions/Discharge/Transfer system integrates with their Provider Nurse Call Systems for at-a-glance patient information on incoming patient calls. This patient-centric information supports a customized response to each patients' calls and provides continuity of patient care from shift to shift. Patient information such as their name and gender, is automatically synced within the Provider Nurse Call System and displayed at Nurse Consoles when the patient places a call.

"Over time, the entire facility will be served by Provider 790. Our clinicians have come to trust the processes that our nurse call gives us, and we want to expand upon that."

- Tim Bogard, Infosystem Mgr.
Highland Dist. Hospital

Positive Results....

- Instantaneous Code Blue Crash Teams alerts throughout the facility at Staff Terminals, Nurse Consoles, and Overhead PA Announcements
- Nurse Call alerts directly to caregivers SIP Phones, keeping staff mobile while in direct communication with their patients
- Reporting validates timely response to calls and highlights issues that could affect satisfaction

Facility-Wide Solution

Utilizing VoIP and Ethernet technology, Provider 790 Nurse Call System ensures Highland and their patients a clear full-duplex communication across the Med/Surg and LDRP units. This turn-key Provider Nurse Call System approach, including activity reports, mobile SIP Phones, and ADT patient information creates streamlined workflows to allow for more direct time for care for increased patient (and staff) interaction and satisfaction across these and future units.

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

