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Provider® 790 Application Brief

Workflow Options to Streamline Processes within and Across Departments

Application Overview:

Unlike traditional nurse call systems which are relegated mainly to patient calls and intercom, the Provider 790 nurse call system gives facilities the integrations and tools to streamline many different types of processes and in turn both dramatically improve the staff and patient experience. The location of nurse call components in almost every area where staff members interact with patients makes nurse call the perfect platform to automate and streamline patient related processes and workflows both within and across departments.

The Provider 790 workflow options can be used to alert and automate many processes. For example, when used for patient checkout and room turnover, the workflow station is equipped with four buttons: TRANSPORT, CLEAN NEEDED, IN PROCESS, and BED READY. The sequence of events is:

- When the patient is ready to leave, nursing presses TRANSPORT which directs a person from transportation to pick up the patient.
- The transportation person presses CLEAN NEEDED when they leave the room with the patient, which alerts Environmental Services (EVS) to clean the room.
- When EVS starts cleaning the room and they press IN PROCESS so that another housekeeper isn't sent to the room.
- When EVS is done and the room is available for a new patient they press BED READY which notifies both Admissions and Nursing that a new patient can be placed in the room.

This whole process is handled without a single phone call or disruptive overhead page. If a workflow event doesn't progress to the next step within a set time period, the appropriate person is automatically reminded.

The workflow events quickly and quietly notify the designated staff over one or several methods such as pocket pager notification, wireless phone notification, or a display over any PC on the facility's LAN. The workflow events extend within and across departments for applications such as Need Consult, XRay, Blood Work, EKG, and any other workflow alerts the facility desires.

Features/Benefits:

- **One Touch Notification** – To initiate a single workflow event or a sequence, the staff member presses the appropriate button. The alert is automatically sent to pagers, phones, and/or PC display

- **Touchscreen or 4-Button Stations** – Depending on how many workflow events are needed in each area, facilities have the choice of the Touchscreen Workflow Terminal supporting up to sixty workflow 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

- **Event Sequencing** – A workflow event can be a single on/off event notification or up to four workflow buttons can be sequenced together so pressing the next button in the sequence automatically cancels the previous event

- **Overtime Reminders** – If a workflow event remains active beyond a predetermined time period, the system can automatically notify the appropriate staff member again or automatically route the event to a backup staff member or a manager. This automated operation ensures workflow events aren't accidentally forgotten

- **Wireless Alerting (option)** – Wireless phone or pocket pager integrations can notify staff of a workflow event regardless of the staff member's location on the patient floor or throughout the entire facility:

  - ➢ Pocket Page Notification – The staff member assigned to the workflow event receives a text notification of the event including the room, bed (if applicable), and event type such as "Room Dirty". Individual staff or staff teams can be notified of the event

  - ➢ Wireless Phone Notification – The staff member assigned to the workflow 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 event type such as "Transport". The staff member can answer the call and will be in direct communication with the patient over the closest intercom station, assuring the patient they will be responding to the workflow request

- **Networked Workflow Event Display (option)** – From any Windows® computer on the facility LAN, users can sign in and access the Workflow Event Display (PC Console). No local software, except for Microsoft.NET functionality, is required on the local computer. The workflow monitoring includes:

  - ➢ **List of Active Events** – Managers can select which Nursing Units (one, several, or all) and which workflow events to display on their computer. The active workflow event will indicate the room, bed (if applicable), the event type, and a timer showing how long the event has been waiting

  - ➢ **Facility-Wide Monitoring** – Events are available on any PC on the facility's LAN allowing managers to remotely monitor events and dispatch their staff to respond

  - ➢ **Unlimited Concurrent Users** – There are no limits on the number of users or "seats" that can access the Workflow Event Display software at the same time

- **Dome Light Indication (option)** – To direct staff to the patient room with the workflow event, the programmable Prism™ Dome Lights located outside each patient room can indicate an active workflow event

- **Fully Customizable Events and Stations** – The Provider 790 has over 1,000 workflow events available for the facility to customize to meet their needs. The button labels on the touchscreen workflow stations are programmable to match each workflow event while the 4-button station labels can be customized in the field

Key Users and Managers:

Floor Staff – The Workflow Event (PC Console) display gives staff a complete view of all activity and events associated with each patient. One or more PC Console displays can be mounted in areas that give caregivers a snapshot view of their rooms. The automated pocket paging and wireless phone notification options save nursing staff from having to place phone calls, remembering to follow-up on workflow events, and eliminates overhead paging to notify staff of workflow events.

Nursing Managers, Charge Nurses – The Workflow Event (PC Console) display 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 workflow events to monitor, such as clean and dirty rooms, so they can see which rooms are available to move new patients into them. Faster bed turnover means patients can be placed in rooms as quickly as possible (in turn increasing patient satisfaction). The automated pocket paging and wireless phone notification options save nursing staff from having to place phone calls, remembering to follow-up on workflow events, and eliminates overhead paging to notify staff of workflow events.

Department Managers – The workflow options in Provider 790 extend beyond the traditional users of nurse call and work across departments such as Environmental Services and Transportation. Managers from these other departments can use the Workflow Event (PC Console) display to monitor the events specific to them and then dispatch their staff to respond. The pocket page and wireless phone notification options automate the process of dispatching staff to respond to workflow events.

Administrator/Nursing Management – Streamlined processes, such as bed turnover, result in greater efficiency for the facility. Patients will spend less time waiting in hallways and the Emergency Department while waiting for a room because of automated workflow: EVS immediately knows when a room needs cleaning and Admitting knows the instant the bed is clean and available.

IT/Biomed – The Microsoft.NET access to the Workflow Event (PC Console) software means there are no software components to load and maintain on each user's PC. Because the PC Console software is not integral to the life safety and alerting components of the Provider nurse call system, any issues with the facility's LAN or the software itself will not adversely affect the operation of the core nurse call system.