Increased Patient Safety and Satisfaction through Direct Staff-to-Patient Communication and Streamlined Workflows

Opportunity for Change

In 2012, Crisp began the project of expanding their Emergency Department from 3,300 to 12,000 square feet. Melinda Adkins, ED Nursing Director, RN, BSN of Crisp’s Emergency Department and an employee of Crisp for 22 years, championed key parts of the ED expansion. As a caregiver first and a manager second, Melinda’s objectives were to heal their patients with excellent patient care, provide as much direct patient-to-staff interaction, and to streamline the workflows within and across departments to improve throughput in the ED.

As part of this renovation, Crisp examined all their workflow processes in the Emergency Department since inefficient processes that began in the ED affected the entire hospital. The need for improved organization, long wait times, and complicated workflows in the ED resulted in troublesome bottlenecks, overcrowding, and limited access to information affecting prompt responses by caregivers.
A Local Partner

As a team member throughout their journey, Crisp partnered with the local Provider 790 nurse call supplier, Electronic Systems & Design, Inc., located in nearby Albany, Georgia. Electronic Systems & Design (ESD) consulted with Crisp on how Provider 790’s options would support Crisp in reaching their goals. ESD then supplied and installed the Provider 790 system; they also provide timely service when needed. The installation went smooth and according to Anthony Cooper, Lead Installation & Programming Technician at ESD, “Crisp has the flexible room coverage and call routing they need. The networked design of Provider 790 allowed for quick installation and programming, saving time and money now and for any potential future upgrades or expansions.”

An Integrated Solution

To meet the workflow and streamlined communication goals of the Crisp Emergency Department expansion and renovation, they chose the following Provider 790 nurse call options and integrations:

- **Activity Reporting**
  
  The Activity Logging and Reporting software monitors all patient calls and staff responses. From any networked computer within the facility, managers can review response times that influence patient satisfaction, safety, and pain management benchmarks. Managers can also identify and proactively correct workflow and staffing levels to ensure staff members are meeting patient response goals. At the end of a patient’s treatment, these reports act as an internal report card of the timely care provided to patients.

- **Wireless SIP Phones Carried by Caregivers**
  
  Helping to streamline staff-to-staff and patient-to-staff communication, the ED renovation included Cisco® wireless phones carried by all caregivers. Integrating Provider 790 nurse call with phones allows patient calls to route directly to their assigned caregiver. This seamless integration lets caregivers remain mobile while speaking directly with their patients, sometimes even before seeing the admitted patient for the first time.

“Having patients disclose ailment or pain information directly to caregivers is the best way to provide treatment in a short period of time.

When we are seeing multiple patients at a time we are not always face-to-face. Answering patient calls from our wireless phones keeps caregivers mobile and informed.”

— Melinda Adkins, RN, BSN

Nursing Director

Crisp Regional Hospital
One-Touch Workflow and Throughput

As part of restructuring workflows within the ED and into the hospital, a new entrance process was created, supported by room status on the Provider 790 touchscreens located in each patient area.

Previously, placing a patient into an ED room took the manual coordination of several team members. Now, a single button press on a Provider 790 touchscreen informs caregivers of the status of their ED beds, as either occupied or available, so patients can be placed in an available room quickly.

Pain Management & Rounding

ED Nurses can proactively manage each patient’s pain assessment, hydration, bathroom, and other comfort measures with automated staff rounding using the Provider 790 touchscreen terminals located in key patient areas throughout the Emergency Department.

The Nurse sets an automated rounding when patients enter a room in the ED. When a rounding period comes due, Provider 790 sends an automated reminder to the assigned caregiver. If the first assigned caregivers can’t respond within a set time period, then other caregivers on the team are alerted so they can back up the first caregiver. At the touchscreen in the patient room, staff acknowledge the rounding which starts the timer for the next automated rounding. At each rounding the caregivers assess their patient’s pain level, if they need to visit the bathroom, and any other needs.

The Rounding functionality automates the process for all ED staff to visit and revisit their patients within a preset period of time. Crisp uses selectable preset reminder intervals set per staff level (Green, Orange, or Yellow.) When patients know that their assigned caregivers will visit consistently to check on their pain level and other needs, they feel less anxious and ultimately more satisfied with the patient-nurse interaction at the end of their treatment.

Alarm Management

Patient comfort and safety are significantly improved by Provider’s device alarm interface options, allowing patient doors to stay closed to keep rooms quiet while still alerting staff to important device alarms. The device alarms alert at the dome light outside the patient room, at the nurses’ station, and to the caregiver’s wireless phone.

According to Melinda Adkins, “We used to physically hunt for disconnected cords causing patient devices to alert. With all the noise in the ED it was impossible to tell where the cord out problem was located. Now, through Provider nurse call our wireless phones ring to indicate the specific alarm location and sends us directly to the situation so we can address it quickly.”
Real-Time Status

The Provider 790 dome lights outside of each room in the ED indicate the room status, staff location, and active calls within the room. For caregivers, these indications show if there is a fall-risk patient, a doctor in the room, an expired rounding, or an active patient request. Crisp uses the Provider 790 PC Console software to relay these real-time events to any Windows® computer on their network allowing staff to monitor and react to these active events from almost anywhere.

The Results

Crisp grades their performance and measures their improvements with patient satisfaction surveys. The newly expanded ED combined with the key Provider 790 nurse call features and integrations has, for the first time ever, resulted in HCAHPS patient satisfaction scores in the 75th percentile. Provider 790 nurse call has supported Crisp Regional Hospital in attaining this level of patient satisfaction by:

• Improved throughput placing patients into ED rooms
• Reporting software that benchmarks staff performance to identify and correct workflow issues affecting timely responses
• Keeping staff mobile while directly communicating with their patients using wireless phones
• Proactively managing patient’s pain and other essential needs using automated rounding reminders
• Keeping patient areas quieter since doors can stay closed while device alarms are routed directly to assigned caregivers

Both Jeron and Electronic Systems & Design are proud partners of the solutions implemented at Crisp Regional Hospital’s Emergency Department and look forward to many more years of collaboration.

“Since the implementation of the Provider 790 system, our patient satisfaction [HCAHPS scores] have improved greatly! These changes have come from better patient to staff communications through the system.”

– Melinda Adkins, RN, BSN
Nursing Director
Crisp Regional Hospital

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