

Unified Solution Improves Patient & Staff Safety for a Top New Jersey Hospital

When exploring the options for a new nurse call system, this facility's main focus was to find ways to streamline communications between patients and staff while also creating more efficient staff flows to improve patient safety, care, and satisfaction.

This large facility consisted of 23 nursing units throughout a five story hospital building. Their existing nurse call system had become difficult to maintain and it only offered basic alerting and communication functionality. The existing system frustrated staff so much that they wanted to be major stakeholders in the process to select a new healthcare communications system. Throughout many meetings to explore the latest options in nurse call technology, the clinical selection committee ultimately chose the Provider 790 nurse call system.

The new Provider 790 system would expand well beyond standard nurse call and included integrated workflows, EMR integration for patient data, call activity and response reporting and in-house mobile alerting with iOS devices for communications between patients and caregivers. In addition, Provider 790 would readily integrate with their existing Midmark[®] real-time locating system (RTLS) to seamlessly register caregivers in and out of patient rooms.



Challenges

- Current nurse call system was not dependable
- No staff-to-staff alerting or communications

Solutions

- Needed benchmarking to document staff response time to patient calls
- Must support alerting mobile staff to their patient calls

Results

- Multiple modes of alerting to speed staff responses
- Streamline staff workflows within and across departments

Integrated Workflows Across Departments

The flexible Provider 790 solution included customized patient stations for additional call priorities in the patient room, device monitoring to alert staff when patient monitoring devices alarmed, and customizable one-touch workflow stations to instantly relay requests to the appropriate caregiver or other hospital staff. Using the Midmark[®] RTLS integration, Provider 790 also significantly reduced noise throughout the nursing units because staff could now easily find each other without resorting to disruptive overhead paging.

Utilizing the Provider 790 whiteboard feature, outstanding workflows and active patient calls were readily seen by the appropriate staff members on monitors in areas where staff congregate. Multiple displays allowed staff to see information at-a-glance and identifies patients with unique needs without accessing the EMR, therefore improving cross-departmental communications.

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System Implementation and Education

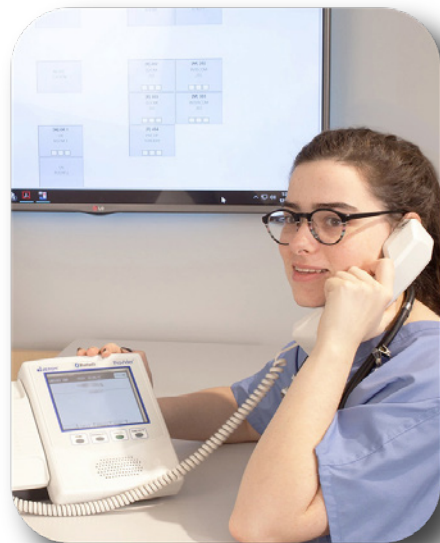
Integral to the successful implementation of the Provider 790 system was the Jeron Clinical Solutions Team. Through detailed needs assessments and meeting, the implementation process began with stakeholder interviews and surveys regarding current procedures, initiatives, and best practices.

The education of the Provider 790 system began prior to the installation being complete, through both virtual and onsite staff education that was tailored to the staff role and utilization. Throughout the staff education process, caregivers appreciated the Provider 790's ease of use and how quickly they felt comfortable using all the features.

Improved Response Times & Safety Plans Implemented

Within a few weeks of clinical education, the organization saw an immediate improvement in patient care. One touch communication from the staff consoles allowed the system components and integrations to work cohesively, allowing staff to utilize the system as a streamlined solution. The Provider 790 system offered the staff automated workflows, alerts, and communication enhancements that led to improvements in both staff and patient satisfaction.

The Provider 790 reporting software included in the total solution, has validated the workflow and integration choices initially made by the team. Call response times have improved, managers are able to generate report data for rounds and have seen a decrease in call volume when purposeful rounding occurs. Managers appreciate the ability to pull reports for department-specific issues.



Patient & Staff Safety

While the facility had an existing central response for code blue calls, the new Provider 790 system further speeds response to life-dependent code calls. When a code button is pushed, alerts are instantly sent to each nurse console, phones/pagers carried by staff, zone lights, duty stations and telephone operators. These multiple modes of simultaneous alerts for code calls is critical to alert response teams as quickly as possible.

With ever-changing, data-driven processes and workflow improvements, this hospital continues to elevate patient and staff safety with all of the features and integrations from their unified Provider 790 nurse call.

Looking forward, the organization is also using the reporting features to monitor piloting new staff positions, Rounders, to target and answer call lights. As this program is implemented, it will further reduce stress on clinical staff for non-urgent notifications.

Contact Jeron for more information and a demonstration of how Provider Nurse Call & Workflow Solutions can help you achieve your organizational goals: www.jeron.com or 800.621.1903