



# What the data said to us

# Current Programming

## Responder 5/Nurse Call

Call Type	Escalation Sequence CS = Call Stop, OT = Overtime. Once a call hit OT it remains in overtime until the call is answered.
Calls ring to the Nurse Console after 2 minutes	
Patient Call (Red/White Cross)	CS-#1 for 1 minute → CS-#2 for 1 minute → CS-#1 and #2 again (OT) for 1 minute → CS-#3 for 1 minute → CS-#4
Water Call	CS-#1 for 3 minutes → CS-#2
Toilet Call (Pillow Speaker)	CS-#1 for 1 minute → CS-#2 for 1 minute → to CS-#1 and #2 again (OT) for 1 minute → CS-#3 for 1 minute → CS-#4
Pain Call	CS-#2 for 2 minutes → CS-#3 for 2 minutes → CL-#2 and #3 again (OT) for 1 minute → CS-#4
Help Request (non-emergent; need helping hands when in the Rm.)	CS-#1, #2, and #3 - all at once Does NOT ring to the Nurse Console

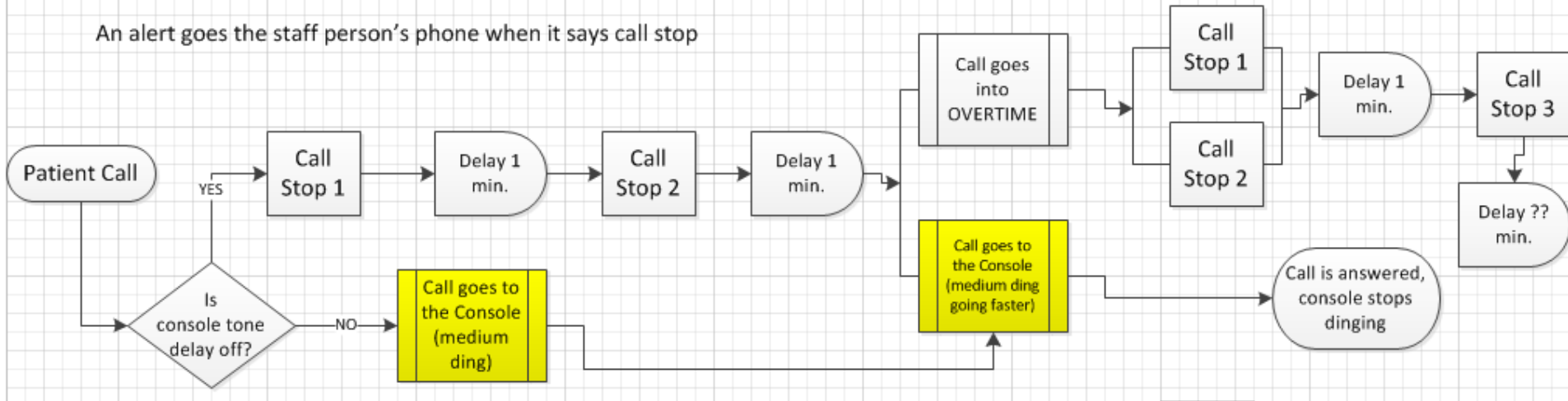
**\*\*\*Emergent Alerts go to all staff "On Duty". Call buttons on the wall are for emergency.**

# Patient Call

1/25/2016

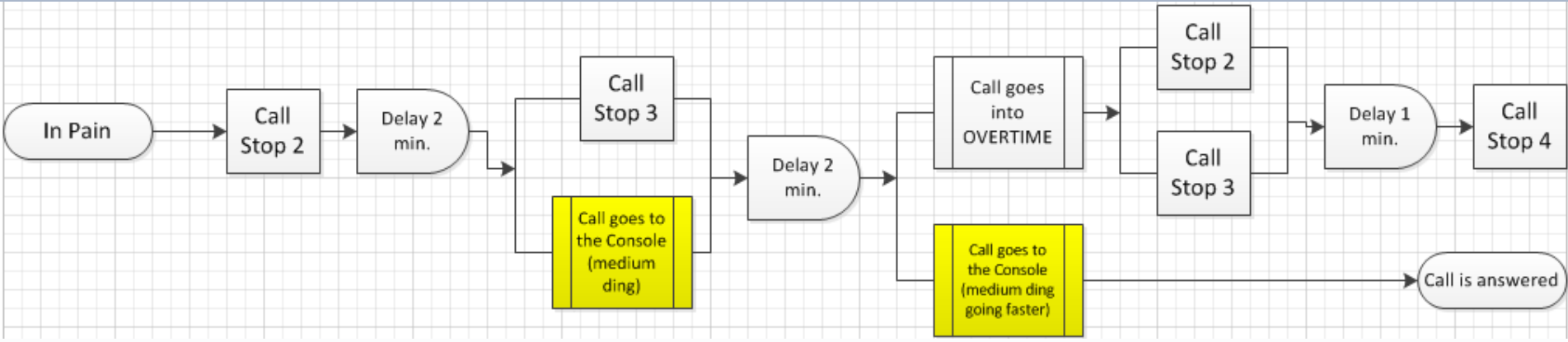
## Call Buttons & Alarms in the Responder 5 System of Gundersen

An alert goes the staff person's phone when it says call stop

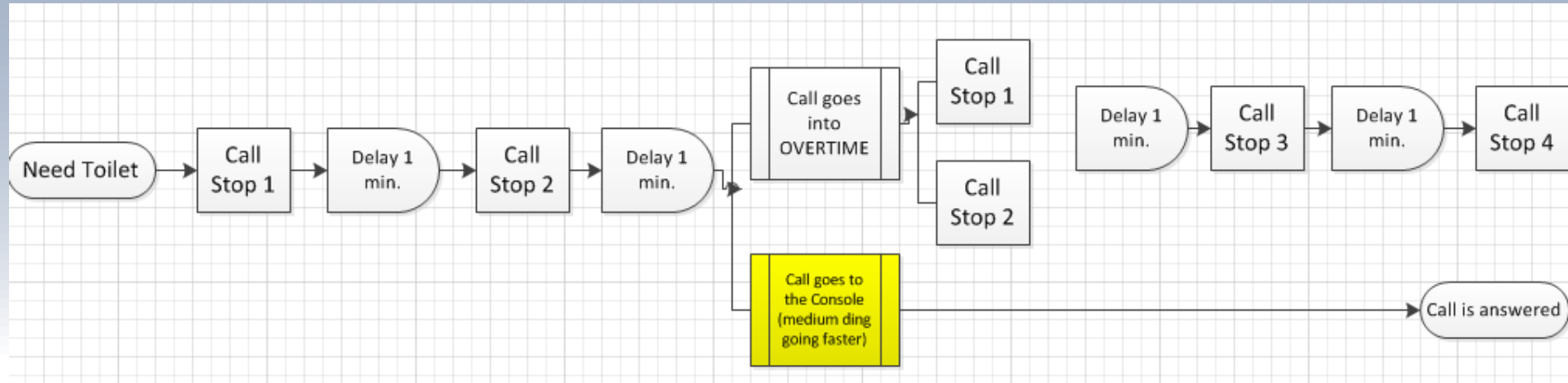


**GUNDERSEN**  
HEALTH SYSTEM®

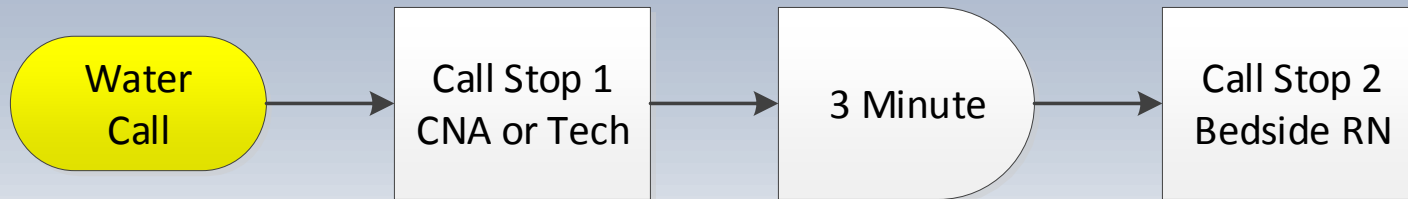
# In Pain



# Need Toilet



# Water



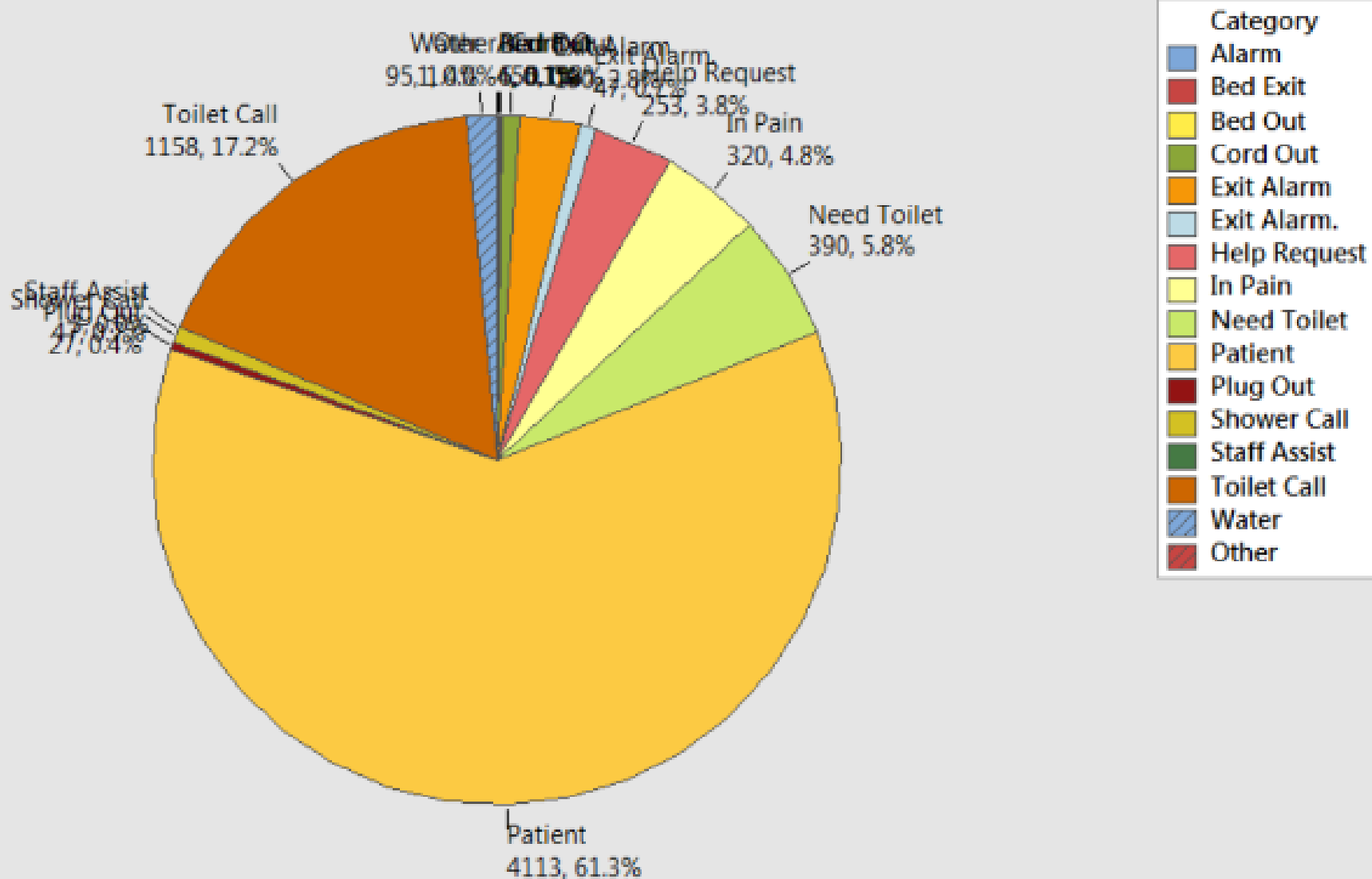
# Staff Assigning to Specific Call Stops

12/1/15	Surgical Digestive Ortho Unit Short Stay Unit		Medical Oncology Unit	Critical Care Unit
Call Stop 1	CNA		CNA	Tech
Call Stop 2	RN		RN	RN
Call Stop 3	CNA's buddy* RN's buddy		RN's buddies (1 & 2)  Flex RN (weekdays 1000 – 1830)	RN's buddy (for the entire POD)
Call Stop 4	<u>Surg/Ortho</u>  Charge RN & CNL	<u>SSU</u>  Charge RN	Charge RN	Charge RN

*\*Buddy= Break partner (covers for breaks by taking phone & patients), preassigned by the Charge RN, signs into your patients (in call stop 3) to help cover patient needs and call lights.*

# Alerts to Phones

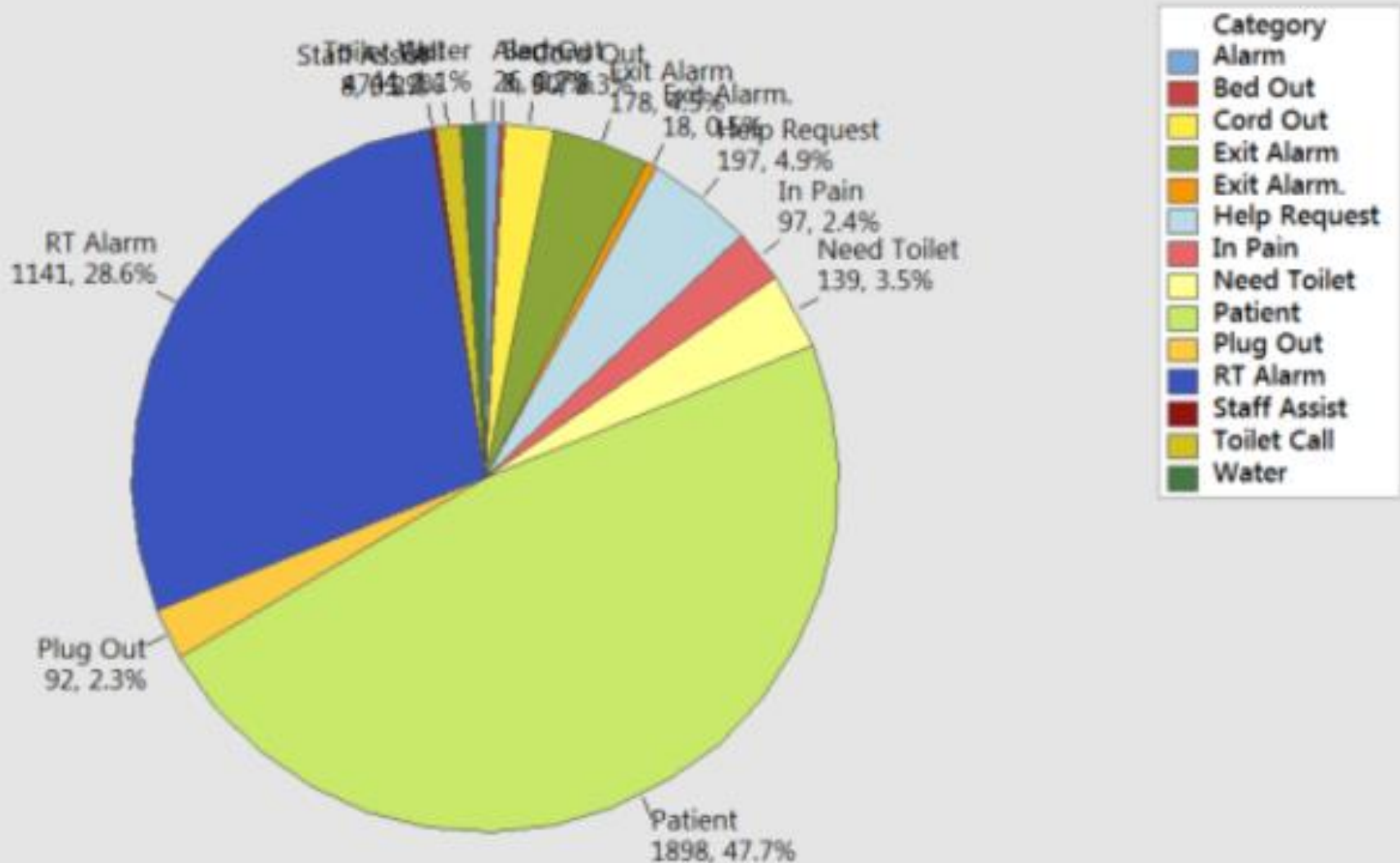
Surgical Digestive Unit – February 2016 N = 6711





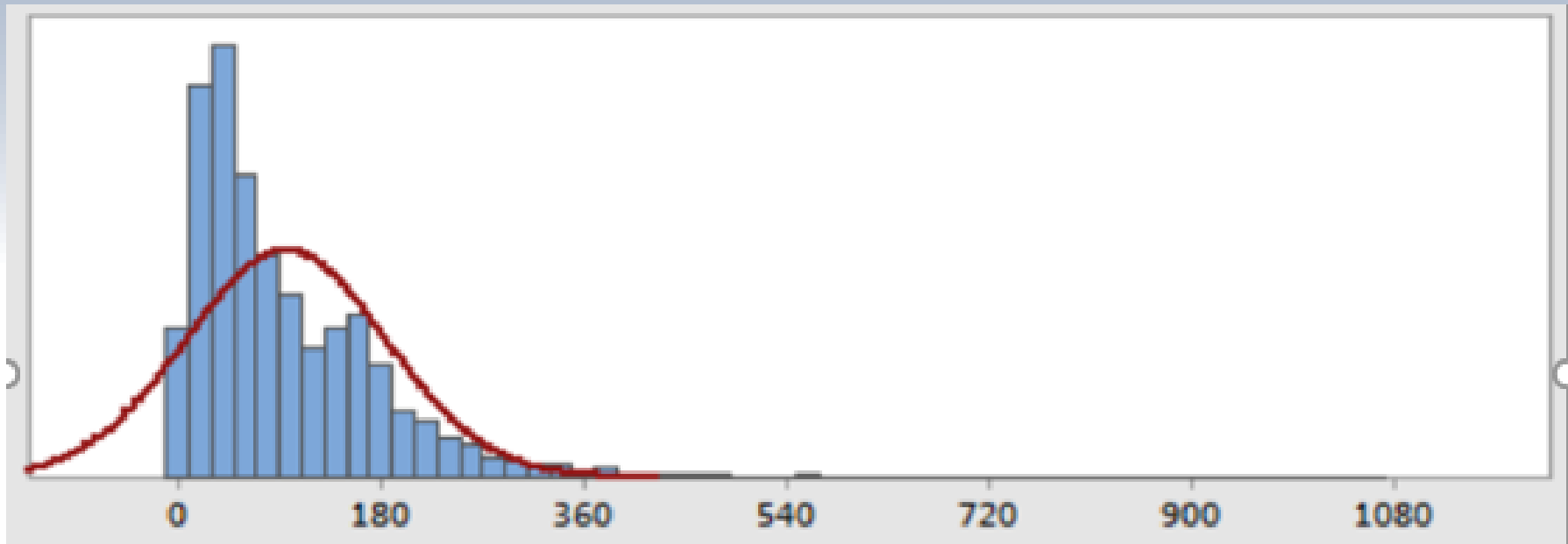
# Alerts to Phones

Critical Care Unit – February 2016 N = 3978



# How long does it take to answer?

# of  
alerts



Seconds to respond to the alert

Mean = 96 seconds or (1 minute and 36 seconds)

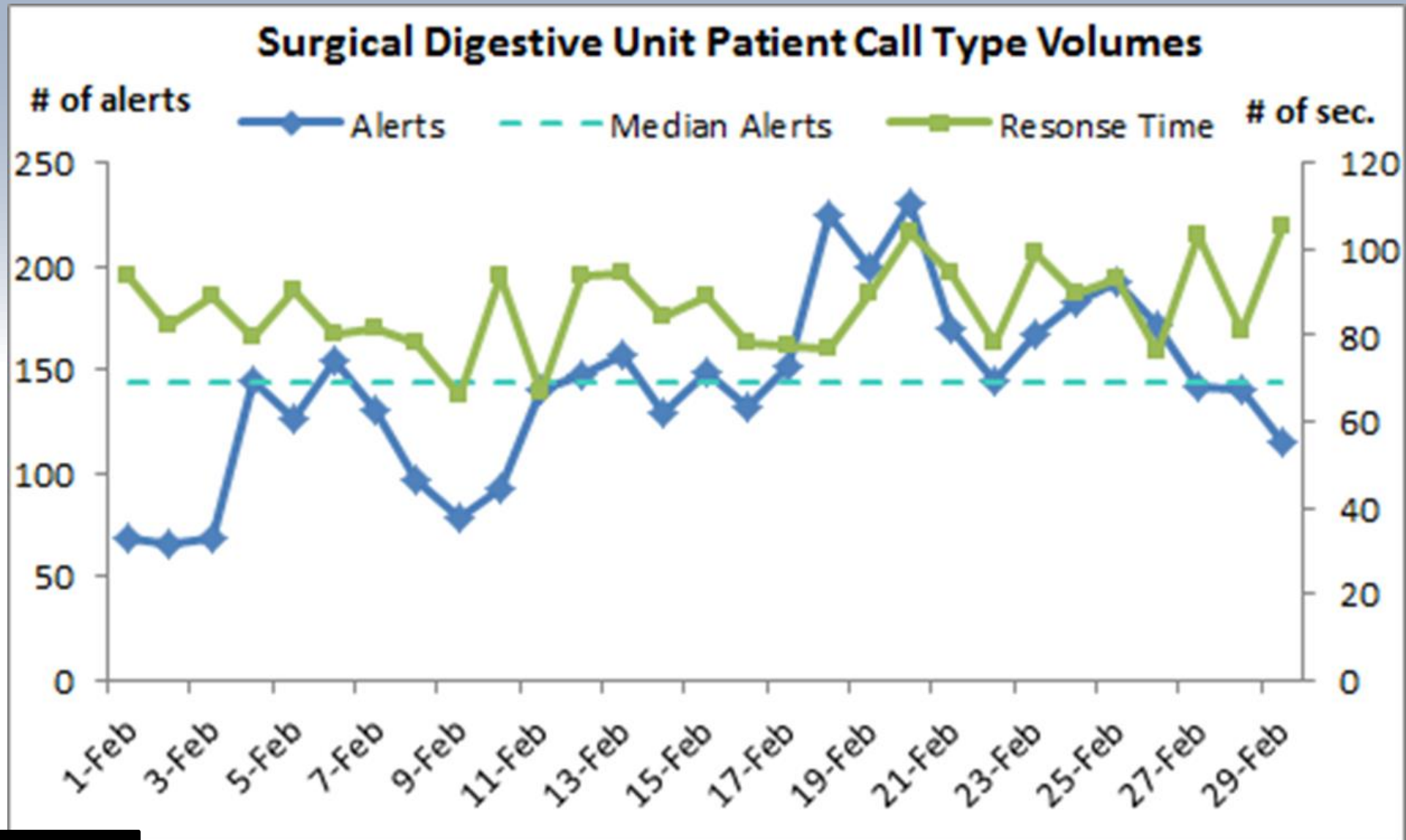
Median = 69 seconds or (1 minute and 9 seconds)

**GUNDERSEN**  
HEALTH SYSTEM®

# How long does it take to answer?

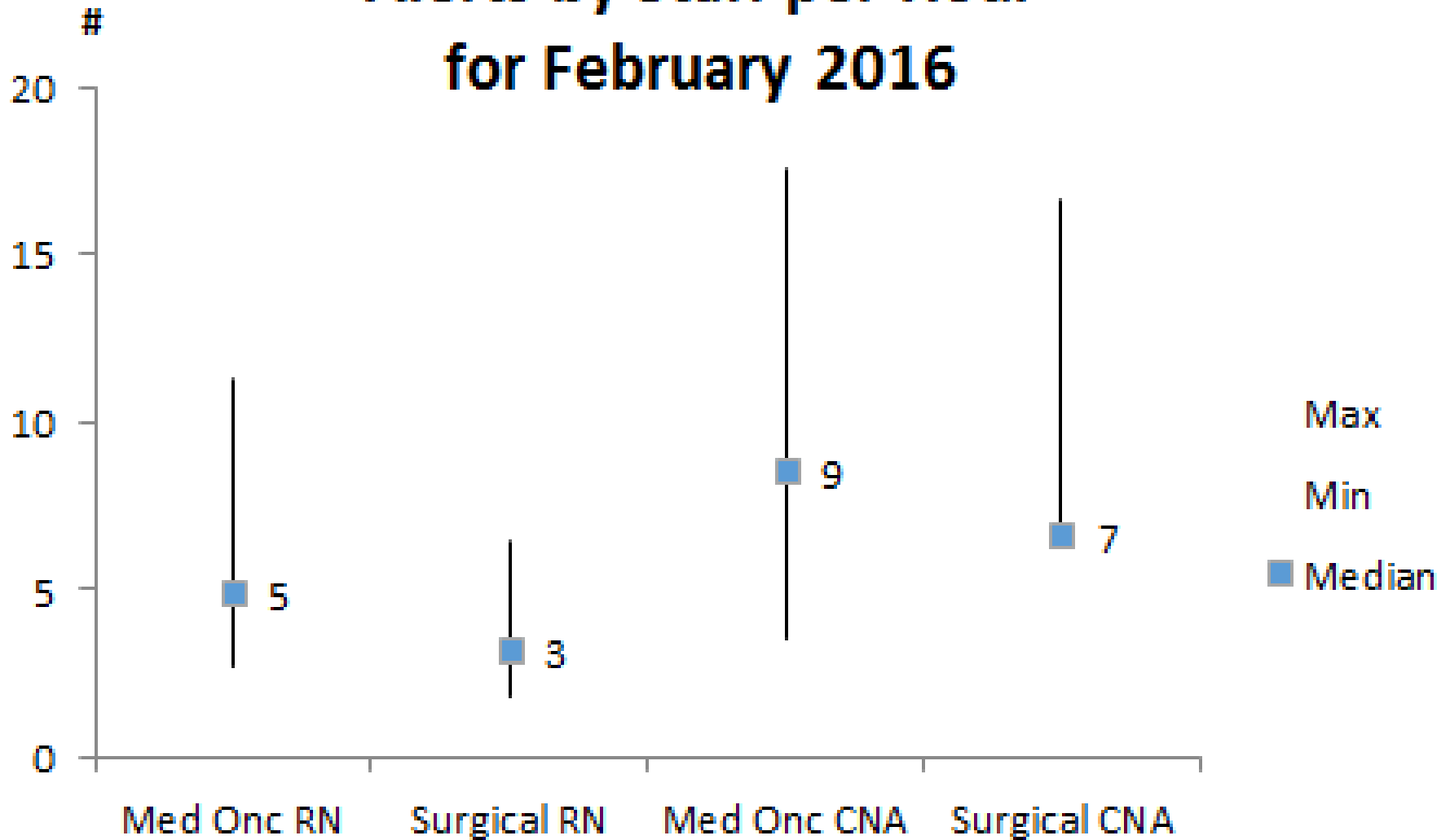
	<b>Surgical Digestive Unit</b>	<b>Medical Oncology Unit</b>	<b>Critical Care Unit</b>
Mean (Average)	1 min. 36 sec.	1 min. 55 sec.	1 min. 23 sec.
Median	1 min. 9 sec.	1 min. 24 sec.	36 sec.

# Volumes & Response Times



# How does it affect staff?

## Alerts by Staff per Hour for February 2016



# List of Change Options

Current Hardware/Programming	Current Hardware/Programming modifications	Hardware & Programming modifications
1 Call back feature w/light remaining on & need to physically enter <u>pt</u> room	8 Call back feature w/ choice in auto-cancel of light w/o entering <u>pt</u> room	13 Staff terminals in <u>pt</u> rooms for reminders (& future EPIC integration)
2 3 call stops vs 4	9 Modify escalation timing for pain & possibly others	14 Audio pull cords w/ staff assist in bathrooms
3 Trials of staff in different call stops	10 Bed exit teams	15 Mini dome lights in room outside bathroom
4 PC Consoles (not displayed to public)	11 Customizable PC consoles which can be displayed to public	16 Remote audio stations
5 Static phones for students	12 <u>Aeroscout</u> to auto cancel service lights	17 Zone lights
6 No pass zone		18 Adding additional consoles/mini consoles
7 Performance/transparency		19 'SIP' to override escalation programming

# Explanation of Change Options

- 1. Call back feature w/light remaining on and need to physically enter the patient room:** The ability to call back into the room when an alert notifies the phone. When staff call into the room, the light would not cancel and staff would need to physically enter the room to cancel the call light.
- 2. 3 call stops vs. 4:** A recommendation from the vendor to eliminate a call stop and only have three call stops. Original implementation was four stops.
- 3. Trials of staff in different call stops:** Staff logging into different call stops, or multiple stops.
- 4. PC consoles:** PC console is a feature within the application which displays all patient rooms on any PC, so staff would be able to see what call light was going off, rather than having to see the light in the hallway.
- 5. Static Phones for students:** Alerts to phones that were static (assigned to the unit, but not a specific person) and able to be utilized by any nursing student working that day.
- 6. No Pass Zone:** An organizational guideline that any employee would not walk past a patient room that had a call light on without answering it.

# Explanation of Change Options

- 7. Performance/Transparency:** Sharing with staff feedback on how quickly they responded to call lights by individual.
- 8. Call back feature with choice of auto cancel of light without entering pt room:** Light cancels once the call was acknowledged and staff spoke with patient.
- 9. Modify escalation timing for pain and other buttons pushed:** Change the timing of how quickly an alert would move onto the next one.
- 10. Bed Exit teams:** Now alert rings to all the staff on the unit, could create bed exit teams for staff assigned to the same patients.
- 11. Customizable PC consoles which can be displayed to the public:** PC console displayed on a large e-whiteboard, visible for staff in the hallways, but without patient information on them.
- 12. AeroScout to autocancel service lights:** Staff can answer a call light from the Console (white phone) and light would go into service mode. When staff enter light would cancel.



# Explanation of Change Options

- 13. Staff Terminals in patient rooms for reminders and future integrations:** A touch screen on room wall with programable buttons that would help with reminders to staff or other integrations.
- 14. Audio pull cords with staff assist located in bathrooms:** Staff member in the bathroom with a patient can pull cord to receive additional help.
- 15. Mini Dome lights in room outside the bathroom:** Gives staff ability to see when patient pulls the bathroom cord while staff is in the patient room.
- 16. Remote audio stations:** Located throughout the unit so staff can hear when a call light goes on.
- 17. Zone lights:** Indicates which section of the unit has the call light on. Assists in knowing that a light is on without staff hearing anything.
- 18. Adding additional consoles/mini consoles:** To resolve the issue of not being able to hear when a call light goes on.
- 19. SIP to override escalation programming:** Technology to identify staff closest to a room or if a staff member is in a room; reroute alert to available staff, not staff busy in a room.