

Call Light Improvement Project Employee and Patient Interview

COMPLETE THIS PAGE BEFORE ENTERING THE PATIENT ROOM

DEMOGRAPHIC INFORMATION

Patient Name: _____

Room Number: _____

Medical Record Number:

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Date / /

Unit:

Critical Care

Med Onc

PNICU

CardioPulmonary

Mother/Baby

Pediatrics

Emergency Services

Neuro

Rehab

Labor & Delivery

Ortho

SSU

Surgical & Digestive

Time (24hr hh/mm): :
(Actual time call light was initiated)

Complete this segment by interviewing the employee exiting the room

EMPLOYEE QUESTIONS

1. Who pressed the call light?

Patient

Family or visitor

Dietary

OT/PT

Do not know/not sure

Other

2. Is this your assigned patient?

Yes No

2a. Role of the person who answered the call light?

CNA RN

3. Is it ok for us to go in to the patient's room?

Yes No (Reason): _____

If no, end interview

4. What was this call light request for?

5. Has this request been resolved?

Yes, definitely Yes, somewhat No (Reason): _____

6. Do you think this call light was answered slower, as soon as, or faster than the patient (or visitor) expected?

Slower than expected

As soon as expected

Faster than expected



PATIENT INTERVIEW SEGMENT

INTRODUCTION

Hello, my name is _____. I am a _____ at Gundersen Health System. I am working on a project to improve how we use call lights and would like to ask you a few questions about your experience. The questions will take about ten minutes of your time and we will not include your name when we share this information. Is now a good time?

Medical Record Number:

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Patient response to interview request:

- No/declined End Interview
 Later/not now End Interview and say,
 Yes Thank patient. Proceed with patient interview

We would love to hear from you, but we are spending time on different units at different times, so there is no guarantee we will back. But thank you for your time.

Who is responding to interview questions?

- Patient Visitor, family, or guardian

Who pressed call light button?

- Patient Visitor, family, or guardian GHS employee (Role): _____

PATIENT INTERVIEW

1. When you pressed the call light button, what was it you wanted?

2. Did you get the help you wanted?

- No
 Yes, somewhat
 Yes, definitely (skip to question 4)

3. What can we do next time to make sure you get the help you want?

Skip to question 5.

4. What did you like best about the help you got?

5. After you used the call light, did staff come to your room slower than you expected, as soon as you expected, or faster than you expected?

- Slower than expected As soon as expected Faster than expected

6. Since you have been in the hospital, has a staff member talked to you about how to use the call light?

- Yes No



TRANSITION

We are testing different call lights and want your opinion.
Please look at this call light.

7. Compared to your current call light, do you like the size of the buttons on the call light less, about the same, or more?

- Less About the same More

Medical Record Number:

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8. Compared to your current call light, do you like the layout of buttons less, about the same, or more?

- Less About the same More

9. Compared to your current call light, is finding the button you need on this call light harder, about the same, or easier?

- Harder About the same Easier

10. Compared to your current call light, are the buttons on this call light harder to push, about the same, or easier to push?

- Harder About the same Easier

11. Overall, which call light do you prefer, or are they about the same? **(Do not say colors, just mark which one they choose)**

- White call light (Current) Purple call light Same/No preference Neither (Reason):

12. Some call light systems work like a phone and let the nurse speak to you directly. When you press your call light, would you prefer to speak to a nurse right away over the phone, or do you prefer to have a nurse come to your room to speak to you in person?

- In person Phone Depends (Explain):

TRANSITION

When a call light button is pressed, nurses' work phones will ring or give a verbal prompt.

13. During your time in the hospital, have you heard your nurse's work phone ringing?

- Yes
 No (Skip to END)

14. When your nurse's work phone rings, is the sound at an acceptable level or is it too loud?

- Acceptable Too loud

15. Does your nurse's work phone ring an acceptable amount or does it ring too much?

- Acceptable Too loud

16. When your nurse's work phone rings, do you receive the care you want or does it interrupt your care?

- Get care wanted Interrupts care

END

Thank you helping us with our improvement project on call lights. We will use this information to improve the care we provide to all of our patients.

