

# Responding Promptly to Patients' Needs: It's the right thing to do!

## The Problem

The call light is a patient's life-line to communicating with staff members when they are in need of assistance. Call-lights are used to summon help to go to the bathroom, to request pain medications or to ask an important question. The feedback we received from our patients via Press Ganey surveys indicated we could improve how we answered call lights. We found there were challenges and inconsistencies in the way in which we responded to our patients needs.

## Aim/Goal

Establish Standards of Practice for call light and telephone responsiveness on all inpatient units.

## The Team

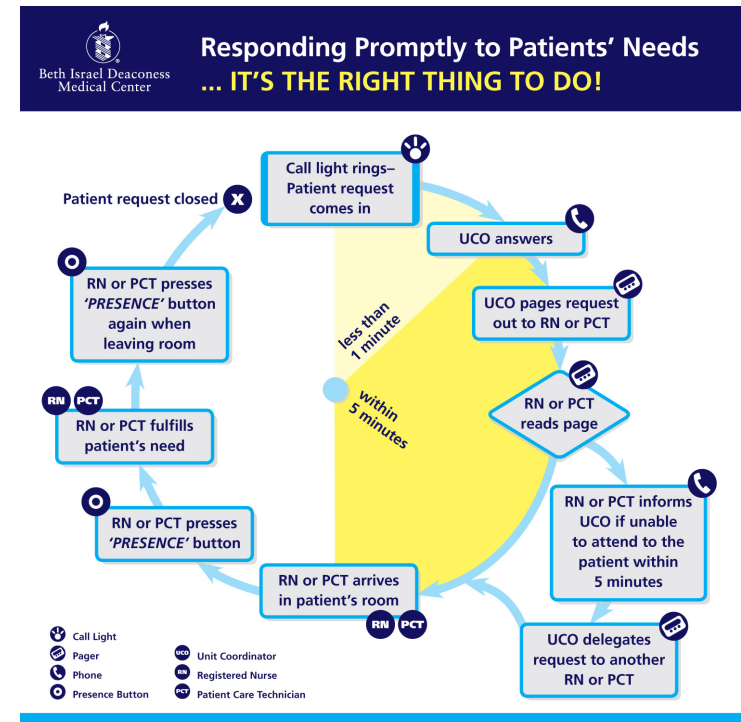
- Phyllis West RN-Associate Chief Nurse
- Donna Clarke RN-Nurse Manager
- Natalie Fealy RN-Clinical Nurse Specialist
- Mary O'Connell RN-Nurse Manager
- Kerri Petraitis-Operations Coordinator
- Alison Small RN-Nurse Manager
- Anissa Bernardo-Pt Satisfaction Improvement Coordinator
- Deb McGrath/David Drew- Lead Trainers

## The Interventions

To address these challenges, we:

- Developed Standards of Practice for Call Light and Telephone Response
  - ~Responding to call lights
  - ~Triaging unanswered call light requests
  - ~Answering the phone
- Updated Nurse Call System Policy
- Provided training for all Unit Coordinators and Unit Assistants on the Standards of Practice

## The Results/Progress to Date



## Lessons Learned

- Many patients and families were unfamiliar with how to use the call light.
- There was variation in practice when instructing patients and families how to use the call lights

## Next Steps/What Should Happen Next

- We will continue to assess our Press Ganey scores in an effort to understand our patients' satisfaction with our responsiveness
- We are updating our Unit Coordinator competencies to include training in our Standards of Practice.
- We are conducting informal observation and auditing of our practice via leadership rounding and observation.



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