

# Answering the Call....(Bell)

## The Problem

During the 2013 TJC visit the access to nurse call systems for patients in the hallways of the emergency department was seen as vulnerability. A patient in a hall bed may have direct line of sight of the nursing station however there must be a mechanism for the patient to summon help without the use of their voice.

## Aim/Goal

To identify and deploy a reliable system to allow patients to summon help without the need to install a high cost wired system or to deploy a low tech solution such as physical bells which in an emergency department could be lost or used as a weapon.

## The Team

- Daniel Nadworny, RN BSN – ED
- Shelley Calder RN, MSN – ED
- Bernita Krueger LICSW - ED
- Jane Dufresne , RN, BSN- ED
- Pam Dicapua – Clinical Engineering
- ED Staff ( Patient information, nurses and techs)

## The Interventions

The ED leadership team met to discuss options for corrective action:

- Discontinue Hallway beds
  - Would have negative impacts to flow of the unit with 20-25 hallway spaces used each day
  - High workload to assure compliance
- Place small bell at each location
  - Low cost for installation but high risk of loss
  - May be hard to hear or determine location
  - Audit process would be difficult
- Wireless systems
  - Higher cost but leverages current IT solution in place
  - Audit process could be automated
  - Required staff education on new system

The ED team working with Clinical Engineering, IT and our vendor we able to deploy an adaption of our RFID tags to work as a call system. This was paired with a desktop system at the main desk to alert staff of a patient need.

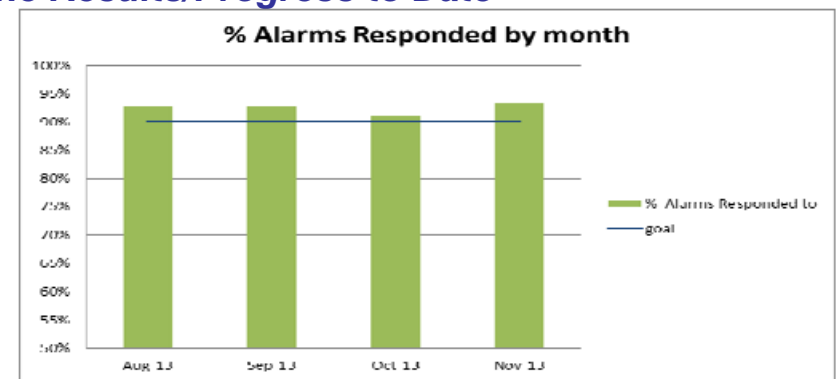
Wall mounted wifi tags



Web based notification



## The Results/Progress to Date



## Lessons Learned

- Staff had larger learning curve for use than expected
- No patient notification that the alarm was recognized
- Online log in issues occurred throughout the process

## Next Steps/What Should Happen Next

- Aeroscout and mobileview shown as proof of concept but hard wired nurse call system preferred
- System could be used as back for a nurse call system
- Address challenges that may have impeded successful achievement of the improvement goals.