

## A Quiet Environment is a Healing Environment

The Responder® 5 Nurse Call Communication System at Methodist West Hospital



When it opened its doors in October 2009, Methodist West Hospital (MWH) had deployed Rauland's new Responder 5 Nurse Call communication system in all patient rooms, Operating Room (OR) suites, Emergency Department (ED) treatment rooms, as well as the Maternity Center. By using Responder 5 in combination with Ascom wireless phones, MWH created a quiet, healing environment and streamlined workflows, allowing staff to spend less time on work processes and more time with patients.

#### Improved efficiency, better patient care

MWH worked with Rauland to refine the new Responder 5 technology based on staff input, enabling each department to customize the touchscreen Staff Terminal to meet its specific needs.

The results speak for themselves:

 Less noise. Text messaging and direct calls via wireless phones virtually eliminate overhead paging and noise. Patient satisfaction with noise level in and around rooms placed MWH in the 99th percentile of all hospitals participating in Press Ganey Inpatient survey for 2010.

- Employee satisfaction with team communication is higher than other hospitals within IHDM.
- Streamlined workflows. Workflow processes at MWH average fewer steps than at the three sister hospitals.

Given the success of Responder 5 at MWH, lowa Health—Des Moines has budgeted implementation of this new technology and improved care model at its other three hospitals for 2011.

### Methodist West Hospital At A Glance

Location: West Des Moines, IA

Staffed beds: 83 Employees: 387

This new state-of-the-art facility is one of four hospitals in the lowa Health-Des Moines family, which has served central lowa residents for more than 100 years. MWH's sister hospitals are lowa Methodist Medical Center (IMMC), lowa Lutheran Hospital (ILH) and Blank Children's Hospital (BCH).

MWH offers orthopaedic services, cardiovascular and pulmonary services, emergency department, maternity services and surgery. Designed specifically to care for orthopaedic patients, MWH's 34-bed Orthopaedic Center of Excellence attracts patients from around the Midwest.

"The goal for Methodist West was to have this calm healing environment, and in order to do that you needed to stop some of the noise, change how we delivered care and make it more efficient. With the Responder 5, we are doing just that."

Roxanne Menke; Nurse Infomatics



"Since we started using Responder 5, the quiet environment is what patients notice and comment on most. The technology works with our wireless phones to facilitate quiet communication that also saves staff time and allows them to spend more time with their patients."

Chris Blair, RN, MHA; Administrator

"I love the ability to communicate with staff while sitting in front of my computer. With text messages, it's easy to call quick meetings and huddles to talk about a specific patient or policy changes, and for reminders about upcoming meetings or mandatory events. No other nurse call system has been able to do that."

Denise Cundy, RN; Nurse Manager

# Responder 5 Enhances Patient Care and Staff Productivity at MWH

Here's a closer look at how three MWH departments use Responder 5 and what staff members appreciate about its features and capabilities.

#### **Inpatient Settings**

Customized call buttons boost communication and increase time for hands-on patient care.

MWH staff use customized Responder 5 Staff Terminals in every patient room to communicate with one another across the hospital. The results are streamlined workflows, a high degree of mobility for staff, extra time for hands-on patient care and—because text messages and calls go directly to wireless phones—a quiet environment.

Each department establishes call buttons on the Staff Terminal based on its specific processes.

These include:

• Physician Rounding Button—In a traditional setting, coordinating rounds with physicians and nurses is very difficult. At MWH, physicians push the Physician Rounding button to alert the RN, pharmacist and patient care facilitator when they're doing rounds. This makes it easier for nurses and physicians to round together, which improves nurse-physician communication and enhances patient care. Both doctors and RNs value this feature.

- Routine and STAT Order Buttons—MWH physicians press either the Routine Order or STAT Order button to notify staff of new orders while on rounds. Unit clerks receive alerts on their phones via text message and then push a button to tell the appropriate nurse when the orders are processed. This one-touch approach means that all orders are processed quickly, and the differentiation between the two buttons helps unit clerks prioritize orders according to urgency.
- New Patient and Transition Buttons—
  Admissions happen quickly at MWH via the
  New Admit button because the unit secretary
  can start the process as soon as she receives a
  text message that a new patient has arrived.
  The same button also alerts the RN assigned
  to the patient, the patient care facilitator and
  the pharmacist.



When a patient is discharged from MWH, the RN or PCT pushes the Transition button, sending a text message that alerts the clerk to have the room cleaned and prepared for the next patient:

- Tray In Room Button—The host or hostess pushes the Tray in Room button when a food tray is delivered to a patient, which triggers a text message to the appropriate RN and PCT and turns on a white light on the corridor light over the patient's door. Caregivers then know at a glance if food has been delivered so they can check a patient's blood sugar level or give medication with the meal.
- Hall Light Indicator Button—The push of a button on the Staff Terminal in a patient's room illuminates the corridor light so that staff and physicians throughout MWH can differentiate patients' statuses at a glance. (Hospital staff programs the light colors.) In Med/Surg, for example, a full yellow light signifies the patient is a fall risk so that all staff knows to be highly alert to those patients' calls.

MHW prevents bathroom injuries by using Responder 5 Audio Bath Stations. The audio capability allows staff to communicate with patients in real time and instruct them to stay where they are until help arrives. Hearing a caregiver's voice also gives patients much-needed reassurance that a caregiver is on the way.

In addition, Responder 5 Pillow Speakers with Toilet, Pain and Water buttons connect MWH patients directly with the appropriate caregiver. Calls for water go first to the host or hostess; calls for assistance getting to the bathroom go first to PCTs; and calls for pain medication go first to RNs. This streamlined communication eliminates unnecessary steps and speeds up the response time to patient needs.

#### **Operating Rooms**

Quiet environment reduces distractions and stress levels. At MWH, the OR staff use Responder 5 instead of a traditional overhead intercom system. The peaceful environment contributes to patient safety and to employee and physician satisfaction by minimizing distractions. Patients are not disturbed by overhead paging and related noise that could intensify their stress level.

A Staff Terminal is located in each of the six ORs and used to communicate with those staff members who carry Ascom wireless phones: OR Supervisor, clean core personnel, PCT, the anesthesia support RN, Ortho Tech and "The order buttons are one of my favorite aspects of Responder 5. Where I used to work, I was checking charts frequently to see if any new orders had been written. At Methodist West, I can spend more time with my patients because I automatically get order alerts on my phone."

Karissa Stadtlander, RN

"Having wireless phones lets clerks be out on the unit floor, so we're more involved and aware of the status of each patient. It also makes us more available to answer questions and help nurses quickly."

Kelly Meyers, Unit Clerk



## These caregivers use Staff Terminals in Inpatient settings:

- Physicians
- Nurses (RN)
- Patient Care Techs (PCT)
- Patient Care Facilitators
- Unit Clerks
- Respiratory Therapy
- Physical Therapy
- Radiology / EKG
- Host/Hostess
- Patient Access
- Patient Care Coordinator



"We can converse back and forth with patients, let them know we're here for them, ask what they need, and let them know we're on the way. Through this interaction, patients feel that they're being cared for, you can just tell. They like that the system makes staff accessible."

Lindsay Kukral; RN Orthopedics

"Operationally, Responder 5 saves me many steps and a lot of time. Now, my supervisor and I can spend more time on critical thinking and being proactive versus being reactive. The information I need to be effective is relayed to me at the touch of a button."

Tonya Terrell; Peri Operative Manager

"In the past I had to take time to search for personnel when I needed help. With the Responder 5 system, I can communicate directly with my coworkers on their wireless phones. I really like the patients being able to call their nurses or techs directly. It's a much more efficient way to provide care and well liked by the patients."

Wanda Loebe, RN; Staff Nurse and Team Leader Maternity Ward Radiology. Each Staff Terminal is programmed to include the call processes MWH utilizes within the OR.

For example, the push of a button notifies the appropriate team when a new patient arrives in an OR, when the case is closing and when a patient is being moved from the OR to PACU. The department customized a variety of buttons to suit its processes, including AA Stat, Code Blue, Prep, Lift Patient, or Turnover. Staff can easily page those assigned to the room, such as Supervisor or Tweener, which calls the RN who works in between OR rooms.

Staff also use the Responder 5 to keep the OR leadership updated on the progress in each OR. This streamlined communication allows the charge nurse to allocate appropriate staff and other resources without having to round repeatedly between PACU, OR, Pre-op and CSP.

MWH experienced just how quickly they could rally their team by using the Responder 5 technology when there was a critical equipment failure during a procedure. Six staff and physicians arrived immediately to help after the circulating RN pushed one button on the Staff Terminal.

#### **Maternity Center**

Staff Terminals deliver greater efficiency for RNs, Managers, Unit Clerks Techs and Environmental Services when used in the Maternity Center. A touch of the right button makes communication fast and easy, from calling for an extra pair of hands to move a patient, to confirming a patient received a meal.

The Code PINK button calls the appropriate responders for a neonatal resuscitation, including the NNP, Respiratory Therapy, Pharmacist, ED Paramedic, Maternity RNs and PCTs. Patients are able to call their caregiver directly to ask for specific help or supplies, enabling staff to get materials more quickly and efficiently.

The ability to activate different color corridor lights to indicate patient status helps staff and physicians attend to patients more quickly and with greater effectiveness. In Maternity, for example, a green light signifies the patient is in active labor, a pink light signifies the baby is coding, while a yellow light means the patient has an epidural.



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