



## Guadalupe Regional Medical Center makes significant patient safety and care improvements through nurse call system implementation.

### Nursing Care Obstacles

At GRMC, nursing teams care for multiple patients throughout their shifts. The care plan for each patient is individualized and can include a variety of needs, orders, and procedures. Some of their tasks include direct patient care, documentation, medication distribution, education, and patient rounding. In order to ensure all patients have direct lines of communication to their care teams, the staff must rely on the call light system to alert them of the patients' needs. The nurse call system is important for patient communication, safety, satisfaction and peace of mind. GRMC Patient Experience Coordinator, Elizabeth Pastrano further explains, "Communication is a key component for our patients to stay connected to their care teams. The nurse call system allows the patients to alert their care teams for needs such as bathroom assistance, position, pain and medications, proximity needs, body care, food and drink, IV pump alarms and general questions. Like many hospitals, we needed a more efficient and actionable way to respond to our patients' needs."

### Opportunity for Improvement

In the past, GRMC had an antiquated nurse call system that required the Health Unit Clerk to receive a patient request and locate the appropriate staff member to give them the message of the patient need. When multiple calls were received, the calls were put into a holding queue to wait to be answered by the staff in the order they were received. This often delayed the responses to the patients' requests. Also, GRMC's Surgical Floor experienced a high volume of patient calls, averaging 2,000 calls per month. If each patient call required 15 minutes of the care team, that equated to 500 hours per month responding to patients' and family members' requests.

### About Guadalupe Regional Medical Center

With over 700 passionate employees and more than 100 skilled physicians, Seguin and surrounding communities receive top-notch care through a full range of services, using the latest and most innovative technology. By providing state-of-the-art equipment and the most individualized care possible, Guadalupe Regional Medical Center (GRMC) has been the community's preferred choice for healthcare for more than 50 years. Each year, the hospital admits over 5,000 patients, treats 30,000 emergency department visits, delivers more than 800 babies and performs nearly 9,000 surgeries. At the heart of GRMC's culture is listening to patients and ensuring they receive safe and consistent quality care. GRMC has been recognized for two distinctions in quality excellence from Healthgrades, the leading online resource for comprehensive information about physicians and hospitals. GRMC received the 2018 Patient Safety Excellence Award™ for the second year in a row and the 2018 Outstanding Patient Experience Award™. Only 65 out of just over 4,500 hospitals evaluated for patient safety and patient experience excellence achieved both distinctions. This places GRMC within the top 2 percent of eligible hospitals in the nation to receive both awards. This distinction recognizes Guadalupe Regional Medical Center for excellent performance in safeguarding patients from serious, potentially preventable complications, as well as providing positive experiences for patients during their hospital stays.



### GRMC Patient Care Highlights

- 153 licensed beds
- 25-bed Emergency Room with all private beds
- 8 state-of-the-art Operating Room suites
- Only healthcare facility in the region to offer the most advanced robotic surgery - da Vinci Xi Surgical System
- Two state-of-the-art Cath Labs
- Birthing Center, OB Triage, and Continuing Care Nursery
- Full-service Imaging and Laboratory

**“We wanted to improve the whole patient care experience for both our patients and staff members.**

*Elizabeth Pastrano*  
Patient Experience Coordinator  
Guadalupe Regional Medical Center

## Additional opportunities for improvement include:

- Information on patients' whiteboards was not consistently up-to-date
- Keeping one patient's whiteboard up-to-date with care plan information during a 12-hour shift took about 20 minutes per patient. With a nurse/patient ratio of 1/5, we estimated 1 hour and 20 minutes per nurse per shift, or a total of 100 nursing hours spent per day keeping a 150-bed hospital's whiteboards up to date. As most of this information is likely recorded in the nurse call system and electronic medical record (EMR), this provides a significant time savings.
- Common tasks, such as taping signs onto patient room doors to prevent people from walking in during procedures, lacked a professional look and were sometimes not up-to-date, being left on doors after procedures were complete
- Delayed messaging to EVS for patient discharge slowed room turnover
- On average, it took approximately 75 minutes to turnover a patient room from the time of discharge to the time the room was new patient ready.

GRMC replaced patient rooms' dry erase boards with West-Com's Patient CareBoards to improve the quality and safety of patient care. Family

W320	
Fri Jul 13th 2018 12:33 PM	
Haydon, Sam	
Welcome to Surgical Floor	
Your Careboard: 1 (830)555-5555	
CNA	
Nurse Charge Nurse Pablo	
Attending Physician:	Physician 2:
Mobility:	Precautions:
Daily Plan:	Diet:
Discharge Info:	Next Available Dose:
Notes:	Expected Discharge Date:
Questions:	
Pain Goal: 0 1 2 3 4 5 6 7 8 9 10	
West-Com	

members and patients are encouraged to actively participate in patient care plans. The CareBoard improves patient care plan communications between the doctor, nurse, patient and their family regarding items like medications, allergies, mobility, therapy, diet and discharge information.

## Solution

GRMC leaders recognized the need for a more responsive call light system to accelerate the response times, ensuring all patients' needs were being met in a timely manner. They also needed the ability to spot and analyze trends and generally track the call light alerts in the facility. After researching different solutions, GRMC decided that an updated nurse call system could be the solution to their problems. Ms. Pastrano puts it into simple terms, "We wanted a nurse call that did more than just ring when a patient had a request. We wanted to improve the whole patient care experience for both our patients and staff members." After reviewing and engaging with different nurse call companies, it was clear to GRMC that the West-Com solution was the only solution that addressed all the concerns.

### Goals of New Call Light System:

- Improve patient safety and patient satisfaction
- Improve staff satisfaction – teamwork
- Decrease response times by staff in addressing patient needs – prompt responses prevent unnecessary wait times
- Increase provider/patient communications
- Build strong provider/patient relationships and trust

They purchased and implemented West-Com's Novus® integrated nurse call solution which runs on the FocusCare® 1.1.8 software platform.

The system was configured with the following applications and integrations:

- EMR integration
- ADT integration
- LDAP security control integration
- Digital Patient CareBoards™
- Digital touch staff workflow stations
- Digital Unit CareBoards™
- Vocera integration
- Historian reporting application
- Patient flow application
- Bed Exit interface

## Implementation

"The design and configure work sessions are extremely important with this solution", Chief Nursing Officer, Daphne Blake emphasizes. "It was during these sessions we learned what the solution can do and collaborated as a team on our goals. A key component to these work sessions was having the correct individuals as a part of these collaboration sessions. Each session included the nurse leaders, IT, EVS, PI, CNO and designated unit champions. It is important to us as an organization that any tool or solution we adopt fits into GRMC's processes and culture. The feedback from these key individuals was important to keep the solution consistent across the nursing units for continuity of care."

**We were able to get immediate feedback from our Historian reports on how we were doing and how we could improve.**

*Elizabeth Pastrano  
Patient Experience Coordinator  
Guadalupe Regional Medical Center*



West-Com Nurse Call Systems' Design and Configuration Discovery Process

“We appreciate how willing West-Com has been to tailor the solution and ensure that the finished product is truly a representation of GRMC.”

*Daphne Blake, Chief Nursing Officer  
Guadalupe Regional Medical Center*



GRMC is actively involving their patients in their care plans by replacing dry erase boards in patient rooms with West-Com's electronic Patient CareBoards. The new Patient CareBoards are designed to import care plan information from other hospital systems and display it in a format that is simple for the patient and family members to understand.

## Methods Involved in Call Light Change

- Stakeholder meetings
- Data transparency
- Huddle participation
- Scripting
- Equipment replacement
- Staff education
- Progress reports

## GRMC Call Light Responsibility

### Health Unit Clerk

- Assign a care team each shift in the West-Com Nurse Call System
- Prompt response to call-to-answer (desk response)
- Personalize scripting with each call
- Route call to assigned care team member
- Triage call light tracker to help decrease call-to-answer times and ensure patient needs are met
- Monitor technical issues and keep a log of system issues and needs

### Registered Nurse/Certified Nurse Aides

- Educate the patient/family on how to use the nurse call pillow speaker
- Prompt response to call-to-cancel (room response)
- Reiterate education with patient when addressing assigned call request
- Provide feedback for discussion of call light process at huddle

### EVS Discharge

- At discharge, the unit staff sends an alert from the NV-iDOME2 to EVS
- Prompt response to call-to-answer to EVS (Vocera alert)
- Direct route of call to assigned housekeeping staff
- EVS prompt response to call-to-cancel when in room
- Room status identified on Unit CareBoard™ and FCWEB SUITE

## Care Improvements with Real-Time Data

“Testing and training on the system in test mode was more difficult than using it live. After going live is when we had our a-ha moment,” Elizabeth Pastrano, the Patient Experience Coordinator at GRMC, recalls. “We were able to get immediate feedback from our Historian reports on how we were doing and how we could improve. There were some parts of the system that we wanted to tweak to fit more of our processes and reporting needs. West-Com was able to quickly make the changes in real time and that was very important to us.”

GRMC staff members use the West-Com solution to anticipate their patients' needs and improve their care experiences. **The result - a decrease in the number of alerts on the Surgical Floor by over 32%.** The total number of call lights placed on the Surgical Floor in the first month after implementing West-Com was 1,553, a 747 call light reduction from the previous month. **There was also a decrease in the room turnover rate by over 30 minutes per room.**

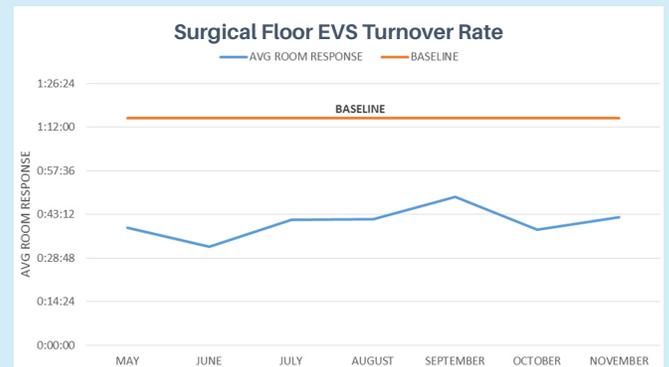
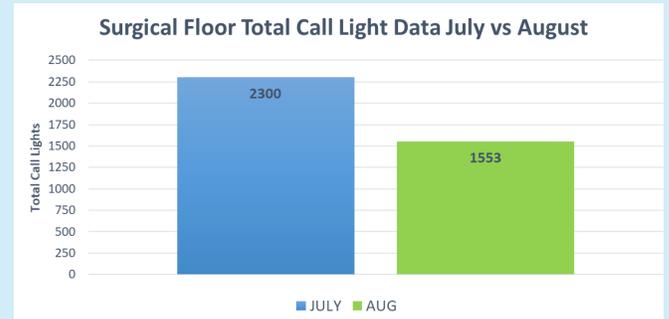
Ms. Pastrano noticed other revealing changes in the nurse call light data as well. "One of the ways we know that our staff is providing patient education, scripting and performing their rounds is by the number of 'Return from Bathroom' calls. When I run our Historian nurse call reports, I want to see a higher number of these calls [compared to bathroom assist calls] because it tells me that the care staff is rounding on the patient before they push the bathroom assist button. It also tells me that the patient has been educated about the return from bathroom push button. When our patients are finished in the bathroom, we educate them not to stand up without the assistance of our staff. Not only are we able to track this data, but the increase in these call alerts helps us know our patients are safe and avoiding falls."

## Conclusion

GRMC continues to fine tune the use of the West-Com solution. Process improvement ultimately ensures the hospital continues to provide high-quality care to its patients. "I can't say enough about our partnership with West-Com", Ms. Blake asserts. "We appreciate how willing West-Com has been to tailor the solution and ensure that the finished product is truly a representation of GRMC."

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### About West-Com

West-Com Nurse Call Systems is dedicated to developing innovative, sustainable solutions that improve communications, streamline workflows, and contribute to the reduction or elimination of preventable medical errors and hospital acquired conditions. Since our humble beginnings in 1983, West-Com has introduced new innovative solutions to healthcare like Direct Request® for pain assessment and toileting, and patient CareBoards™ that provide the safest and most efficient way to communicate critical elements of a patient's care plan among the entire care staff, patient, and family to improve patient engagement and elevate the quality of care.

Headquartered in Fairfield, CA, West-Com has four offices and 73 authorized dealers located throughout the US, Canada and Middle East. We offer local and enterprise-wide nurse call systems and CareBoard solutions, clinic patient flow systems and senior care safety solutions to acute care, ambulatory care, and post-acute care facilities.

**Innovating Sustainable Solutions for the Advancement of Patient Outcomes®**



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