

PRC BEST PRACTICES

Call Button/Nurses Responding to Requests

Our community of clients is committed to sharing leading improvement practices. PRC Best Practices was created and is always evolving based on the ideas, recommendations, and resources submitted by clients. If you have an idea at work, please share it with us at info@prccustomresearch.com.

SURVEY QUESTION

Responsiveness: During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

Response Options are:

Always Usually Sometimes Never

IDEAS:

- Use hourly rounding to anticipate patient needs so call button use is reduced.
- Chart in the patient's room as often as possible in order to be available for the patient and reduce the amount of times the patient must use the call button.
- Create a "no pass" rule that requires all employees to respond to any call light that was activated, and not pass the patient's room until the call light is answered. If the request is beyond the scope of the employee's job description, then the employee will seek out a nurse to fulfill the request.
- Provide PRC's CARES or AIDET training for staff members from all areas of the hospital to reinforce proper communication with patients
- Implement a Vocera Communication System in order to notify nurses that a patient is in need.
- Use a green light system in conjunction with the call light system. When a patient calls for assistance, the light is left on as a green light and must be turned off from within the patient room to ensure that the patient is attended to.
- Unit secretaries answer call bells before answering external calls, entering orders, etc.
- Implement a "Buddy System." Each nurse and aid is assigned a buddy. When the nurse or aid assigned to the patient is unable to respond to a call from the patient, the buddy handles the patient call.
- When a staff member answers the call, ask "Is there anything the nurse can bring when he/she comes to your room?"
- Staff should be highly visible in the hallway so family members can approach with requests before the patient has to ask.



TO TRACK YOUR PATIENT PERCEPTION SCORES ON THIS QUESTION:

Visit www.prceasyview.com for data updates.

PRC's "EasyView to You" feature can email your desired reporting view of the scores to you on a schedule of your preference.

For assistance contact PRC's PRCEasyView® Support Team at 1-800-547-9584.

THANK YOU FOR PARTNERING WITH PRC!

