Hillrom™

UNLOCK THE POWER OF
YOUR NURSE CALL SYSTEM

Every second counts when it comes to delivering optimal patient care, making it imperative that clinicians get the information they need, when they need it. Nurse Call systems are an important piece of the puzzle, bridging the gap between clinicians and patient data.

In a Q&A with Donny Patel, Chief of Innovations & Platforms, we discuss how Voalte Nurse Call is elevating the standard of nurse call systems:

What do you think are some difficulties most hospitals are facing today?

"The hospital is stretching their capital for a much longer time than they were originally doing it. The amount of operational resources that a hospital is going to place now are different than what they used to be – because of these cost constraints, they will deploy systems that are more reliable, more dependable, and easily serviceable while the cost remains down.

So, when we touch upon those pain points it resonates for that buyer because the buyer is not generally looking for just one thing. One solution may give the best clinical workflow, but it's very costly to maintain. It's very costly to configure. I think that's also a key for us to keep in mind."

What are some of the downfalls of not having a robust nurse call system?

"By not having a comprehensive way of messaging and sending it to the right people, you'll only call one person at a time. As a result then, it will be bypassing some protocols in the hospital, some safety protocols, some clinical protocols, some operations protocols, and not having a measurement of that protocol can also be an issue."

Why are IT leaders leaning towards smart nurse call systems?

"A nurse call system that is advanced is able to be configured in a million ways. To give you an example, our lights that are in the hallway can be configured to flash differently based on what each hospital wants or needs. You can also change the sequence to do the same.

And there are so many clinical workflows you can target. For a hospital IT leader, think of them as administrators of the IT environment - they are the operations leader of the IT environment. So, for them it's about being able to provide that efficiency that the informatics and clinical leadership team is wanting to achieve.

This can only be accomplished with a smart system that is allowing a million configurations and is able to report back to the administrators of those units, those wards on how they're doing. For the most part, it is how are they doing? Where can they be better? How can they serve their patients better?

And this system, if it's not smart and is not able to be configured in many ways and be able to report out in custom ways that the hospital wants, then it's not a system that a hospital is going to want to buy."

What are IT leaders looking for in nurse call systems?

1. **EASE OF USE**
   When it comes to the clinical workflows, simplicity is the key. We may want to bury 50,000 buttons to do 50,000 things, but that will cause fatigue for nurses at that time. The decision makers might say, 'oh my God, this is amazing. This is beautiful. This can do 60 things!', but most nurses will adapt and find the most efficient path. So, you have to follow the finger, follow the hand, follow the mouse, and say, which is the easiest path they are taking, and that is the key.

2. **SIMPLIFIED CLINICAL WORKFLOWS**
   Addressing the clinical workflows, the question becomes, who gives the best, simplest, and most efficient access to easier clinical workflows? Who has the best system out there that is going to be able to address the workflows that the hospitals are looking for?

3. **VENDOR RELIABILITY**
   "So, our system is reliable, but in the event that something should go wrong, it doesn't affect the entire facility. We've moved away from traditional wiring techniques like "daisy-chaining", so if one room's nurse call goes down… it is only that room and not the entire care ecosystem. Unpredictable events are always likely to occur, but how is your backend structured to minimize the blow? We have end-to-end original equipment manufacturing which means we're not part of a distribution network. Our people paired with their install and clinical expertise truly makes all the difference."

MORE THAN JUST A NURSE CALL SYSTEM

Elevating care begins with advanced technology that works with your clinicians to help relieve burdens instead of adding to them. **Voalte** Nurse Call is open and scalable to ensure your investment is future-proof for any new challenges your care team's may come to face.

Find out more on how you can enhance care delivery and transform your nurse call system at Hillrom.com

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