The Power of Improving Call Light Responsiveness

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West Chester Hospital

- Opened May 2009
- 166 Adult Beds
- 33 Infant Bassinets
- 18 ICU Beds
- 17 Step-Down Beds
- Full-Service Emergency Department with Level III Trauma Center
- Obstetrics Department with Level IIB Special Care Nursery
- Inpatient and Outpatient Surgical Services
- Full-Service Imaging Center
- Affiliated with University of Cincinnati and a member of the region’s only Academic Medical System
- Ranked in the top 5% nationally for patient satisfaction
West Chester Hospital

Awards and Recognitions

• Healthgrades® Outstanding Patient Experience Award for five consecutive years
• Healthgrades® 2016 Distinguished Hospital Award for Clinical Excellence™
• Healthgrades Spine Surgery Excellence Award for three years in a row
• Anthem Blue Cross and Blue Shield Blue Distinction Center+ in both Spine Surgery and Knee and Hip Replacement for two consecutive years
• Success Story Award winner by Press Ganey Associates, Inc.
• Top Performer on Key Quality Measures® list by The Joint Commission
• Get With The Guidelines®-Stroke Bronze Quality Achievement Award by American Heart Association/American Stroke Association
• Level III Trauma Center verification
• Aetna Bariatric Institute of Quality
• Enquirer Media’s list of Top Workplaces and one of Best Places to Work by Cincinnati Business Courier
• Angie’s List Super Service Award
• Recognized for excellence by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP)
• West Chester Hospital Surgical Center named a Press Ganey “Guardian of Excellence” Award Winner (2013)
• 2012 Large Business of the Year by Northeast Cincinnati Chamber of Commerce
• Emergency Center of Excellence certification for Emergency Department
• EPA ENERGY STAR Certification
• Press Ganey patient satisfaction scores in the 90th percentile
Why Are Call Lights Important?

- Patient necessity
- Communication
- Safety
- Patient Satisfaction
- Peace of Mind
  - Patients
  - Safety
Call Light Downfalls

• Interrupting
• Frustrating to Staff
• Distracting
• Frustrating to Patients
Why Do Patients Use the Call Light?

- Basic Self-Care Needs
  - Positioning
  - Pain Medication
  - Toileting Assistance
  - IV Pump Alarms
  - Accidental Calls
  - Questions
  - Other
WCH Call Light System

• Hill Rom Navicare Nurse Call System
Call Light Definitions

- **Call-to-answer** is defined as the time it takes for the assigned provider to *acknowledge* the patient call light.

- **Call-to-cancel** time is defined as the time it takes for the assigned provider to *physically* address the patient’s call light need or request.
Why a Change Was Needed at WCH?

PRI\textsuperscript{2}DE

- Patient & Family
- Respect
- Integrity
- Inclusion
- Discovery
- Empathy
Why Was a Change Needed?

- Improve teamwork
- Deliver care with courtesy
- Be helpful
- Avoid unnecessary wait
- Make processes efficient/easy
- Clean/Quiet environment
- Adequate amenities
- Appropriate service recovery
Goal of New Call Light Process

• The new process was initiated in hopes of:
  • Improving patient satisfaction and safety
  • Improving staff satisfaction
  • Decreasing response times by staff in addressing patients’ needs
  • Increasing provider/patient communications
  • Building strong provider/patient relationships and trust.
Methods Involved in Call Light Change

John Kotter’s Change Management Theory

- Create Urgency
- Form Coalition
- Create a Vision of Change
- Communicate the Vision
- Empower Action
- Create Quick Wins
- Build on Change
- Make it Part of the Culture
Methods Involved in Call Light Change

• Stakeholder meetings
• Data transparency
• Huddle participation
• Scripting
• Equipment replacement
• Ascom assignment
• Stakeholder education
• Progress reports
HUCs Call Light Responsibility

• Provide coverage of call lights at all times
• Assign care team each shift in Navicare Nurse Call System
• Decrease call-to-answer times
  • less than 20 seconds
• Personalize scripting with each call
• Triage call to appropriate care provider
• Lead discussion of call light safety at huddle
HUC Accountability

Data transparency
1:1 coaching

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Sum: 1,058
Impact and Results

• Decreasing the call light response times allowed patient care providers to address patient needs more quickly and spend more time with patients rather than answering all call lights, allowing both staff satisfaction and patient satisfaction to improve.
WCH IP Call to Answer Times May 2016 to July 2016

- WCH IP Call to Answer Times May 2016 to July 2016 Day shift call to answer times
- WCH IP Call to Answer Times May 2016 to July 2016 Night shift call to answer times
PG Promptness in Response to Call - Mean Score

Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16
PG Mean Score

PG Promptness in Response to Call - Mean Score
Conclusion

In conclusion you can’t get to exceptional outcomes if you don’t have an engaged culture and clinical leadership. Thus far having prompt response to call lights with the personalized answer has proven to have a positive swing in both Press Ganey and HCAHPS.
References