

Rapid Call Bell Response Project



The St. Luke's 10 East Team

- Project Leaders
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 - Deborah Booth, US
 - Brenda Smith, CNA
- Support
 - Manuel Leon, 1199 Organizer
 - Mercedes Herman, NYSNA
 - Ramiro Ramos, Nurse Manager



Project Purpose

- To address responsiveness of hospital staff
- Enhance patient safety and improve patient satisfaction related to call bell response



Background Research

- Team cohesion positively impacts
 - Employees satisfaction
 - Patient outcomes
- Teamwork is fostered when members
 - Communicate well with each other
 - Feel a sense of belonging to the group
 - Each member is important to the group



Hypotheses

- Teambuilding enhances employee satisfaction leading to higher levels of patient care.
- Staff working together, across disciplines, enhances the ability to answer call bells rapidly.
- Patient satisfaction improves with rapid call bell response



Methodology

- A Multidisciplinary Approach
- Weekly Meetings to:
 - Identify barriers
 - Develop strategies to address barriers
 - Discuss progress



The Process

Continuum
Health Partners

NYSNA

99 SEIU

STUART LEVINE & ASSOCIATES LLC

Team Call Bell Process

Benefits:

- Improve patient safety
- Increase patient satisfaction
- Enhance working environment
- Reduce staff run around

Before Call Bell Rings

Goal: Stop call bells before they happen

- Schedule hourly rounding by NA or RN
- Frequent informal check-ins by everyone on the unit

With Patient

- Involve family members as partners
- Check in with patient and family that needs have been met

With Staff

- Tell each other when you helped out with their patient
- Thank each other for helping out

Call Bell Rings

Goal: Within 5 minutes of ring someone must respond in person

- Everyone responds regardless of position
- Ask what they'd like

If patient requests the "nurse", find out what patient wants and let patient know if you can handle. Communicate back actions taken to caregiver and to patient.

Do not say this over the intercom, to respect patient privacy

Call Bell Dialogue

1. "May I help you?"
2. "Please share with me what you need so I can get the right person."
3. "I'll take care of that right now."
4. If over 5 minute delay anticipated, let patient know.
5. Confirm with patient needs have been satisfactorily met

Put Away Your Guns:

Conflict/Negotiation



Be Part of The 10 East
Team

Conflict Described

- CLASH
- COMPETITION
- MUTUAL INTERFERENCE
- HIGH EMOTIONS
- INCOMPATABILITY



Behaviors Demonstrating Cooperation/Support

- Calm Demeanor
- Recognizing possible offensive behavior
- Willingness to listen
- Willingness to compromise
- Recognize the contributions of colleagues
- Be willing to forgive and move on

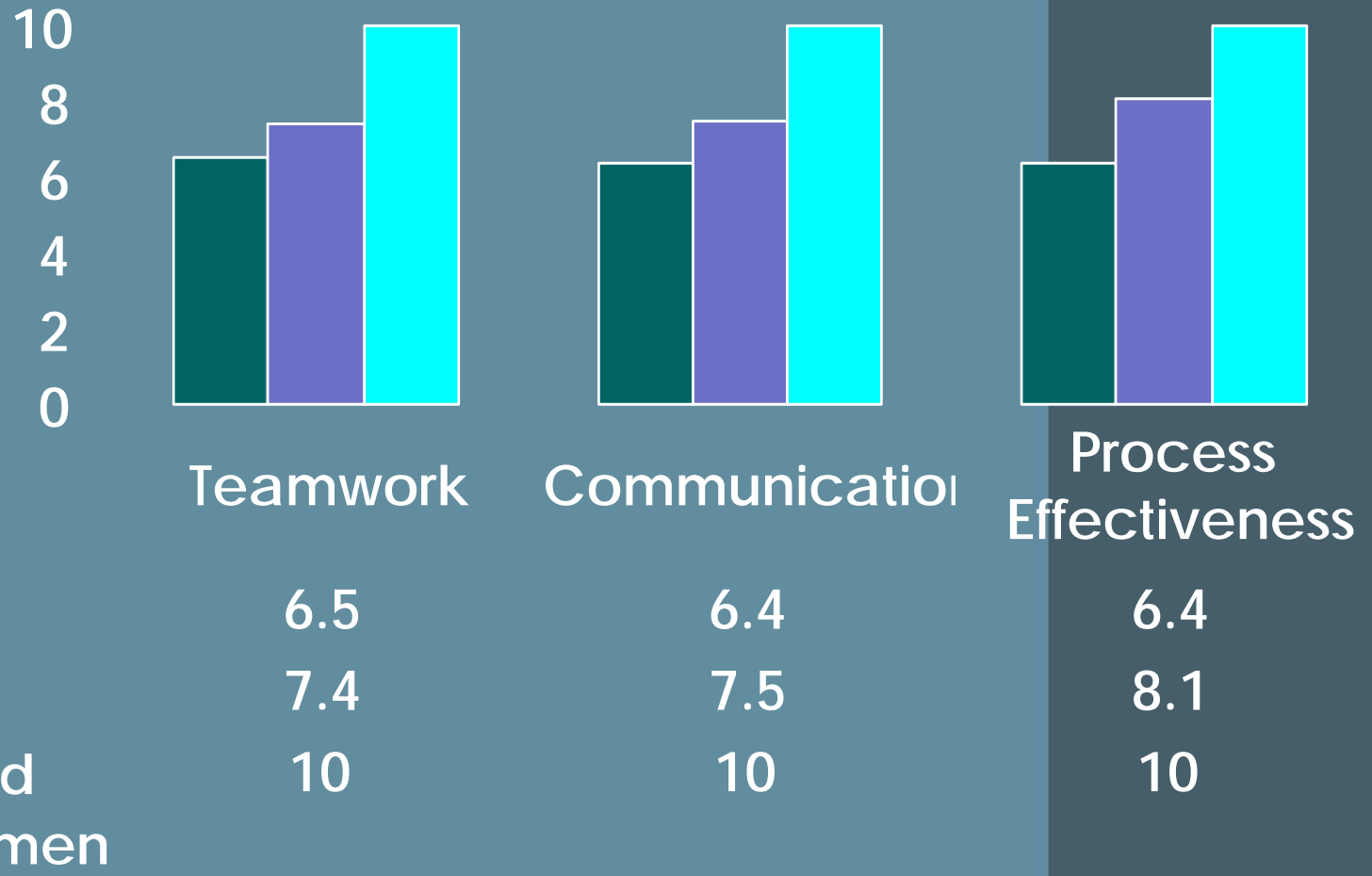


Patient Survey Results

	Excellent before	Excellent after	Good before	Good after	Fair before	Fair after	Weak before	Weak after	Poor before	Poor after
Do the people at the desk answer the call bell over the intercom in a timely way?	48%	67%	14%	8%	17%	17%	8%	25%	21%	0
Are the people who answer the call bell over the intercom understandable?	57%	83%	18%	8%	14%	0	7%	8%	4%	0
Does someone come to answer your call bell in person in a timely manner?	42%	42%	27%	17%	19%	25%	12%	8%	0	8%
Are the people who answer your call bells polite?	74%	83%	7%	8%	15%	8%	0	0	4%	0
Was the reason for your call addressed?	68%	67%	8%	25%	8%	8%	0	0	16%	0

In before surveys, 29 patients were surveyed, in after surveys 12 patients were surveyed.

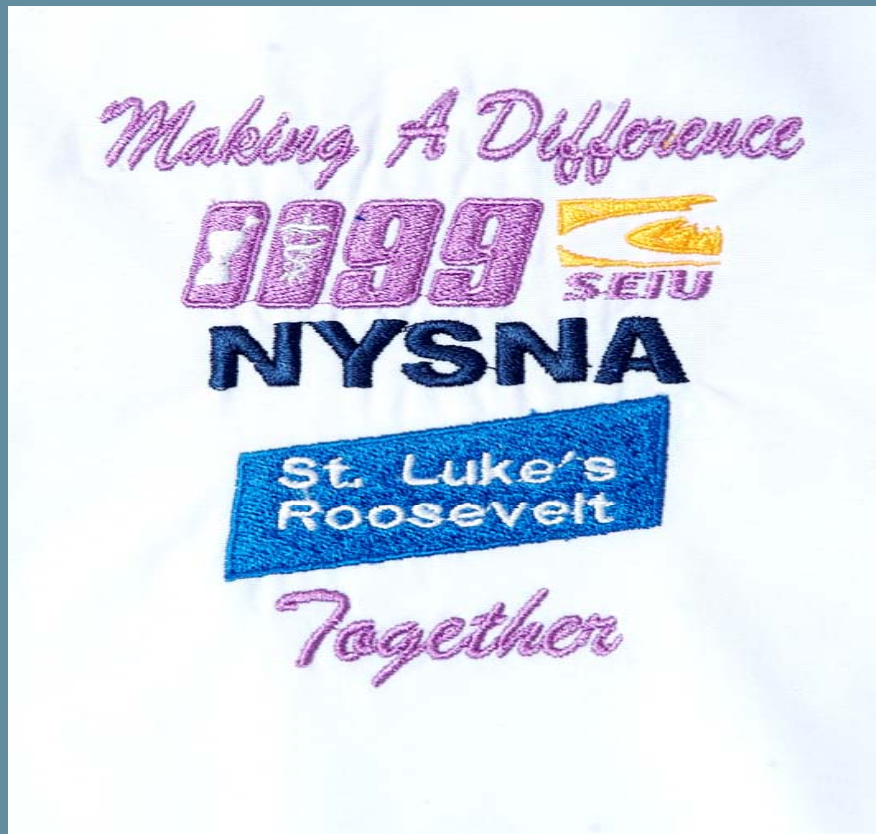
Staff Satisfaction Survey Results



A Team Effort



A New Relationship is Born



Q & A

