

Mar 08

Peterborough Regional Health Centre • A monthly magazine for our community

# Insites


Our Values: Accountability • Innovation • Respect

Special  
New Hospital  
Issue!



## Inside this issue:

- Orientation lays the groundwork for a smooth move
- **Test** driving the Nurse Call system
- A look inside the new hospital
- Clinical standardization



# answering the call

In a busy hospital, patients and the staff members who look after them need a fast and easy way to talk to each other or call for help. Nurse Call systems provide this essential link by combining two-way bedside communications with the latest in wireless technology.

When the new Peterborough Regional Health Centre (PRHC) opens in June, patients and nurses will communicate using the Responder 4000 system. Selected based on the recommendation of the system integrator AAtel Communications, and the proven reliability of the brand, the versatile system is expected to enhance both staff to staff, and staff to patient communications.

Network based and fully integrated with the Health Centre's other systems, it enables any call device found in the patient and staff areas (such as pull cords or pendants) to be routed to any nursing station, wireless device or centralized answering position (such as the switchboard.)

“Every nurse has been in a situation where they were in a patient room alone and needed help right away. With the new Nurse Call system, we'll be able to get it.”

Nurses can assign their patients to a wireless phone, giving them the capacity to respond to patient concerns right away. The phones will display all calls assigned to them, detailing the location and type. A built-in panic button can also be used in an emergency situation.

Without hesitating, Inpatient Rehab Unit Charge Nurse Helen Crack can list the ways this system will be of critical assistance to nursing staff. That's because in addition to her years of personal experience, as a member of the new hospital's advisory Nurse Call user group, that's exactly what they did when they tested out the system this past January.

“Throughout the planning and testing process we've had a chance to identify and iron out many of the problems we currently face in the existing facility,” says Crack. “A common issue is patient or family member concern due to call bells that aren't answered as quickly as they might like. Having the wireless phone will not only let us respond to our patients faster, it will help protect us.”

Crack is particularly impressed with some of the features of the bedside station. Noting the Staff Assist and Code Blue buttons that

will be standard in all patient rooms, she goes on to say that the ability to summon help with the push of a button is an excellent safety feature.

“Every nurse has been in a situation where they were in a patient room alone and needed help right away,” says Crack. “With the new Nurse Call system, we'll be able to get it.”

The list of system benefits is long. In patient rooms, an audio bedside station features a call pendant that allows the patient to communicate directly with the nursing station or nurse assigned to the patient via the wireless phone. Lights outside each room indicate Normal, Staff Assist, Washroom, Fire and Code Blue Calls. Charge Nurses will have the ability to swing bed coverage to another unit when needed and Code Teams will be automatically dispatched. And that is just the beginning.

“The Nurse Call system being provided is flexible enough to meet PRHC's unique requirements,” says Darren Croucher, President, AAtel Communications. “The integration is sophisticated with many different sub systems touching the Nurse Call network such as Patient Wandering, Infant Protection and Staff Duress.

This level of integration will allow PRHC to modify workflows to improve patient care.”



Left to right: Nurse Call user group members Jill Scott, RN; and Lisa McConkey, Manager of 2W, 4W and the Medical Float Team.