

## [ CASE STUDY ]

**Customer:** Person Memorial Hospital**Location:** Roxboro, North Carolina, USA

## PERSON MEMORIAL HOSPITAL: IMPROVING PATIENT CARE AND SATISFACTION WITH THE HELP OF THE ASCOM TELLIGENCE NURSE CALL SYSTEM

**"I knew the technology could support successful rounding in our hospital. Now we are seeing measurable results."**

— Lindsay Atkinson, MBA, BSN, RN, CEN  
Director of Emergency Services and  
Respiratory Therapy  
Person Memorial Hospital

Pictured above, Lindsay Atkinson, MBA, BSN, RN, CEN, works with clinical staff to improve workflow and optimize direct patient care. The Ascom Telligence Staff Stations and wireless devices allow efficient staff-to-staff communications.

### CHALLENGE

Shortly after Lindsay Atkinson joined Person Memorial Hospital as the Director of Emergency Services in 2010, she was tapped also to manage the facility's Medical/ Surgical Unit and find ways to improve care efficiency and satisfaction.

One area of potential improvement Atkinson said, was the hospital's nurse call system. This older technology stood in the way of her, and her employer's, mission to provide local residents with exceptional care without the need to travel to major markets.

### The Process

The shift to a state-of-the-art nurse communications system began soon after Person Memorial Hospital was purchased by Duke LifePoint Healthcare in 2011. Taking the opportunity to share her goals with Duke LifePoint leadership, Atkinson's perseverance enabled her to secure the funding needed to implement a new nurse call solution and provide wireless telephones for staff.

"Our timing was right and we were really lucky that they could help us make this happen," Atkinson noted. "Safety and convenience were important factors, along with finding a solution that we could build on for future needs. In today's healthcare culture, the right technology solution can support nurses in their efforts to provide more efficient care."

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By supporting patient rounding initiatives with Ascom technology applications, Person Memorial Hospital is achieving positive, measurable results, including increased patient satisfaction scores and fewer patient falls.

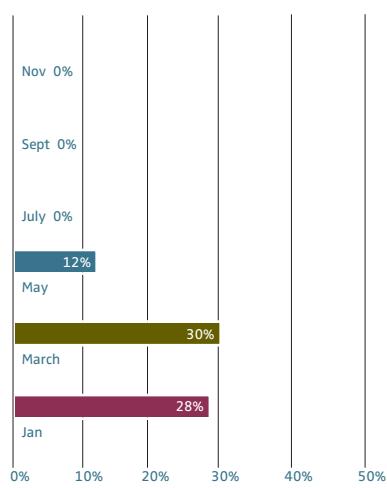
"If I am delayed in completing an hourly re-assessment, it could impact the patient. It was really important to find a solution that would support staff and their efforts."

After considering several options, Atkinson and other staff selected the Ascom Telligence Nurse Call System. By working closely with Ascom's local Strategic Partner, Pathway Technologies, Atkinson and her team were able to support their overall clinical objectives by integrating staff stations and wireless telephones. Since its implementation, Atkinson reported, the Ascom system has made a tremendous difference in staff efficiency.

### Results

One of Atkinson's most important clinical initiatives was the implementation of rounding in the Medical/Surgical Unit. She had seen an increase in patient satisfaction scores when rounding was employed in the Emergency Department, and she anticipated similar results in this department, as well. In support of this goal, she deployed Ascom Telligence Staff Stations configured with reminders that alert staff when it is time to perform hourly rounds, check a patient's vitals, conduct an assessment or perform other actions. In addition to promoting an increase in HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) scores, reminders would be used in an effort to provide excellent skin care, through compliance with patient re-positioning standards, among other patient-centered pursuits.

*"In the case of hospital-acquired wounds," shared Atkinson, "our incidence rate has dropped to 0-percent since we implemented the rounding and repositioning reminders." (See Figure 1, left)*



**Figure 1: Hospital Acquired Pressure Ulcers**  
2013 Incidence Rates on PMH Medical/Surgical Unit

Indeed, research<sup>1,2</sup> supports scheduled rounding as a powerful evidence-based tool to improve patient care, safety and satisfaction. Studies also indicate that this scheduled attention fosters nurse job satisfaction and retention. And, of course, a more comfortable patient population and fulfilled staff help enhance institutional reputation and sharpen the competitive edge.

When powered by the right enabling technology, rounding can be permanently engrained in the staff workflow and the organization's best practices, reducing steps and stress by regular attention to patients' more mundane needs before they have to call for help and promoting timely interventions.

<sup>1</sup> Margo A. Halm, RN, PhD, CNS-BC. Hourly Rounds: What Does the Evidence Indicate? *American Journal of Critical Care*, November 2009, Volume 18, No. 6, pages 581-584.

<sup>2</sup> Christine M. Meade, PhD, Amy L. Bursell, PhD, Lyn Ketelsen, MBA, RN. Effects of Nursing Rounds on Patients' Call Light Use, Satisfaction, and Safety. *AJN*, September 2006, Volume 106, No. 9, pages 58-70.

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**Figure 2: Average Inpatient Falls 2013**  
(Reported Quarterly)



Cherie Allen, RN, uses an Ascom wireless device to respond to calls from her patients. In regards to responsiveness to patient calls, satisfaction scores on the Medical/Surgical Unit have improved since implementing the Telligence Nurse Call solution.

The mobility enabled by the use of wireless devices also has had great impact on staff satisfaction, Atkinson said.

"Staff like that physicians can call them directly; they don't have to page a doctor and camp out at the nurse's station waiting for a return call," she continued. "Physicians can call a patient's nurse directly, which frees the nurse to continue her rounds. And from the patient's perspective, the nurse is able to spend more time with the patient, rather than at a desk waiting for a call. Our patients really like the added personal interaction." Atkinson shared that Person Memorial Hospital has posted modest gains in HCAHPS scores for nurse communications with patients, as well as response times.

Staff members on the Medical/Surgical Unit echo Atkinson's praise for the Ascom system. Cherie Allen, a Registered Nurse who joined Person Memorial Hospital less than a year ago, said she appreciates the functionality of the Telligence solution, which supports her work by keeping her organized and on schedule.

"My favorite feature is the reminders on the touchscreen Staff Stations," she said. "It takes the stress out of remembering everything on my own. We also use the Staff Stations to alert the Rapid Response Team and to let Environmental Services know there is a room that needs attention."

Prior to implementing the Telligence Nurse Call Communications System, Atkinson explained, clinical staff utilized a board in the nurses' station with magnets to designate "dirty room" status, with Environmental Services periodically checking the board for assignments. Now, when a room needs attention, clinical staff press the Room Readiness button on the Telligence Staff Station, and a text message is sent directly and immediately to Environmental Services. Additionally, a blue light is illuminated outside the patient room as a visual cue to address room turnover. This new process is speeding room readiness and reducing the time incoming patients may wait for available beds, according to Atkinson.

"When patients and their families see our workflow stations, they know we are using the latest technologies to support care giving," she added. "I am very proud that we can give the residents of our community the care that they need and they don't have to travel far to find it. We really are making positive changes for our patients."

#### About Person Memorial Hospital

Person Memorial Hospital, a DukeLifePoint Hospital, is a community hospital located in Person County, North Carolina. Dedicated in September 1950, Person Memorial has continued to grow and expand to provide the technology and services needed in Person County and the surrounding areas. For more information, visit [www.personhospital.com](http://www.personhospital.com).

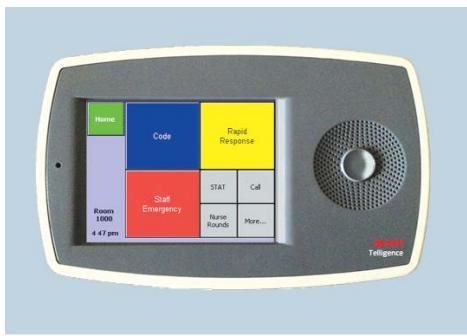
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### About Duke LifePoint Healthcare

Duke LifePoint Healthcare, a joint venture of Duke University Health System, Inc. and LifePoint Hospitals® (NASDAQ: LPNT), was established to build a dynamic network of hospitals and healthcare providers. The joint venture, which brings together LifePoint's experience in community-based hospital management and Duke's world-renowned leadership in clinical service, is strengthening and improving healthcare delivery by providing community hospitals the clinical, quality and operational resources they need to grow and prosper. For more information, visit [www.dukelifeponthealthcare.com](http://www.dukelifeponthealthcare.com).

### About Ascom Telligence Nurse Call Workflow Solutions

The Ascom Telligence Staff Station is a wall-mounted touchscreen device for the patient room (pictured below) that promotes clinical workflow and communication across the hospital enterprise. The Staff Station is fully configurable to support the care processes crucial to any healthcare facility. Solutions may include rounding, falls or pressure ulcer prevention, medication reminders, precautions, room readiness alerts, rapid response team alerts and other clinical initiatives.



(Above) The Ascom Staff Station

(Left) Cherie Allen, RN, uses a Staff Station to set Reminders on the Medical/Surgical Unit.



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