

# Don Weissman, MD

## Weissman Associates

“A Mission of Better Health”



**Optimizing patient care with native  
common path communications**

Sometimes  
things  
appear  
differently





than they really are.

**The Population Health and Care  
Coordination Colloquium, February 27-29  
Philadelphia, PA**

# How do we Optimize Health Care Quality and Outcomes

- Prevention, diet – exercise
- Innovative therapeutics, diagnostics & services – evidence based medicine
- Care provider specifics –
- Communications - clarity
- Compliance – Adherence
- Efficiency – Efficacy
- Better Outcomes

## POP QUIZ

First flight of the Space Shuttle Columbia

Post It Notes launched by 3M

IBM launches it's first PC running MS DOS

The term INTERNET first mentioned

MTV airs the first music video

In what year did these things occur?



Also the year  began operations

Introduced the first PC based Nurse Call Network

Nationally recognized leader of integrated patient to  
caregiver communications network built on  
Proprietary roles / workflow engine.

## **Other notable innovations :**

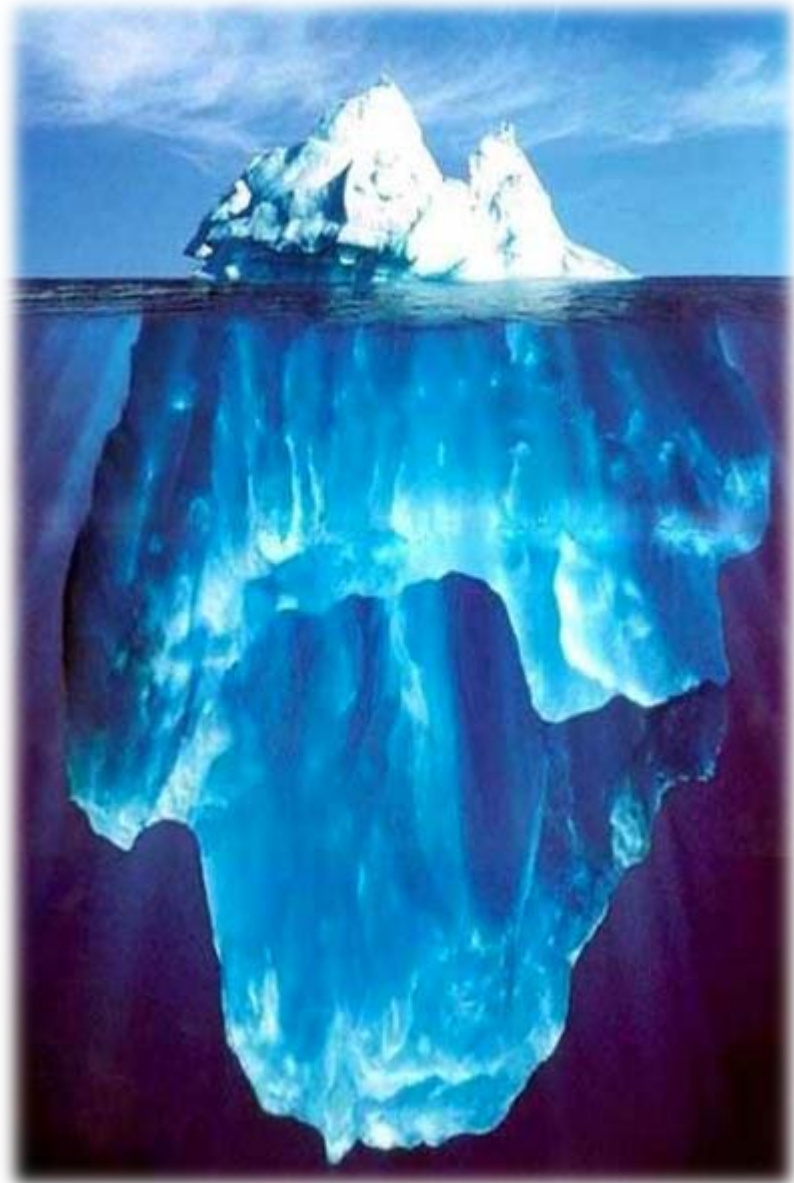
- The first integrated infrared auto locator system
- The first integrated radio paging system
- The first TCP/IP based client server nurse call server
- The first integrated nurse call to telemetry data interface
- The first native integration to Spectralink phones
- The first browser based reporting feature set with ad hoc capabilities
- The first integrated SIP gateway for VOIP handsets

# Addressing the issues





Addressing  
the issues  
may take  
rethinking  
the  
approach



# Hospitals struggle



with enterprise communication

**Bringing caregivers to the  
patient faster.**

**Centralized Care Provider  
communications**

# Central Operations

“alleviates the chance of outcomes becoming out of alignment and guarantees the cleanest data for performance improvement. Enabled call center agents insure patient attention driving satisfaction score up. System bridges enabled by the connected nature of the remote operation center”.



**60% of all  
inbound patient  
calls have  
nothing to do  
with a care  
provider!**

## **Versatile individuality**

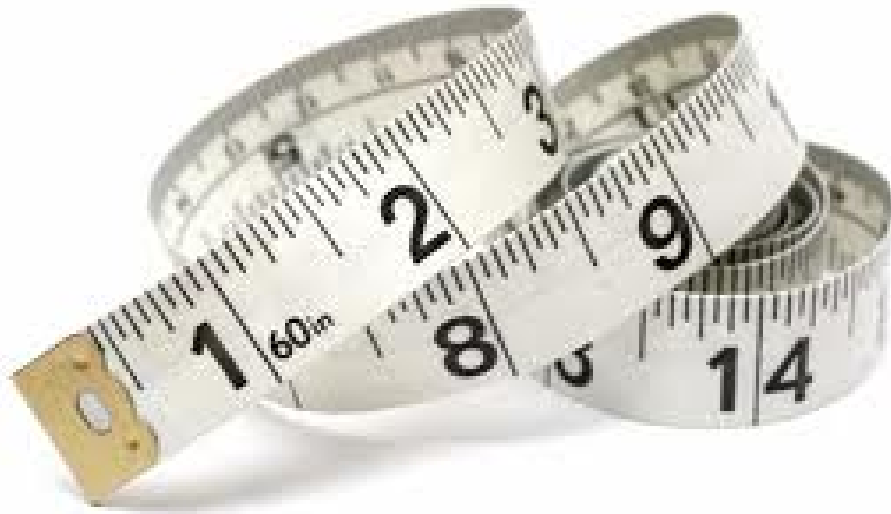
Giving the healthcare facility the latitude to make administrative and organization changes regarding patient care giving that are supported by the clinical-providers and nurse communication system.

## **CUSTOMIZATION**

## **Centralized Communications**

In this mode all patient requests go to a central operator. These operators triage patient requests sending the proper requests to the proper caregivers

# Hospitals struggle



with performance measurement

# Central Communications

*a typical nursing unit of 36 beds, with 6,484 calls placed per month*

## RN Calls

- Calls sent to RN's – 2,150 per month
- Calls screened by Central Nurse Call Operator (not sent to RN) – 1,469 per month
- Average time spent by RN taking care of patients at bedside – 5 minutes

## CNA Calls

- Calls sent to Nurse's Aide (i.e. PCT, PCA attendant, etc.) – 1,701 per month
- Calls screened by Central Nurse Call Operator (not sent to Aide) – 1,164 per month
- Average time spent by Aide taking care of patients at bedside – 5 minutes

## Central Nurse Call Operator Calls

- Calls screened by Central Nurse Call Operator – 2,633 per month (41% of 6484)
- Average time spent by Central Nurse Call Operator answering calls – 1 minutes

## Projected Impact

- Increased patient safety
- Increased patient satisfaction
- Increased caregiver efficiency



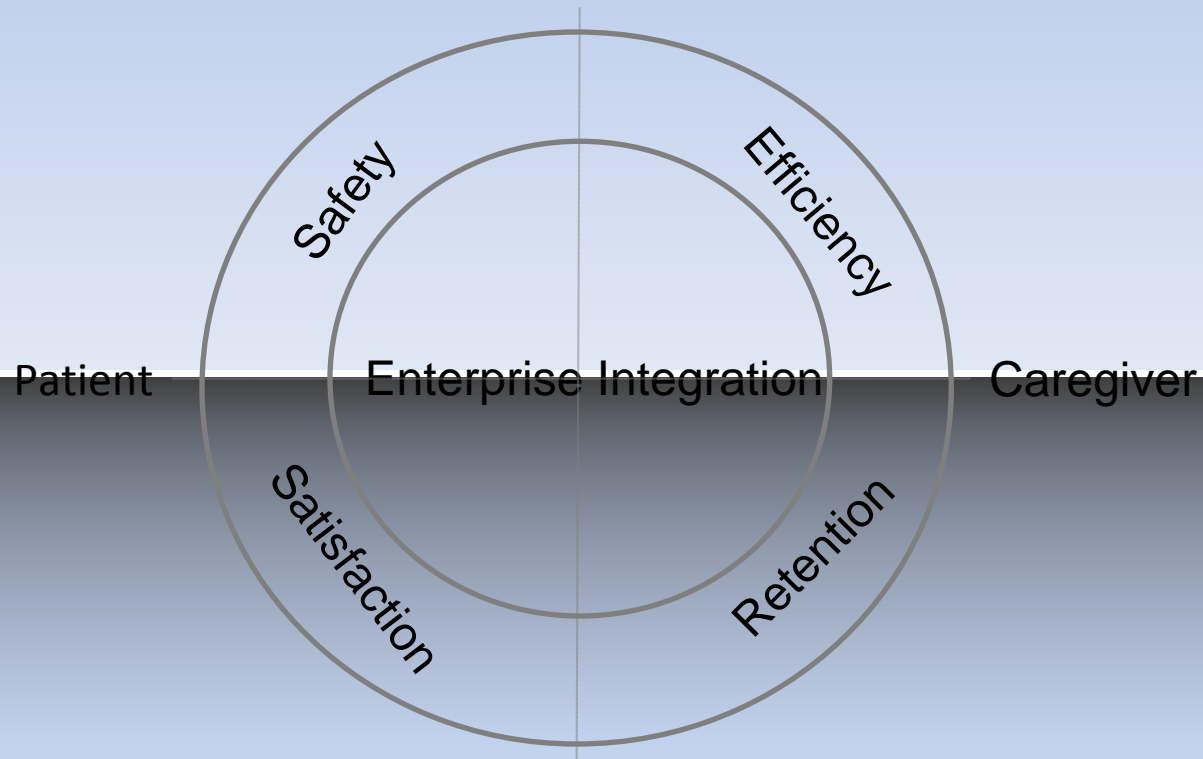


# Hospitals struggle



with patient satisfaction

– Typical patient Request / Workflow



**A smart Communications system with patient - Care Giver and workflow priorities (routes the requests of the patient to the proper caregiver) providing more efficient and effective healthcare.**

**The ability to expedite patient requests combined with location and mobile device integration along with the elimination of overhead audio paging provides a much more satisfied patient.**

## **Relevance and Benefits**

**Patient safety and satisfaction along with caregiver efficiency and retention comprise important topics that most healthcare facilities are greatly concerned with.**

# Desired outcomes & deliverables

## Administration

- Quality data from which to manage
- Satisfied care providers and patients
- Clear communications between facility, care providers and patients

## Care Providers

- Quality tools to aid in patient care
- Relevant messaging to ease alarm fatigue
- Clear communications between facility, care providers and patients

## Patients

- More Control of their environment-better communications
- Quick response to their needs
- A quiet restful environment in which to heal

So how  
does the  
hospital,  
care giver ,  
provider  
achieve  
better  
outcomes?





Utilizing a system that quickly connects the patient, the facility & caregiver at the appropriate level and need

Efficiency and efficacy

# Centralized Care Provider Communications

- All calls go to dedicated call agents
- Agents are enabled to triage calls
- All activity is documented and stored
- Other hospital investments can utilize the “common path”
- Software can utilize feeds from other devices





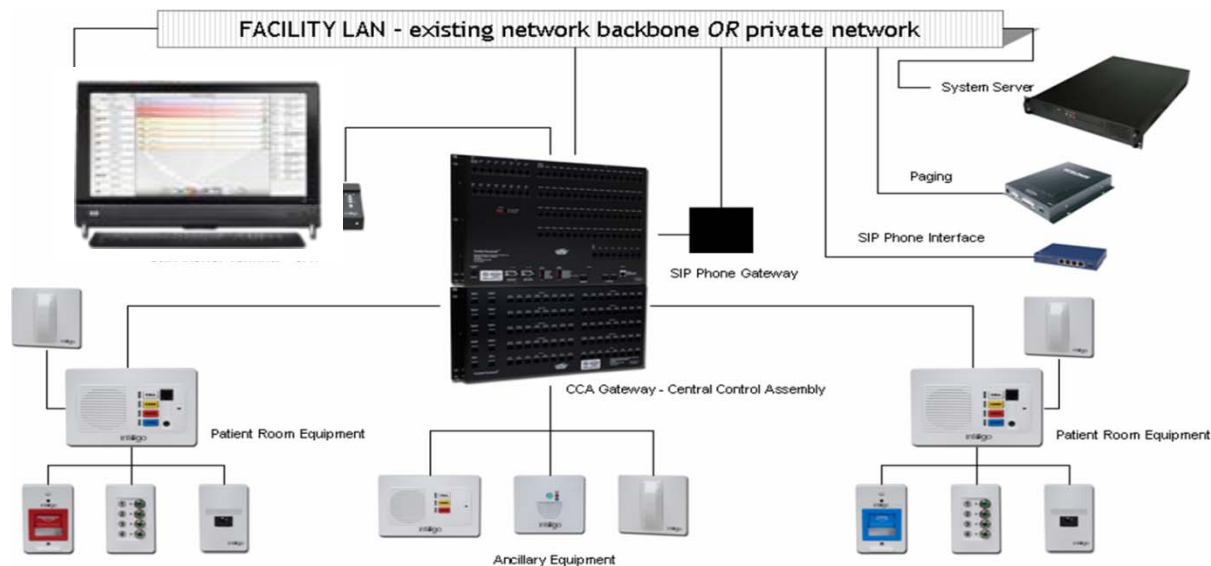
# Centralized Care Provider Communications

- Quiet floors
- Safer environment (beds, monitors, ITV, Pumps, Vents)
- Monitored workflows
- Enhanced reporting
- Provide “common path” for the ancillary tools
- RTLS can drive the events
- Fully integrated to all hospital systems




# Enterprise Integration

"aims to connect and combine people, processes, systems, and technologies to ensure that the right people and the right processes have the right information and the right resources at the right time and response".






# Patient Focused

“calling the patient by their name, ensuring fast response and fulfillment, and enabling care providers to be armed with enough information before they reach the room; all drive the unbelievable patient satisfaction scores”.



the nurse call people

[Logout](#)  
[Patient](#)  
[Staff](#)  
[Asset Tracking](#)  
[Locator](#)  
[Status Management](#)  
[Nursecall Administration](#)  
[Server Administration](#)  
[Reports](#)

-  View Reports
-  Design Reports
-  Import Reports

Report Options

Title Alignment: Left

Filter Options

Unit: Shands

Room:

- HM 100
- HM 101
- HM 102
- HM 103
- HM 104

Type:

- Bed Call A
- Call A
- Fault
- Pillow Call A

Answer Device:

- PLATCAT02
- PLATCAT03
- SOFTDEV2

From date: January 16 2006
To date: June 16 2010

Reports exceeding 1000 entries will be truncated.

Filter Delete Report Export

1 of 1
Find | Next
Select a format
Export

### Calls by Room

2006/01/16 - 2010/06/16

Unit	Room	Date	Start Time	Answer Time	Duration	Type	Answer Device
Shands	Room 1001	2009/09/04	09:38:46	09:38:50	4	Call A	PLATCAT03
Shands	Room 1001	2009/09/21	16:34:53	16:35:20	26	Call A	PLATCAT03
Shands	Room 1001	2009/09/21	16:36:52	16:36:56	4	Call A	PLATCAT03
Shands	Room 1001	2009/09/21	16:37:09	16:37:13	4	Call A	PLATCAT03
Shands	Room 1001	2009/09/21	16:39:19	16:39:24	4	Call A	PLATCAT03
Shands	Room 1001	2009/10/19	13:38:22	13:41:17	175	Call A	PLATCAT03
Shands	Room 1001	2009/10/19	13:41:32	13:41:36	4	Call A	PLATCAT03
Shands	Room 1004	2009/08/25	13:34:27	13:34:30	2	Call A	PLATCAT02
Shands	Room 1004	2009/08/25	13:44:36	13:44:38	2	Call A	PLATCAT02
Shands	Room 1004	2009/08/25	13:44:57	13:44:59	2	Call A	PLATCAT02
Shands	Room 1004	2009/08/25	13:48:42	13:48:46	3	Call A	PLATCAT02
Shands	Room 1004	2009/09/18	13:25:56	13:25:59	2	Call A	PLATCAT02
Shands	Room 1004	2009/09/18	13:27:10	13:27:15	4	Call A	PLATCAT02
Shands	Room 1004	2009/09/18	13:27:54	13:27:57	2	Call A	PLATCAT02
Shands	Room 1004	2009/09/18	13:32:46	13:32:48	2	Call A	PLATCAT02
Shands	Room 1004	2009/09/21	16:36:00	16:36:06	6	Call A	PLATCAT03
Shands	Room 1004	2009/10/02	11:18:05	11:18:10	5	Call A	PLATCAT02
Shands	Room 1004	2009/10/02	11:20:03	11:20:06	2	Call A	PLATCAT02
Shands	Room 1004	2009/10/02	11:22:33	11:22:35	2	Call A	PLATCAT02

Super Admin
1 of 1
6/16/2010 9:35:34 AM

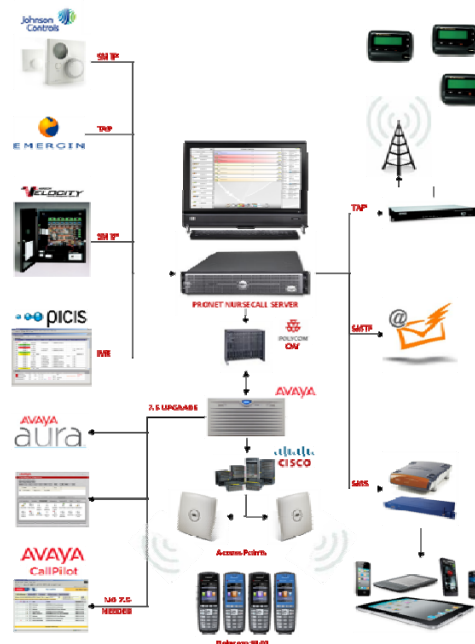


# Centralized Care Provider Communications

## "the common path"

Bridging the gap between the patient, the facilities, and the providers with a centralized communications system can drive out the results sought.  
Right caregiver, right time right place.

## Efficiency and efficacy.



Rethink /change  
your nurse call  
and you will  
drive /accelerate  
better outcomes  
and  
Patient  
Satisfaction



Better  
outcomes  
through  
Integrated &  
centralized  
communication



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