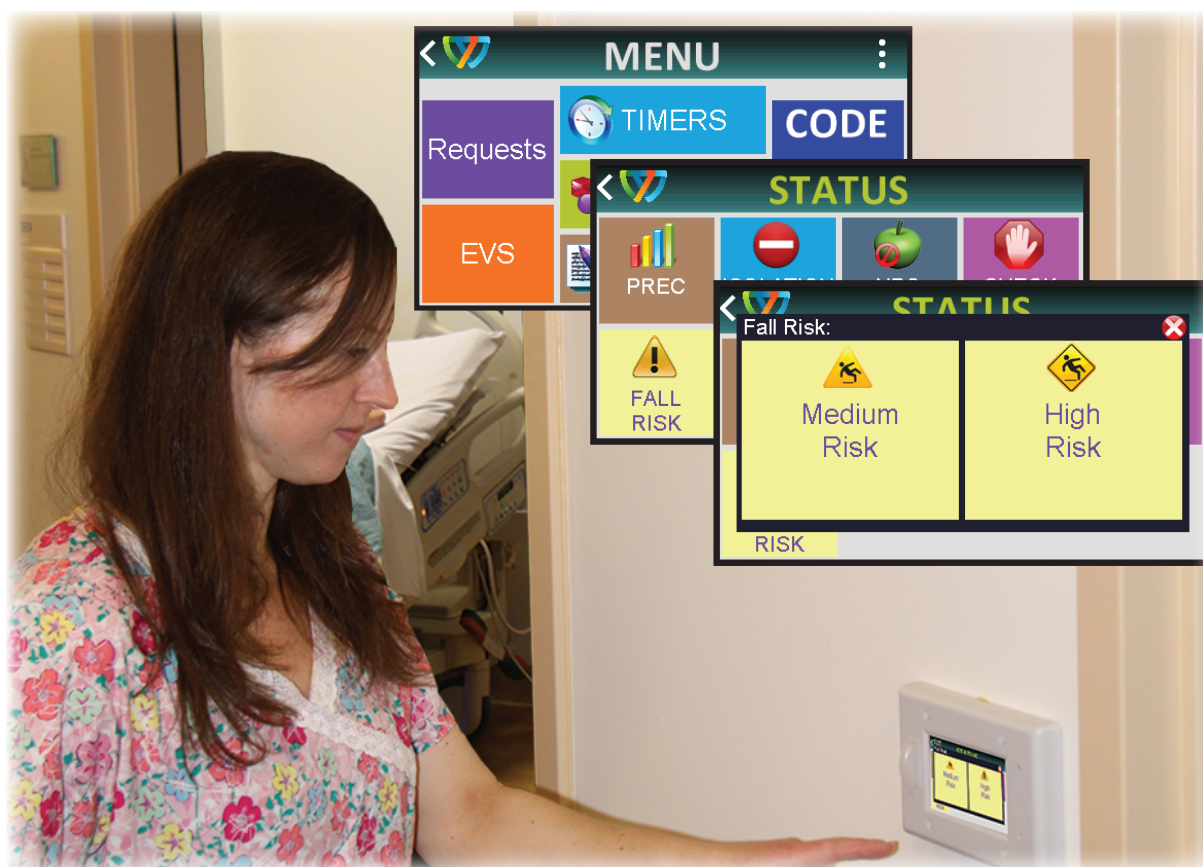


# Clinical Communications

Better Care  
Lower Cost

## Patient Safety Goal - Reduce Patient Falls! Learn How to Identify High Fall Risk Patients



Patient falls are one of the highest priority patient safety goals for healthcare organizations. Falls are defined by the National Database of Nursing Quality Indicators, 2012 as “an unplanned descent to the floor with or without injury.” Each year, between 700,000 and a million hospital patients in the United States experience a fall, and because falls are probably underreported, these estimates are likely very conservative. One-third to one-half of all patient falls result in some kind of injury, and a single fall can increase hospital costs by up to \$13,316, with total direct costs of falls with injury costing some \$30 billion in 2010 (Goldsack,

Cunningham & Mascioli, 2014).

Even when falls don't result in injury, there are other serious negative consequences, including patient fear, resulting in decreased activity, additional care requirements and increased costs. In 2008, the Centers for Medicare and Medicaid Services (CMS) included patient falls with injury in their list of hospital-acquired conditions (HAC) and no longer pay hospitals for the additional costs of treating patients who become disabled or die as a result of a fall. In 2014, CMS added hospital-acquired conditions, including falls, to their value-based purchasing model.

# Nurse Call Innovations

Check out some of the new innovative nurse call tools designed to improve patient safety, experience and engagement while improving clinical workflow



Patient CareBoard™

## Patient and Family Communication and Engagement

The West-Com Patient CareBoard is a crucial communication tool used to inform patients, family members, and staff regarding the patient care plan and room events. Information can be displayed from the facility's EMR system, or inputted through a Web application. Current staffing information updates automatically, and active patient calls are displayed to provide assurance to the patient that a caregiver will respond shortly. The patient and family members feel reassured when the photo and name of the caregiver entering the room is displayed on the screen. It can even display the current bed configuration and notify you when it is out of compliance. The Patient CareBoard can:

- Provide visual call assurance
- Encourage patient and family involvement
- Ensure accurate staffing information
- Identify patient safety concerns
- Reduce readmissions



Touch Workflow Station

## Workflow Improvement and Patient Safety

Workflow stations are a powerful communication and collaborations tool used to set care reminders, collaborate with team members, and communicate with other services such as EVS, Lab, imaging and transportation. Rounding time periods are configurable and can be set for multiple care providers. Use to maximize compliance when implementing multidiscipline rounding standards. Identify and communicate safety risks with other care providers.

- Support for multidiscipline rounding
- Reduced risk of hospital-acquired conditions
- Set care reminders
- Collaborate with support services



Unit CareBoard™

## Patient and Staff Satisfaction

The West-Com Unit CareBoard displays dynamic and actionable information to help care providers and unit managers make timely, informed decisions to improve patient care. It replaces the static, handwritten, staff assignment grease board in the nurse's station. The Unit CareBoard displays current patient and staff room assignments, and reports on patient status, room status, bed compliance, high volume call levels, calls unanswered within set standards, and more. The Unit CareBoard can also:

- Display patient and room status
- Automatically populate unit assignments
- Report compliance concerns
- Identify potential staffing adjustment

## Actionable Alerts and Customized Communication

Easily view patient calls, unit events, equipment and staff location on an interactive map of the unit. West-Com's Nurse Console station provides a single display that keeps you informed, and allow staff members to communicate with patients, set staff member assignments, send text messages and more. All tones, colors, floor maps, and texts are customizable and set up according to the facility's requests. The Nurse Console display is offered in different sizes and can be mounted on an arm.



Interactive Nurse Console

- Activate Quiet Mode to lower noise levels
- Establish alarm management rules
- Understand current care demands at a glance
- Use configurable call escalation protocols
- Direct requests automatically sent to assigned caregiver

## 7 Steps to Find a Sustainable Nurse Call System

1. Look into the company's history. Have they sent End-of-Life letters for their systems in the past? Do they currently offer innovative upgrades for their current system?
2. Look into the system. How many upgrades have been applied to the system? What did the upgrade entail?
3. Ask about fees. You may be able to upgrade the system's hardware, but often it comes with hidden, reoccurring fees. The system must be technologically and monetarily sustainable.
4. Ask about training. As the system is upgraded, training must occur on the new aspects of the system. Check if there is a fee for this training.
5. Check phone support. Remote support helps keep maintenance costs down. Ask for the phone number of the manufacturer's support team and call them. Were you able to get someone on the phone? Ask the support person about their availability and support protocols.
6. Ask about local support. Sometimes things go wrong in healthcare facilities, and you need someone on site quickly. Who responds to local support calls and what is the response time?
7. Does the system require middleware? It does not matter how future proof a nurse call system is if it relies on other peoples' applications to work. One change to the nurse call system or a modification from the middleware vendor could render your interfaces inoperable. Middleware companies also often charge reoccurring fees.

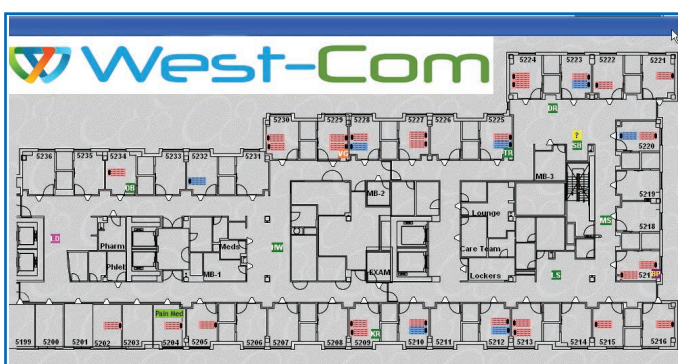
Policies, procedures, and guidelines have been introduced with the goal of decreasing falls with or without injury. The Joint Commission requires hospitals to assess patients' risk for falls and to implement interventions to reduce falls based on their risk.

The nurse's role in identifying and assessing patients at risk for falls is a critical first step. Due to the amount of time that nurses interact with hospital patients, and their understanding of factors that contribute to fall risk, the nurse can provide this unique perspective. Factors that may contribute to falls are extensive and varied. These factors include, but are not limited to, medication side effects, impaired mobility and strength, confusion or dementia, toileting needs, history of recent falls, and patient age.

Because patient falls in the hospital can be precipitated by many factors, and patients who fall have multiple risk factors, the interventions to prevent falls involve multiple components and disciplines. There is no single fall prevention program that solves all potential risks. Following a thorough admission assessment to include fall risk, a plan of care can be developed. Examples of care plans for medical-surgical patients with decreased mobility may include physical and or occupational therapy to regain strength. Engaging the patient and family members as part of the assessment and overall strategy can also be valuable.

Healthcare facilities are also using technology to assist in reducing patient falls. Electronic workflow stations located outside patient rooms display the results of patients' risk assessment using easy-to-read icons. This eliminates the need to place unappealing drawings or cutouts of falling stars on patient doors that may incorrectly portray a facility as antiquated. Patient risk assessments can be set or adjusted directly from these workflow stations, as well as automatically update risk status with an EMR integration. Staff members can schedule more frequent rounding times for high fall-risk patients directly from West-Com's workflow station.

Electronic patient whiteboards (Patient CareBoards by West-Com) are replacing manual grease boards inside patient rooms, and are being used to educate the patient and family members about fall prevention. Patient CareBoards integrate with EMR systems and West-Com's Nurse Call Systems to display important fall prevention information such as patient mobility and whether the patient is receiving new medication that may make him more susceptible to falls. Optionally, it can display bed compliance information, along with a bed graphic. If the bed is placed out of compliance by moving a head rail, foot rail, or bed height, a notification is sent to both the nurse console and the care provider's wireless device. The system can also monitor the bed's brakes and bed exit feature. All patient risk assessment icons are also displayed on the Careboards for added safety.



## Nurse Call Interfaces

Directory Services	ADT
Wireless Devices	RTLS
Patient Wandering	Wireless Beds
Bed Management	Security Systems
Patient Engagement	LDAP
EMR	Staffing Systems



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## History of Innovation

Every West-Com nurse call system includes a cost-effective upgrade path that maximizes the facility's investment. These upgrades include numerous West-Com innovations such as:

- Direct Request - Pain Med and Bath Assist on the pillow speakers
- Multiple staff/wireless device assignment for a single patient
- Electronic patient whiteboard with staff assignments automatically displayed
- Bath stations with an additional assistance button
- Workflow stations with reminders for pain medication reassessments



## Patient-Centered Success

West-Com relies on evidence-based research to ensure we provide caregivers the advantage they need to consistently execute ongoing multifaceted quality improvement efforts. Our unique solutions are designed to:

- Increase patient safety
- Enhance experiential care
- Improve clinical workflow
- Support a healing environment
- Deliver sustainable, adaptable technology that is future-focused
- Provide an enterprise solution across multiple delivery care platforms (Acute care to clinics)
- Allow caregivers to focus on what matters most...their patients

## The West-Com Advantage

West-Com listens to care providers, hospital engineers, bio-med, patients and IT to ensure we understand the dynamic challenges they face daily. The result is what we call the West-Com Advantage.

1. Improve facilities' HCAHPS
2. Reduce HACs
3. Facilitate multidiscipline rounding
4. Reduce capital expenditures through intuitive and innovative designs
5. Lower lifetime cost with sustainable, upgradable solutions
6. No reoccurring licensing fees with West-Com products
7. Offer free technical training courses to all West-Com facilities for the life of the system
8. West-Com systems are manufactured in the USA

Learn more about West-Com and our unique solutions for acute care, senior living, surgery centers, and clinics by calling 800-761-1180.

Have a clinical solution question? Call and speak with our CNO today!

West-Com facilities enjoy many advantages that are designed to protect and future proof your nurse call investment. You will never receive an End-of-Life letter from West-Com because we have never abandoned our customers. Since 1983 we have ensured interoperability within the West-Com family which allows facilities to keep pace with regulatory changes and industry initiatives at an affordable price. All West-Com customers receive free, unlimited technical training in our Fairfield, California office. Also, West-Com customer are not charged reoccurring licensing fees on West-Com products. You pay for the system one time without any end-of-year surprises. One system, free training, no reoccurring fees. Become a West-Com facility today.



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