

Providing timely access to quality care and keeping patients and family members informed about their care plan are the goals for most healthcare facilities. Unfortunately, timely access to quality care could be prevented or delayed due to geographical restrictions, safety concerns, and inadequate communication workflow. Nurses are asked to convey important clinical care plan information about patients on handwritten grease boards which are hard to read and difficult to keep current. Furthermore, providers are often overscheduled, causing care delivery and patient discharge delays. West-Com's Patient CareBoard™<sup>†</sup> provides the solution. **The Patient CareBoard delivers digital care plans and telehealth services inside every patient room to provide ubiquitous, safe and effective communication, optimize care delivery, and display clear and accurate patient care plans.**



<b>ACTIVITY:</b> Cane Up in chair 3X per day	<b>PAIN LEVEL:</b> 4 <b>COMFORT GOAL:</b> 2     
<b>SAFETY PLAN:</b> Fall Risk Request assistance to get up 	<b>NEW MEDICATIONS:</b> Percocet - Pain Lisinopril - Blood Pressure  <b>DIET:</b> Low Salt
<b>EXPECTED DISCHARGE DATE:</b> <b>Wed Nov 16</b>	

*The skill to heal. The spirit to care.* 

## Vitalchat telehealth services

integrate directly with the CareBoard to enable virtual rounding, family visits, and provider consultations.

**Virtual eSitter** increases patient safety through remote monitoring with intelligent video. Real-time dashboard tracks activity and notifies staff of warnings or patients with increased fall risk status.

## Digital patient whiteboard

communicates critical patient care plan elements such as precautions, dietary restrictions, medications, and daily activities. Real-time data pulls from the EMR to eliminate manual updates and out-of-date information.

West-Com's telehealth platform also allows for on-screen video playback to offer endless opportunities for **patient and family education** and encourage further engagement in their care plan.

**Industry-first digital, telehealth whiteboards elevate standards for care communication, collaboration, and workflow efficiency.**

# Digital Patient Whiteboard

Patient CareBoards™ ensure care plan communication is accurate and timely to improve the patient experience and patient outcomes.



**Med-Surg 431**  
Fri Sep 14 3:34 PM  
PHONE: 800-919-1210

**Patient Ribbon Header**

**YOUR CAREGIVERS:**  
NURSE: Kari  
NURSE ASSISTANT: Mason  
CHARGE NURSE: Jayme  
DOCTOR: Dr. Weston

**STAFFING INFORMATION**

**PROVIDERS**  
Dr. Morrow - Attending

**DAILY PLAN:**  
Physical Therapy

**ACTIVITY:**  
1 person assistance  
Favors left leg  
Ambulate in hall 2X a day or as tolerated  
Leg pumps every hour when in bed

**COMFORT GOAL:**  
[Smiley face, Neutral face, Sad face, Very sad face]

**LAST PAIN MED TAKEN:**  
Norco, 12:00 PM

**SAFETY PLAN:**  
FALL RISK. Request help to get up. Leave compression boots on while in bed. Ask nurse to remove boots before you get out of bed.

**NEXT PAIN MED AVAILABLE:**  
4:00 PM

**BLOOD SUGAR:**  
219 @ 09/14 11:30 AM

**DIET:**  
Carbohydrate controlled diet

**NEW MEDICATIONS:**  
Norco for pain

**EXPECTED DISCHARGE DATE:**  
Sept. 18

**Messages & Notifications**  
The skill to heal. The spirit to care. West-Com Nurse Call Systems, Inc.

## Promote patient and family engagement.

Patient CareBoards help patients feel connected to their care staff while staying up-to-date on the status of their care. This provides peace of mind and elevates their perception of the level of care received.

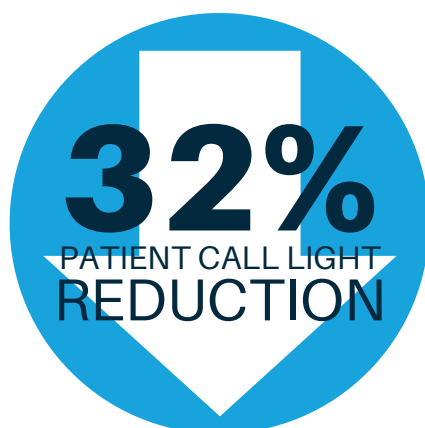
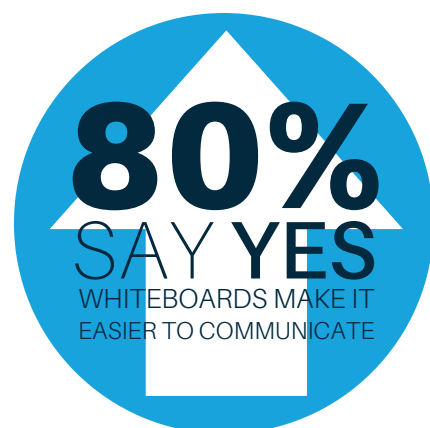
## Enable care plan communication and collaboration among care staff.

The Patient CareBoard unites the team around a patient's care plan and provides confidence to every staff member that patient information is accurate and up-to-date.

## Improve patient outcomes.

CMS research reveals that patient and family engagement leads to reduced re-admissions and falls. We also know that communication breakdowns cause up to 70% of sentinel events. Patient CareBoards improve patient safety and communication and engage patients with their care plans.

Patient CareBoard™ screens and care blocks are configurable to meet the specific needs of your unit.



Guadalupe Regional Medical Center is maximizing staff efficiency through fewer distractions and the elimination of manual processes. This is time that can be reallocated to direct patient care activities.<sup>†</sup>

<sup>†</sup>Data on file.

# Telehealth Services






West-Com's Patient CareBoard™ seamlessly integrates Vitalchat's telehealth services to enhance and complement your existing patient care workflow. These virtual telehealth resources will **increase patient and caregiver safety, improve clinical collaboration, enable specialty care access, and allow offsite family connection and engagement.**

- Virtual rounding
- Virtual providers and specialists
- Virtual family visits
- Secure access from a web browser on any smart device, from anywhere



Virtual family visits via shared secure links.



Physical Therapy 2x daily	Clean and dry w/no signs of infection
Occupational Therapy Consult	<b>Dressing:</b> Change for same dressing, daily
<b>Activity:</b> Walk with assistance of 1 as tolerated  Weight-bearing status: partial weight-bearing for 24 hours Use walker at all times and progress to full weight bearing as tolerated	<b>DVT Prevention:</b> Leave compression boots on while in bed  Ask nurse to remove boots before you get out of bed
Range of Motion Exercises: 2x daily <ul style="list-style-type: none"><li>- Leg extensions</li><li>- Ankle pumps</li></ul>	<b>Diet:</b> <b>Room Service Ext: 6368</b> <ul style="list-style-type: none"><li>- Normal</li><li>- Drink lots of fluids</li></ul>
<b>Next Available Pain Medication:</b> 1:00 PM	<b>Pain Goal:</b>    
<i>Did you wash your hands?</i> 	

Virtual rounding and visits with providers & specialists.

## Virtual eSitter



**Remotely monitor patient rooms with intelligent video that can detect patients at risk of falling or developing pressure injuries.**

- Fall awareness
- Increased nurse efficiency
- Individual room or unit monitoring
- Remote accessibility
- Ability to activate nurse call for a specific room
- Real-time activity dashboard





**“We wanted to improve the whole patient care experience for both our patients and staff members.**

*Elizabeth Pastrano  
Patient Experience Coordinator  
Guadalupe Regional Medical Center*



**Workflow Stations**  
Virtual visit reminders



**360° Telehealth Camera**  
Enhanced with pan/tilt/zoom functionality



**Telehealth Speaker and Microphone**  
with ceiling mount

**Orthopedics 311**  
Tue Oct 15th 2019 9:54 PM  
Phone: 800-247-6811

**Ellison, Lyndsay**  
Welcome to BayCare  
Your Caregivers:

<b>RN</b>	<b>Elizabeth</b>
<b>CNA</b>	<b>Chris</b>
<b>Charge Nurse</b>	<b>Melissa</b>

**Surgical Procedure:**  
Right Mid-Shaft Femur-Open reduction & Internal fixation

**Daily Plan:**  
Physical Therapy 2x daily  
Occupational Therapy Consult

**Activity:**  
Walk with tolerated  
Weight-bearing for 24 hours  
Use walker at all times and progress to full weight bearing as tolerated  
Range of Motion Exercises: 2x daily  
- Leg extensions  
- Ankle pumps

**Safety Plan:**  
Fall Risk DO NOT GET UP WITHOUT ASSISTANCE!

**Wound:**  
Clean and dry w/no signs of infection

**Dressing:**  
Change for same dressing, boots

**Bathroom Assist**  
We are on our way

**Diet:** Room Service Ext: 6368  
- Normal  
- Drink lots of fluids

**Pain Goal:**  
1:00 PM

**Next Available Pain Medication:**  
1:00 PM

**The skill to heal. The spirit to care.**

**Patient CareBoards™**  
Digital care plan communication  
with telehealth integration



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