



A Whole New Way to Think About A Rapid Response

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Problem Statement: Traditional hospital call bell systems were created to help patients and families signal their need for a nurse at the bedside. Instead, they can frustrate patients by creating unnecessary delays in the communication process, compromise privacy by requiring users to speak loudly into a wall unit, and fail to distinguish more urgent from less urgent needs. Outcomes associated with the existing, predominant modality for patient-nurse contact are reflected in Experience of Care measures across several domains including: Nursing Care, Environmental Noise, Communication, and Likelihood to Recommend the facility. **Methods:** By brainstorming ways to utilize existing devices and technology to streamline the patients' access to their primary nurse, Huntington Hospital developed and implemented a system referred to as the "Nightingale Phone" as the primary means to how a patient requests assistance, rendering the pre-existing call bells as the secondary means. The new phone has a speed dial button that accesses the wireless communication badge worn by the nursing staff. **Results:** The goal of the pilot unit to improve the patient and family experience of care and professional satisfaction for nurses while decreasing the risk of avoidable patient harm is evident 6 months after implementation. **Significance:** These quality metrics include more timely response to patient needs, improved patient experience and staff satisfaction, improved patient safety, and less caregiver hand-offs.