NURSE CALL ESSENTIALS

Comprehensive Reporting

An advanced nurse call system can offer you comprehensive reporting including call lengths, workflow and performance data, allowing you to identify inefficiencies, take advantage of opportunities and make better decisions.

Reduce Alarm Fatigue

Over time, hospital caregivers become desensitized and overwhelmed by the sounds of constant beeps and tones – a dangerous situation, as a patient's life could be at risk. Alarm fatigue is a system failure that results from technology driving processes rather than processes driving technology.

Choose a solution with mobile communication to eliminate the need for alarms to be broadcasted throughout the hospital floor or unit. When notifications are sent to an assigned caregiver's mobile device, it allows staff to respond to calls quickly and efficiently.

Integrations

Integration between nurse call systems and other communication systems is a key element that you should be looking for.

Having a system that can "speak" with a range of systems such as Fire Systems, Admit Discharge Transfer (ADT), Real Time Location Services (RTLS), Building Management, Fall Prevention, TV etc., can significantly improve your facility's workflow and quality of care.
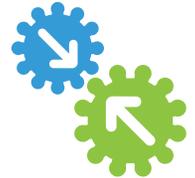
Infection Control

With the increase of Healthcare Associated Infections (HAIs) in hospitals and aged care facilities, it is important to make sure that your nurse call system will not contribute to the spread of Infections. Having a nurse call system's buttons manufactured with anti-bacterial additives with spray and wipe maintenance can greatly reduce the risk of infection.

SUPPLIER MUST HAVES

IP Technology

IP nurse call systems allow your healthcare facility to have a unified communication environment and have telecommunications, security, video and entertainment data running over a single platform, enabling facilities to improve productivity and save costs.

The Voice Over IP (VoIP) capabilities can provide superior audio quality with full-duplex audio, high connection speeds, echo cancellation, and also enable advanced functions such as digital TV control, IP TV capability, flexible alarm programming, SMART digital pendants and Patient Infotainment systems.

Supplier Reliability

When purchasing a nurse call system, you should expect a system with unified, scalable architecture that will grow with your healthcare enterprise.

It is important to validate the reliability of your supplier before you purchase. Checking information such as track record of stability, client base, as well as reference sites is essential. Another aspect you should consider is if the manufacturer has their own R&D division. With the demands of facilities changing technology, having a supplier that can keep pace with changes is very important.

Manufactured and Installed According to Regulatory Requirements

It is imperative that a nurse call system is manufactured and installed according to regulatory standards in order to improve patient safety and reduce risk.

More and more countries are starting to implement international regulations for nurse call systems such as UL-1069 Compliance. Consideration of quality management system compliance should be kept in mind when assessing your risk management strategy.

Support and Training

The nurse call system is a critical life system in a healthcare environment and must function at all times. It's important to choose a nurse call system supplier that can provide a team of qualified support personnel capable of maintaining and servicing the system after installation.

It is also important to choose a supplier who can train your team effectively. The solution should be easy to learn, use and empower healthcare staff without overwhelming them so they can focus on the quality of patient care.