

GE Healthcare

Telligence Nurse Call Staff Station

Workflow solutions enabling
excellence in care



Technology that enhances workflow

The next evolution in nurse call systems is here: designed to help staff be more productive, enhance patient safety and satisfaction, improve compliance with care protocols and even help boost revenue through better bed management and patient flow.

The Telligence Nurse Call Staff Station from GE Healthcare improves communication across the enterprise. It helps staff meet the demands of rising patient care-complexity and increasing workloads.

Built on deep knowledge of real-world clinical workflow, the Staff Station automates tedious manual and paper-based processes so nurses may deliver more attentive care at the bedsides.

The Telligence Nurse Call Staff Station is fully configurable and easy for staff to be up to speed with a minimum amount of training.

- Customize workflows, find and minimize inefficiencies
- Automate reminders for nurse rounds
- Enhance communication within and between departments
- Improve care coordination with mobile caregivers
- Streamline admission, discharge and transfer (ADT) workflow



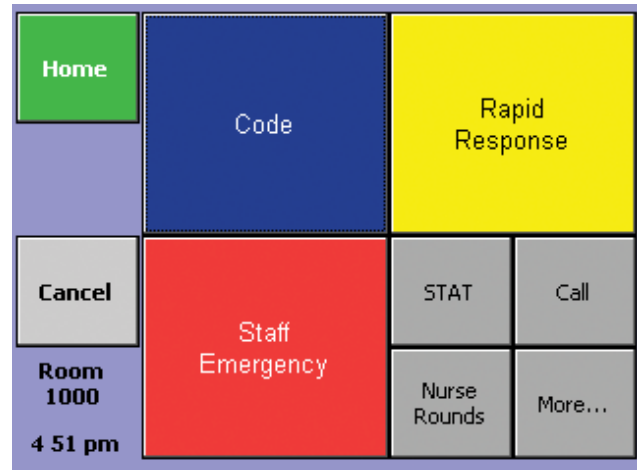
So clear. So powerful. So simple.

The Telligence Nurse Call Staff Station is fully flexible with programmable smart touchpoints. It automatically routes alerts to appropriate staff and can be configured to workflow needs.

The Nurse Call Staff Station is a wall-mounted color touchscreen device that is fully integrated into the Telligence Nurse Call System. It enhances staff-to-staff and staff-to-patient communication supporting automated workflows from patient rooms or care units such as OR, PACU and ED.

Using the graphical display of workflow touchpoints, each care area or application can be customized. Easily integrate with wireless devices so the Staff Station can deliver requests and status changes to the right staff, at the right time. For example:

- Quickly reach a caregiver, the pharmacy, the lab, security or administration
- Issue rapid-response team alerts
- Alert a nurse when physician orders are ready
- Schedule alerts for infant feeding



Eliminate manually posting room status signs: at the touch of a button a dome light indicates privacy, isolation, fall risk, fluid restriction, patient sleeping, family meeting, doctor in room, bathing, therapy or any room status selected.



More time where it matters: At the patient's side

The Telligence Nurse Call Staff Station automates nurse rounding reminders to improve efficiency, manage care compliance and enhance patient safety and satisfaction.

The Nurse Call Staff Station helps address the key challenge of delivering attentive, personal care. One study found nurses spend on average less than 35 percent of their time in direct patient care, as their time is consumed by non-clinical demands and system inefficiencies.¹ Now free nurses from many manual tasks so they can spend more time at the bedsides.

Automated rounding reminders

The Nurse Call Staff Station helps nurses make more consistent rounds – an attribute linked to better clinical outcomes. For example, studies have documented:

- Nursing actions performed at set intervals significantly reduced patient falls and increased patient satisfaction^{2, 3, 4}
- Staff rounding in an ER reduced patients who left without being seen and left against medical advice by more than 20 percent⁵
- \$55 million five-year savings resulted from fewer stage III and stage IV pressure ulcers, partly due to hourly and change-of-shift bedside rounds⁶

The Nurse Call Staff Station eliminates written reminder notes and reliance on unit secretaries. It issues reminders of nursing rounds for vitals check, IV and restraint check and other tasks. Staff can select a preconfigured touch-point to set rounding timers, or manually enter a recurring rounding clock time. The system alerts the right caregiver when the timer expires – via cell phone if using wireless integration. It also manages automatic escalations and provides complete flexibility to support multiple timers for departmental needs.

Home	Vitals	Blood Sugar
	IV	Assess Pain
	Restraints	Is & Os
Room 1000 3 31 pm		

- Use simple, intuitive clicks to start, reset or stop reminders
- Easily identify active timers
- Integrate with location systems to register staff presence and optionally restart timers
- Assign separate timers for RNs and CNAs

Consistent contact with caregivers on the go

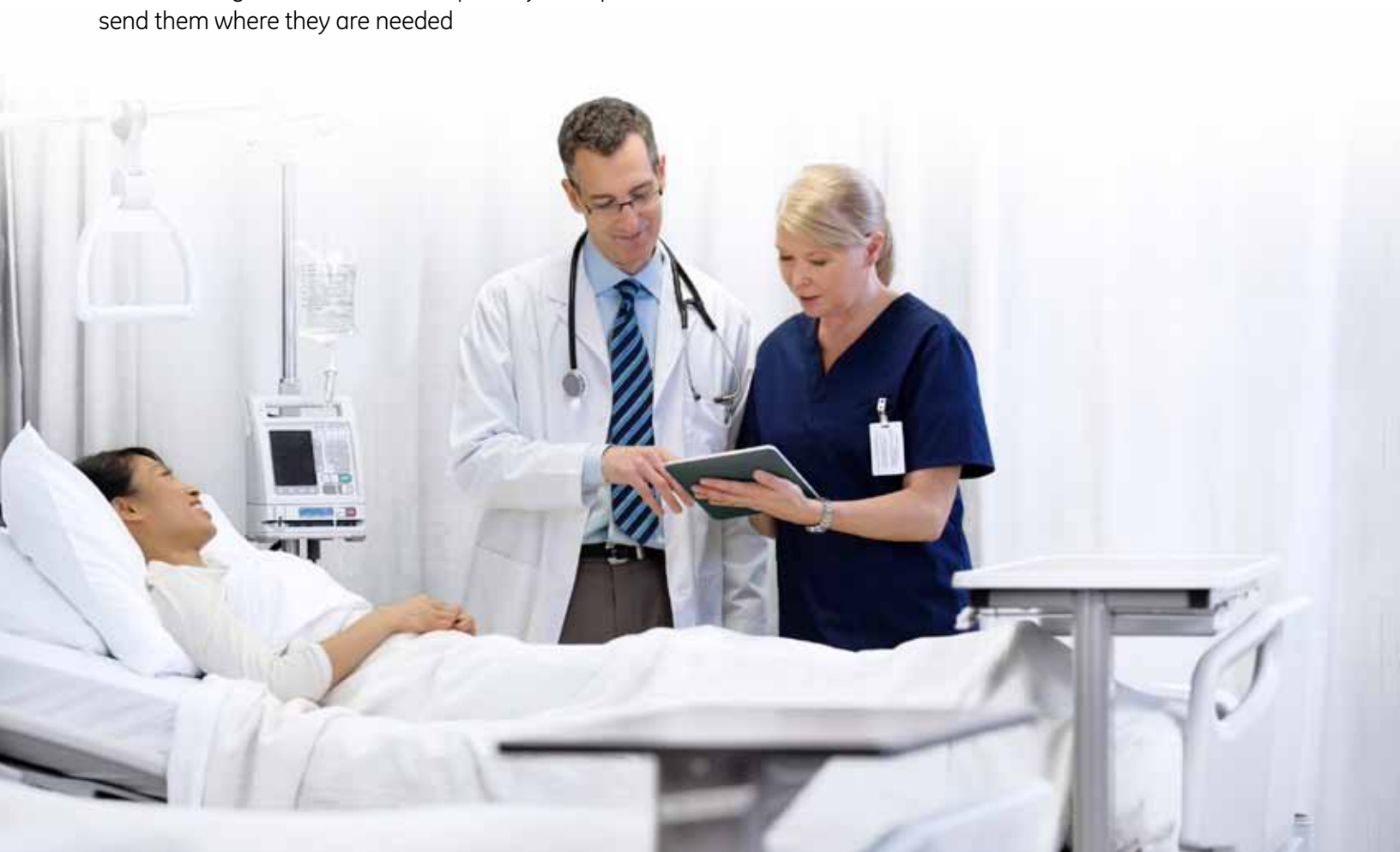
The Telligence Nurse Call Staff Station with wireless integration provides tools for care coordination with mobile staff.

One study in a medical/surgical area showed that clinicians walked 2.4 to 3.4 miles in a 10-hour shift and spent 38.6 percent of their time at the nurse station and 30.8 percent in patient room. 20.6 percent of the time was spent on care coordination.⁷

Now, with the touch of a button, send events automatically to the right caregiver or staff. There's no more running back to the nurse station, no more writing notes, no more delays in reaching the right person.

- Link to the Health Unit Coordinator (HUC) to place an order for a test
- Reach the night supervisor to alert on patient status
- Use ASSIST functionality to reach the assigned RN or change the selection to reach assigned team members
- Reach out to the unit or central pharmacy
- Alert the assigned intensivist or respiratory therapist and send them where they are needed

Home	HUC	Radiology
	Lab	Transport
	Dietary	Centralized Monitoring
	Pharmacy	Security
Room 1000 3 32 pm		



Cut costs. Unlock capacity. Enhance revenue.

The Telligence Nurse Call Staff Station supports the business side by helping to streamline patient flow and improve bed management.

More efficient ADT workflow improves utilization, saves money and enhances patient satisfaction. Now it's easier for nursing, environmental services and administration to work together, shortening the time between one patient's discharge and the next patient's admission to the same bed. Automatically:

- Send an automatic alert or call the OR, cath lab or other areas where a patient may be transferred
- Request transport and specify the type of transport
- Post discharges and alert housekeeping or staff to clean the rooms
- Alert staff to update bed status when a bed is ready for the next patient

Home	Alert OR	Alert Cath Lab
Room 1000 2:48 pm	Reach RN	Privacy
	Environmental Services Aide	Room Clean
	Family Visit OK	Chaplain Visit OK



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2. Meade CM, et al. Effects of nursing rounds on patients' call light use, satisfaction, and safety. Am J Nurs 2006;106(9):58-70.
3. Amanda L. Stefanczyk, Safe and Reliable Care, AJN _ July 2009 _ Vol. 109, No. 7
4. Linda Burnes Bolton, DrPH, RN, FAAN, and Harriet Udin Aronow, The Business Case for TCAB, November 2009 _ Vol. 109, No. 11 Supplement.
5. Christine M. Meade, The Effects of Emergency Department Staff Rounding on Patient Safety and Satisfaction, Volume 38, Issue 5, Pages 666-674 (June 2010), Journal of Emergency Medicine.
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7. Ann Hendrich, RN, MSN, FAAN, Marilyn Chow, DNSc, RN, FAAN, Boguslaw A Skierczynski, PhD, Zhenqiang Lu, PhD, A 36-Hospital Time and Motion Study: How Do Medical-Surgical Nurses Spend Their Time? The Permanente Journal/ Summer 2008/ Volume 12 No. 3.

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