

# Nemours Children's Hospital



## **NURSE CALL AUTOMATION CASE STUDY**

When Nemours Children's Hospital, an internationally recognized children's health provider, opened its new 630,000 square-foot facility in Orlando, leaders sought technologies that would make the facility more welcoming for young patients and their families. The CareFlow™ Real-Time Locating System (RTLS) was selected to automate the hospital's nurse call solution and its GetWellNetwork® patient care and entertainment system. Together, these solutions bring much needed comfort to a vulnerable patient population.

### **CREATING A COMFORTING ENVIRONMENT: RTLS INTERFACES EASE THE STRESS OF HOSPITAL STAYS**

Going to the hospital can be a scary experience for children and their parents or guardians. Not only are many of these young patients dealing with uncertain health conditions or injuries, they are in a strange environment, surrounded by unfamiliar faces entering and exiting their rooms. Staff at Nemours Children's Hospital wanted to make the hospital less intimidating for one of the most vulnerable patient populations.

Providing a 21<sup>st</sup> century pediatric care experience with interfaced technologies was top-of-mind. Was it possible for a photo and the name of a doctor or nurse to automatically appear on the patient's in-room television at the same time the

### **INSTALLATION HIGHLIGHTS:**

#### **CareFlow RTLS Applications**

- Nurse Call Automation

#### **Interfaces**

- GetWellNetwork

caregiver entered the patient's room? The children could feel more at ease knowing the person was a nurse or therapist designated to care for them and not a random individual who just happened into the area.

At the same time, if parents happen to be away from the room when a caregiver or service provider visits (i.e., nursing care, counseling, respiratory therapy), they could know whether their child received services in their absence—better equipping them to advocate for the best care.

And what if RTLS could interface with the nurse call system, allowing patient calls to automatically cancel as a nurse enters the patient room? This could free nurses to focus on patient needs rather than clearing calls.

#### **NURSE CALL AUTOMATION: A FOUNDATION FOR CAREGIVER EFFICIENCY + SATISFACTION**

Thanks to CareFlow™ RTLS, many of the 21<sup>st</sup> century ideas posed by Nemours are actually a reality. The foundation is the CareFlow Nurse Call Automation solution. Staff can go immediately to the patient's bedside without stopping to manually cancel the call. Although it may seem like a small reduction of steps, automating call cancellations and dome lights streamlines care activities and improves staff satisfaction.

"To be able to walk in and take care of business without having to cancel the call," says Jackie Gustafson, Director of IS Application Support at Nemours Children's Hospital, "or have to work with an alarm going off in the background, makes it efficient for the caregiver and reduces disruption to the patient and family."

#### **PUTTING THE PIECES TOGETHER: AUTOMATION + INTERFACES FUEL HOSPITAL'S VISION OF CARE**

Nemours Children's Hospital was able to further realize their vision of a

welcoming care environment by also interfacing CareFlow with the hospital's patient care and entertainment system. GetWellNetwork uses CareFlow data to display the caregiver's credentials on the patient's television.

Specifically, when a clinician wearing a Midmark RTLS badge enters a patient's room, CareFlow automatically shares the caregiver's location information with both GetWellNetwork and the nurse call system. A picture of the caregiver, along with his or her credentials, immediately appears on the patient's TV. In addition, GetWellNetwork keeps a log of everyone who has entered the patient's room, making it possible for parents to review which caregivers visited their child while they were away.

#### **BEYOND THE FEEL-GOOD: ENHANCING PATIENT SAFETY AND FAMILY-CENTERED CARE**

While these solutions bring increased comfort to patients and family, they also provide family members with a way to monitor who is entering the room, making it difficult for unauthorized personnel to gain access to the children.

"Wearing the badge makes a big difference when we first enter a patient room," says John Rendle, director of respiratory therapy at Nemours. "When the patient and family can recognize you from your photo, know your name, what you do, and know you're supposed to be there, it really puts them at ease."

Heightening patient engagement supports the patient- and family-centered care philosophy that drives Nemours Children's Hospital, enabling patients and families to become more involved in all aspects of care.

Gustafson explains, "For us it really was about the patient experience and the patient- and family-centered care model. We were looking at our Family

"Wearing the badge makes a big difference when we first enter a patient room. When the patient and family can recognize you from your photo, know your name, what you do, and know you're supposed to be there, it really puts them at ease."

#### **John Rendle**

Director of Respiratory Therapy  
Nemours Children's Hospital

Advisory Council and asking them, "What would make this experience ideal for you?"

For Nemours Children's Hospital, CareFlow RTLS helps create the unique patient experience that leaders envisioned for Nemours Children's Hospital.