

# Call Bell Response Times

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- 1853
- Used servants bells as first call bells for patients

Florence wrote:

"The bells of the patients should all ring in the passage outside the nurse's own door, on that story, & should have a valve, which flies open when its bell rings, & remains open, in order that the nurse may see who has rung."<sup>[2]</sup>

Lady with the Lamp

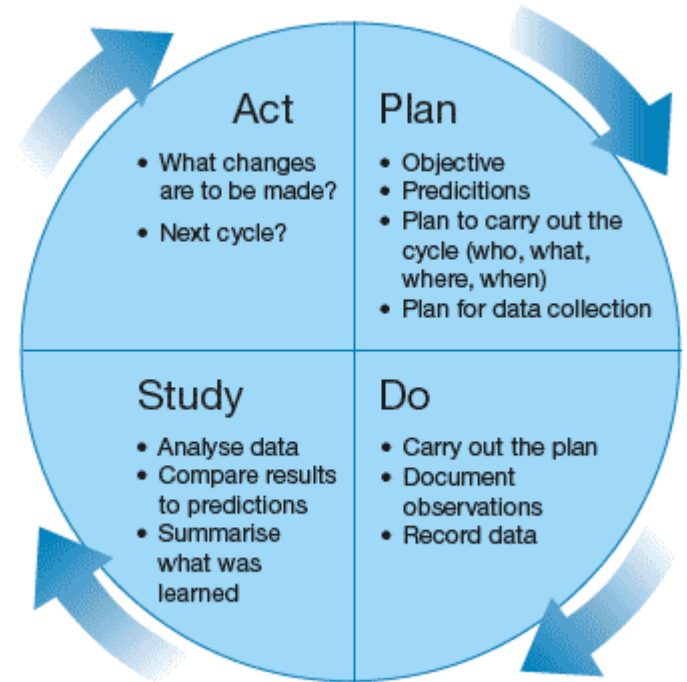
# PDSA

What are we trying to accomplish?

Decreasing occurrence of sentinel events due to call light wait time.

How will we know if a change is an improvement?

- Observation
- Survey
- Decrease in occurrences of sentinel events in 6 months time



What changes can we make that will result in improvement?

- Educating the patients and staff
- Incentive programs for staff members
- Response tracking
- Changing tone/volume of call light

# Data

## Academic medical center

Average length of time to answer a call  
light during night shift: 3.63 minutes

Average length of time to answer a call  
light during night shift: 3.49 minutes

## Community teaching hospital

Average length of time to answer a call  
light during day shift: 3.47 minutes

Average length of time to answer a call  
light during night shift: 2.78 minutes

## VA medical center

Average length of time to answer a call  
light during night shift: 2.42 minutes

Average length of time to answer a call  
light during night shift: 1.99 minutes

## Subacute

Less than 20 seconds

## Assisted Living

Less than 30  
seconds

## Acute

Less than 45 seconds

\*Times are averages

What or who are the major influences on the priorities for quality improvement?

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## Staff

Unlicensed/Licensed

Staffing Ratio  
Communication  
Education  
Teamwork

## Patient

Family  
Acuity

# What nurse sensitive quality indicators are being tracked?

- **Nurse proficiency**
  - Skill set of staff, patient satisfaction survey, care evaluations
- **Education**
  - Continuing Education, Licensure, Re-certification, inservice
- **Time Management**
  - Time Stamp on charting
- **Delegation**
  - Patient load
- **Leadership**
  - Team building and leadership activities attendance, evaluations

# Baseline Data Collection

Data can be collected from observation from other co-workers, patient satisfaction surveys or patient responses.

# How to conduct a root cause analysis?

- Observation at workplace
- Survey from patients
  - Indicates patient satisfaction
- Timestamp on tasks completed
  - Indicates acvity
  - Shows time management



# Recommendations?

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- Education

- Staff, patients, family, scope of practice, availability, mini pow wow/game plan, involve & collaborate w/staff

- Communication & Technology

- Eggs, phone, 2-way communication devices

- Team Building Activities

- In-services, incentive program, progress report/evaluation

- Change sound/tone of call lights

*Sentinel Events?*

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