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."[2]
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 day shift: 3.47 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?

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 acuity
  - Shows time management
Recommendations?

- **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?
References


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PROMPT RESPONSE TO CALL BELLS BOOSTS PATIENT SATISFACTION. (2011). *Nursing Standard, 26*(8), 6.

