

Call Light Responsiveness

“LEAN”ing the call light process.

Overview

June 11, 2013

Cheri Arafiles, Hoag Experience- Lean Green Belt









Supply / Patient system
associated with
etc.

Closing the loop.
Staff awareness
of patient needs
met.

Within the patient room

CCE role

NA role

SELF-STICK EASEL PAD

Lessons Learned

- **There is no loopback to the patient.** The patient is left waiting and it feels like a long time.
- **“We get too many pages!”** Overtime reminders are too short. (Current OT time: 120 seconds)

Manage the patient's expectations.

- **Answer the intercom differently.**
 - Use the patient's name.
 - Repeat patient's request.
- **Communicate with the patient.**

Communicate.

- **If not available,**
 - Call CC back to give patient a timeframe.
 - Call CC to find someone to respond immediately.
- **CC will then call patient back with update.**

In order to make this work...

- **Team**
- **Accountability**
- **Leadership**

In order to make this work...

- **Team**

- **Accountability**
- **Leadership**

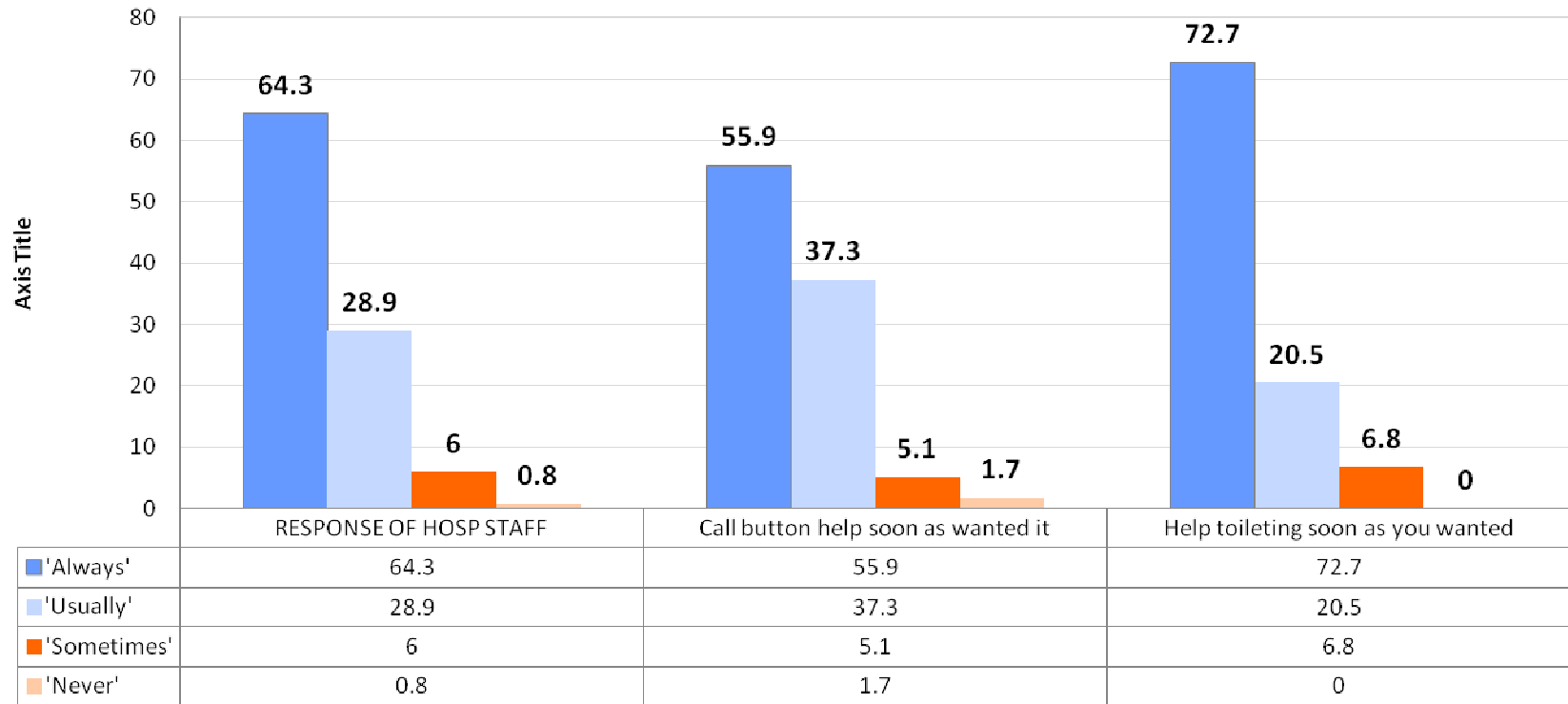
In order to make this work...

- **Team**
- **Accountability**
- **Leadership**

In order to make this work...

- **Team**
- **Accountability**
- **Leadership**

Response to Call Light- 6 West



Rate Hospital

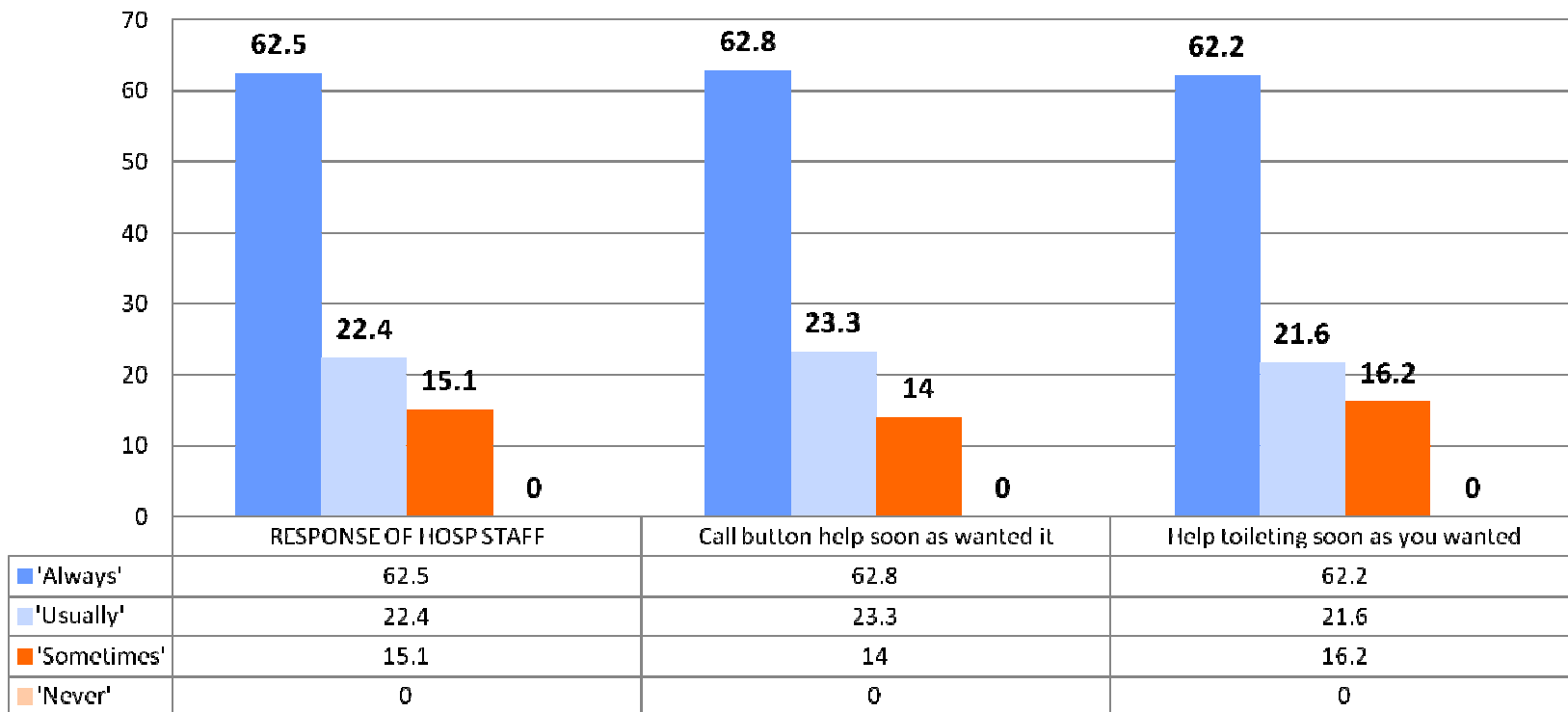
78

Recommend the Hospital

90

N = 54

Response to Call Light- 3 East



Rate Hospital	78
Recommend the Hospital	80

N = 37

Next Steps?