

GE Healthcare

# Nurse Call Communication System





# A fluent system of clinical intelligence

At every step of the care process, decisions are made that affect patient outcomes. It's essential that caregivers have the most current, relevant patient information when and where they need it. That's why we've made it our mission to enable Clinical Information Logistics™ – creating a fluent system of clinical intelligence that delivers the right information at the right time and place to help you make informed decisions.

Clinical Information Logistics aligns people, processes and technologies to streamline workflow and bring caregivers closer to their patients. GE Healthcare's Telligence™ nurse call platform and Telergy™ software application suite help you to improve patient care, enhance provider efficiency and save costs.







# Answering the call

Hospitals are busier than ever. Clinicians are stretched thin. Resources are tight. It can be a challenge to track down a staff member when a patient calls for assistance. But patient needs must be met quickly and effectively to help ensure the best possible outcomes.

The Nurse Call Communication System, through Telligence and Telergy, is designed to reduce communication gaps and delays between staff members, between patients and staff, and between staff and equipment. So whenever there is a need, the appropriate people are notified, and can respond immediately.

Telligence and Telergy combine current Voice-over IP (VoIP) technology with flexible software to accelerate and enhance the exchange of information between patients, staff and equipment.

- **Reliability.** The VoIP platform and wireless system integration quickly connect the right clinician with the appropriate patient, staff member or equipment. Automatic escalation ensures the quick delivery of information, even if some of the assigned caregivers are busy.
- **Improved workflow.** The system helps to save time and increase staff efficiency with flexible workflow configuration options, and a visual display of staff location to assist in responding to patient needs.
- **Simplicity.** One common GE infrastructure underlies a full spectrum of clinical and communication solutions, thereby helping to reduce training time, improve interoperability, and eliminate the need to manage multiple systems.
- **Quality of care.** Powerful reporting capabilities provide managers with excellent data for quality of care analysis, JCAHO survey requirements and HCAHPS reimbursement support. Telligence also supports infection control with its cleaning mode capability, while minimizing overnight patient interruptions with NiteLite™ station illumination.

The Nurse Call Communication System is designed to provide reliable communications, help improve clinical efficiency, and enhance the patient care experience.

# The mobile clinician

As clinicians are required to cover an increasing number of patients, it is a challenge to keep up with the pace of healthcare delivery. Mobility is essential. Wireless monitors are moved from one room to another. A nurse oversees multiple patients on a portable workstation. A doctor checks his patients from his home PC. These scenarios demand reliable connections between patients, nurses, physicians and equipment to help ensure that care is delivered appropriately and efficiently, regardless of location.

## A reliable communications solution

Telligence and Telergy provide VoIP technology and wireless messaging to connect the right clinician to the right patient, staff member or equipment. Assignments and escalation paths are configurable by care area, allowing you to deliver relevant decision-making information to the care provider just when it is needed.

## Improved clinical workflow

Telligence and Telergy integrate seamlessly with AgileTrac,<sup>™</sup> GE Healthcare's Real-time Location System (RTLS) and Workflow solution. The combination of Telligence's configurable peripheral devices and AgileTrac's powerful rules-based software application delivers automated solutions that can transform the way that facilities track, manage, measure and improve utilization of resources while improving staff workflow and patient throughput.

The system provides distinctive audible ring tones that clearly indicate event type, helping to reduce confusion and save time. And, it pages only into rooms where staff members are located, reducing unnecessary noise in patient care areas and creating a more healing environment.

## A simpler approach

When communications are delivered using an integrated platform, you can send event notifications across the hospital network with fewer physical components. For instance, when a code blue is triggered, the Nurse Call Communication System can simultaneously route the code to a specific team of caregivers to help ensure quick notification and response. This increases staff confidence while reducing the time and costs associated with training on multiple systems.

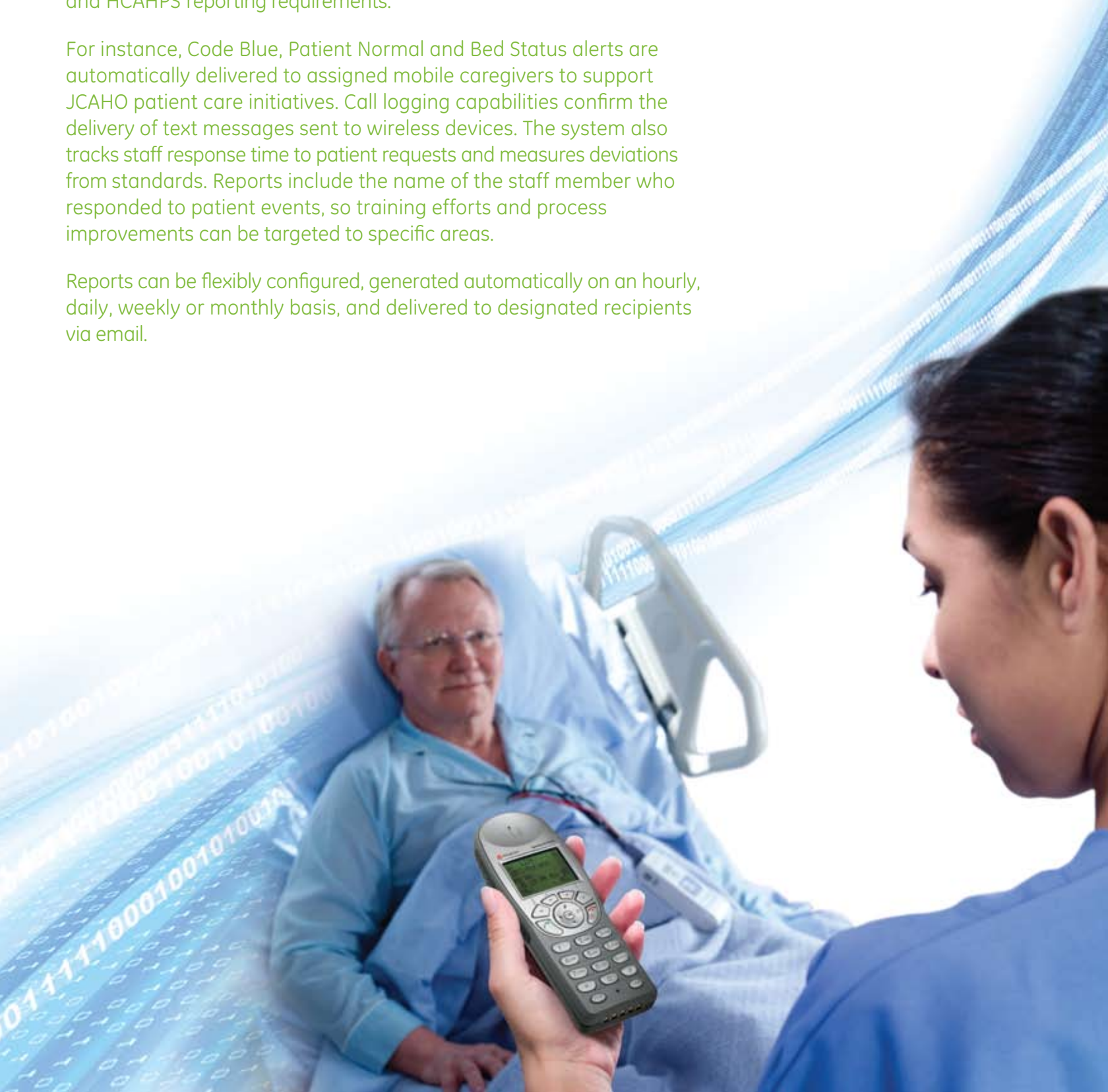


## Support for quality reporting

In the Nurse Call Communication System, every event is time-stamped and stored for future retrieval and analysis. This provides managers with a wealth of data to support quality of care analysis, as well as JCAHO and HCAHPS reporting requirements.

For instance, Code Blue, Patient Normal and Bed Status alerts are automatically delivered to assigned mobile caregivers to support JCAHO patient care initiatives. Call logging capabilities confirm the delivery of text messages sent to wireless devices. The system also tracks staff response time to patient requests and measures deviations from standards. Reports include the name of the staff member who responded to patient events, so training efforts and process improvements can be targeted to specific areas.

Reports can be flexibly configured, generated automatically on an hourly, daily, weekly or monthly basis, and delivered to designated recipients via email.



# One communications ecosystem

With advances in mobile technology, clinicians are demanding more and better ways to communicate with each other and their patients – no matter where they are. The challenge is getting different systems and devices to work together seamlessly while also avoiding the hassles of managing multiple clinical and communications systems.

Telligence and Telergy take advantage of the existing GE communications infrastructure to streamline information exchange and simplify systems management.

## **A common platform**

The Nurse Call Communication System is part of one common healthcare communications platform. With CARESCAPE™ Enterprise Access, GE Healthcare is able to create a halo of wireless coverage over the hospital. This high-reliability, enterprise-wide, multi-band wireless infrastructure ensures that critical data is delivered to its destination. From patient vital signs to demographic data to nurse call events, CARESCAPE Enterprise Access provides a common platform for streamlining wireless information exchange.

In addition, the Nurse Call Communication System is compatible with most RTLS locator systems via the AgileTrac RTLS Integration Engine. This allows you to leverage a common location infrastructure to enable asset management, bed management and patient flow management. It also connects directly to popular wireless communications systems, eliminating middleware. This reduces the number of separate components, lowers operating and support costs, and improves overall system performance.

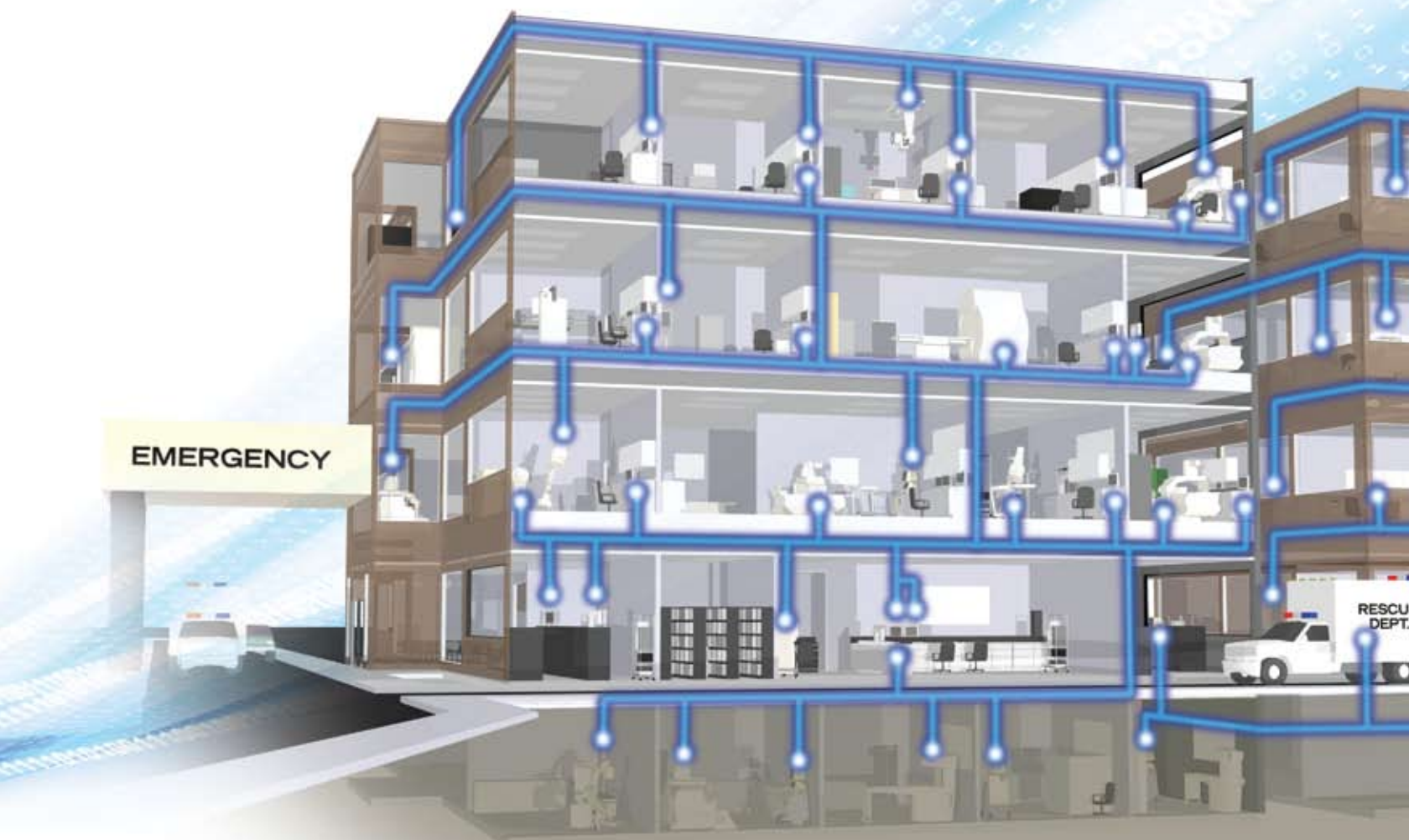




## A shared infrastructure

The Nurse Call Communication System runs on a reliable, proven VoIP platform. Its scalable, enterprise-wide network is isolated from your hospital network to help ensure reliable delivery of time-critical messages.

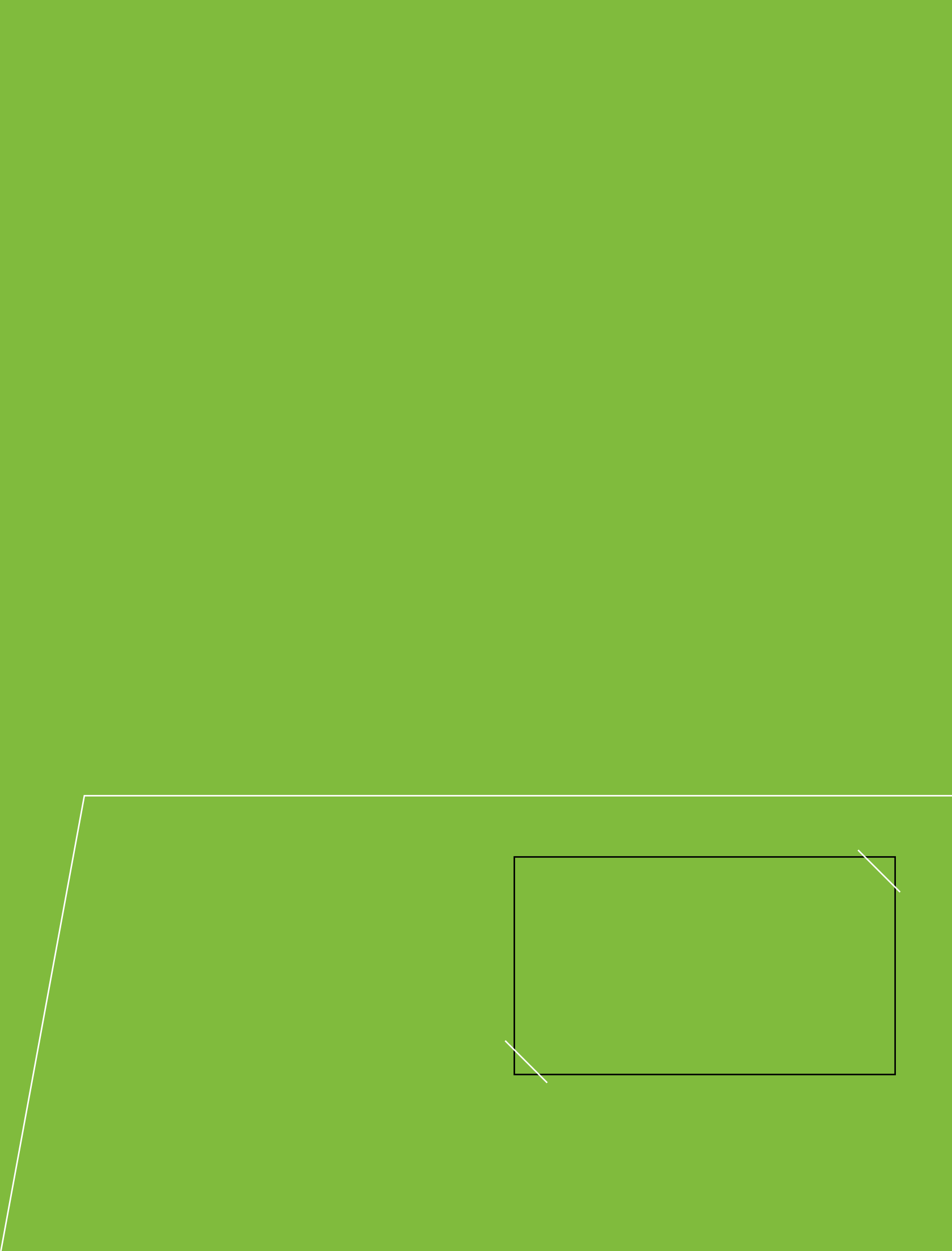
The system uses standard network architecture components for easy support and maintenance. And, it can leverage your existing IP system to enable any networked hospital PC, wireless phone, pocket PC or PDA to be used as a Nurse Call workstation. This eliminates the costs of purchasing dedicated workstations, and ensures that clinicians get the information they need – wherever work is done or decisions are being made.



# Nurse Call Communication System

Telligence hardware components  
and Telergy software





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## About GE Healthcare

GE Healthcare provides transformational medical technologies and services that are shaping a new age of patient care. Our broad expertise in medical imaging and information technologies, medical diagnostics, patient monitoring systems, drug discovery, biopharmaceutical manufacturing technologies, performance improvement and performance solutions services help our customers to deliver better care to more people around the world at a lower cost. In addition, we partner with healthcare leaders, striving to leverage the global policy change necessary to implement a successful shift to sustainable healthcare systems.

Our “healthymagination” vision for the future invites the world to join us on our journey as we continuously develop innovations focused on reducing costs, increasing access and improving quality and efficiency around the world.

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imagination at work