Call Light Responsiveness
“LEAN”ing the call light process

Overview

June 11, 2013

Cheri Arafiles, Hoag Experience- Lean Green Belt
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

<table>
<thead>
<tr>
<th></th>
<th>Rate Hospital</th>
<th>Recommend the Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>N = 54</strong></td>
<td>78</td>
<td>90</td>
</tr>
</tbody>
</table>

#### Bar Chart

- **Response of Hosp Staff**
  - 'Always': 64.3
  - 'Usually': 28.9
  - 'Sometimes': 0
  - 'Never': 0.8

- **Call Button Help Soon as Wanted**
  - 'Always': 55.9
  - 'Usually': 37.3
  - 'Sometimes': 5.1
  - 'Never': 1.7

- **Help Toileting Soon as You Wanted**
  - 'Always': 72.7
  - 'Usually': 20.5
  - 'Sometimes': 6.8
  - 'Never': 0
Rate Hospital: 78
Recommend the Hospital: 80

N = 37
Next Steps?