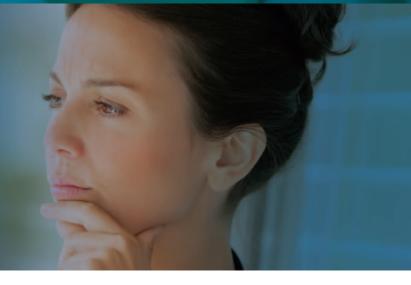**FOR THE VICE PRESIDENT OF NURSING:**

What could increase our patient satisfaction scores this quarter?

FOR THE NURSE MANAGER:

Where is my biggest opportunity to develop my staff this week?

FOR THE CHARGE NURSE:

Which patients need additional attention today?

Rauland

Responder **Business Intelligence**

SMARTER VIEWS. SMARTER MOVES.

AMETEK®

MORE THAN DATA. DECISIONS.

Rauland Responder communication systems have transformed responsive patient care. Now Responder BI is opening a new window into processes that impact performance, hospital-wide initiatives, and how to activate best practices across the organization — to maximize time with patients and get more out of your staff.

Tailored data views allow you to identify what's working, where improvement is needed, and how best to achieve those goals.

From Charge Nurses, to Nurse Managers to Vice Presidents of Nursing, Responder BI supports your efforts to make decisions that advance staff development, staff responsiveness and patient satisfaction.

Rauland **+ Responder 5**

Responder **Business Intelligence**

Pinpoint Performance Improvement Opportunities

Responder BI's tailored views of data by role allow each key stakeholder to see exactly what matters to them. Each view allows a deeper dive into the data, offering a clear path to answers that can drive change.

FOR THE VICE PRESIDENT OF NURSING

Responder BI lets you see the big picture, with digestible facts that can be shared with fellow executives and others involved in the business of care. Responder BI can provide the VP of Nursing actionable intelligence to help boost HCAHPS scores — and hospital reimbursement numbers.

TRANSLATE DATA INTO ACTION

Responder BI shows you trends in your highest performing units. Working with the management team, you initiate changes that introduce those best practices to all units and track if they positively impact patient and staff satisfaction.

FOR THE NURSE MANAGER

Tailored data screens provide support for staffing and training decisions that can improve staff satisfaction and increase retention of your best people. Find answers for achieving clinical care goals, facilitate the measurement and implementation of change on a managerial level, and hold everyone accountable.

BRING UP YOUR AVERAGES

You compare each caregiver's performance to unit averages to identify your highest performers, then use them to mentor new staff and help lift the team's lower performers. Track your progress to see if these changes are helping you reach improved average response time goals.
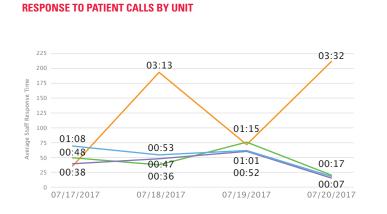
FOR THE CHARGE NURSES

Daily information provided in near real time creates a dynamic feedback loop enabling continuous improvement of workflow efficiencies. Responder BI offers a friendly way to visualize what's happening in the unit, along with the intelligence behind why it's happening, from both a business and a human perspective.
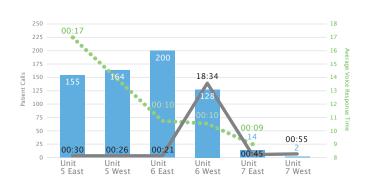
REACT IN REAL TIME

In a busy unit, your dashboard shows which rooms have not yet been rounded on — so you can quickly make sure those patients are taken care of. Noting rooms with larger numbers of calls per hour can help you evaluate whether the volume is due to change in acuity, or loneliness — or if you need to make adjustments to staff assignments mid-shift.
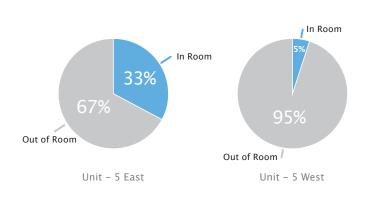
PUT YOUR DATA TO WORK ACROSS YOUR ORGANIZATION.

RESPONSE TO PATIENT CALLS BY UNIT

Average Staff Response Time

03:13	03:32
01:08	01:15
00:48	00:53
00:38	00:47
	00:36
	01:01
	00:52
	00:17
	00:07

07/17/2017 07/18/2017 07/19/2017 07/20/2017

STAFF TIME IN ROOM BY UNIT

In Room
33%
67%
Out of Room

Unit – 5 East

In Room
5%
95%
Out of Room

Unit – 5 West

PATIENT CALL VOLUME AND STAFF AND VOICE RESPONSE TREND

Patient Calls / Average Voice Response Time

00:17

Unit 5 East	Unit 5 West	Unit 6 East	Unit 6 West	Unit 7 East	Unit 7 West
155	164	200	128		
			18:34		00:55
		00:10	00:10	00:09	
				14	2
00:30	00:26	00:21	00:45		

INDIVIDUAL STAFF RESPONSE TIMES OVER TIME

Average staff response times / Individual staff response time

07/17/2017	07/18/2017	07/19/2017	07/20/2017
00:51 00:56	00:50 00:41	00:52 01:09	00:06 00:14

GOAL

ROUNDING SCORECARD

Location

	07	08	09	10	11	12	13	14
4West 404 – 1	0	8	1	1	1	0	1	0
4West 403 – 2	0	6	2	0	1	0	0	0
4West 403 – 1	0	3	1	0	2	1	0	0
4West 402 – 1	5	6	5	4	5	3	4	2
4West 401 – 1	2	5	4	3	3	1	2	0

VOLUME INDICATOR

14
calls

0   20

Change Your Point of View

Strategic Support for Stronger Satisfaction Scores

The ability to view historical data and compare performance for various timeframes helps staff make decisions that can positively impact HCAHPS scores, key metrics for reimbursement. See how changes in procedures affect satisfaction score trends for a clear path to process improvement.

Drive Process Improvement

Insights derived from Responder BI are designed to ignite action that effects change. By seeing where they are and comparing it to where they've been, staff will have a better understanding of what they need to do to get where they need to go. Responder BI's charting of trends can illustrate the path to a healthier bottom line.
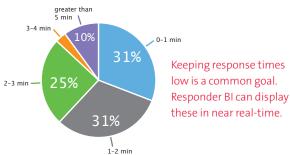
Track Trends in Near Real Time

The sooner an issue can be identified and analyzed, the sooner remediation can begin. Responder BI can track trends in real time, providing an immediate view of what's happening and which factors are making an impact – positive or negative. Move faster and smarter to prevent problems from getting worse before they get better.

Pilot New Best Practices

Want to pilot a new initiative in a unit to see how it improves effectiveness? Responder BI provides the perfect platform to compare your pilot program to business as usual. Responder BI can also create a simple feedback loop that helps staff track compliance when implementing a new protocol.

RESPONSE TIMES

greater than 5 min
3–4 min
10%
0–1 min
31%
2–3 min
25%
31%
1–2 min

Keeping response times low is a common goal. Responder BI can display these in near real-time.

Easily integrate and tailor Responder BI to your needs

Enormously flexible, Responder BI can integrate with other systems in the hospital, pulling in complementary data for a true big picture approach. Data screens are completely customizable, making it easy for each stakeholder to find the details they need to effect change.

Rauland +Responder 5

SMARTER HEALTHCARE.

Rauland

Responder **Business Intelligence**

Answers that Drive Change

SMARTER VIEWS. SMARTER MOVES.

Rauland's Responder 5 — the leader in fast, critical care communications — continues to build on its history of connecting people and information to better serve patients. With Responder Business Intelligence we're delivering breakthrough software that optimizes everything you do. Today, tomorrow and from now on.

To learn more about Responder Business Intelligence, visit www.rauland.com, or call 1-800-752-7725 to schedule a personal demonstration.

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