

BACKGROUND

3 West UBC group was tasked with improving patient experience, staff experience and workflow. One key issue identified was delayed response to call lights, with some patients waiting 10–30 minutes for assistance. Results from patient surveys noted with low scores in two specific areas, “Call button help as soon as wanted it” and “Promptness in response to call †”. A few team members assumed responsibility for developing a targeted improvement plan.

PURPOSE

To develop and implement a fiscally responsible plan with specific interventions that would enhance communication.

METHODS

These strategies would have to improve patient experience, staff experience, and overall workflow. Three key interventions were implemented:

1. Two-way radios to enhance communication and unit coordination, cost \$500.00
2. Unit clerks designated as the first point of contact to answer the call lights at the nurse’s station and route requests appropriately
3. A “No pass zone” for all staff to reduce delays in patient assistance



RESULTS

Upon review, the first quarter post-implementation of the three part plan, we saw a remarkable improvement in our scores.

1. “Call button help as soon as wanted it” increased from the 7th percentile to the 93rd percentile.
2. “Promptness in response to call †” increased from the 4th percentile to the 67th percentile

CONCLUSIONS

Our unit has the unique challenge of being circular, therefore we needed a method that would lessen the time of literally running in a circle to find staff. These results demonstrate the effectiveness of a low-cost, team-driven intervention to improve responsiveness and enhance patient satisfaction. By improving communication and redefining roles in patient support, our unit achieved measurable improvements in key performance indicators. These results reinforce the value of empowering frontline staff to identify challenges and implement lasting solutions that positively impact both patient outcomes and staff workflow.



REFERENCES

See Authors for References

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