Call Light Response Time
Internal Leadership Project
By: Jaclyn Jezierski

Opportunity
To delight our customers and better serve our residents at Walker Methodist Health Center we are striving to improve the call light response time on the Transitional Care Unit. Our current call light response time is below average and we would like to reduce the call light response time to improve our customer service and to improve satisfaction for our residents.

Knowledge of Task
When performing interviews, residents felt that their call lights are not answered in a timely manner due to our customer satisfaction surveys. With our “NO PASS” policy at Walker Methodist, we will educate all staff on the importance of answering the call light in a timely manner.

Methodology
To successful complete this project we will use root cause analysis to find out when the call light occurrences are the highest and how a long call light is on. We will analyze what the residents normally push there call light for by performing interviews with the residents and employees. After performing the root cause analysis we will educated employees and focus on being proactive in residents care.

Summary of Success
We have reduced our average call light response time from 3 minutes and 9 seconds to 2 minutes and 8 seconds. With the staff education on call lights and customer satisfaction, we have seen a positive change with our residents. They are receiving better customer service due to the call lights being answered in a timely manner, employees smiling, introducing themselves as they enter the resident’s room and asking the resident if there is anything else that they can get for the resident before leaving room. With this success, it is also providing a better quality of life for our residents.

Recommendations
The recommendations that I have for this project is to use the PDCA cycle to continue to monitor the response time to the call lights and to ensure that we are satisfying our customers needs and wants.

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