I. Problem
In looking to improve customer satisfaction through employee efficiency, it was identified that communication between frontline staff caused many barriers in the delivery of quality care. This problem was addressed through a wireless communication system to:
- Find additional nursing assistance in a more timely manner
- Provide immediate communication between nursing staff regardless of location

These objectives were measured through the use of surveys and timed traffic patterns.

II. Knowledge
Current Knowledge: An increase in commutation between the floor staff will result in:
- Better coordination of cares
- Quicker staff response time to resident needs (Colon, 2006)

Small communication errors can result in huge devastation especially when information is time-sensitive. In researching best practices, I found a number of health care facilities that utilize wireless communication systems to maximize employee efficiency. (AWC, 2013)

Research included an interview with nursing home administrator and frontline staff that utilize wireless communication throughout the skilled nursing facility. This observation provided insight into how this system would be practical and effective for the frontline staff at HCR ManorCare West.

III. Methodology
Step 1. Define Objectives and Need Identification. See Image 1
Step 2. Survey for Nursing Staff to Verify Need

Image 1: Timed Traffic Patterns

Image 1 Scenario in which staff must find assistance without communication. Letters indicate the location of additional staff. Red lines indicate non-productive travel.

III. Methodology Cont.
Step 4. Equipment Purchase Vendor Profile
Step 5. Staff Education and Three-Week Trial
Step 6. Survey Feedback and One-on-One Interviews
Step 7. Facility Wide System Implementation
Step 8. Survey and Equipment Audit
Step 9. Continual Feedback

IV. Accomplishment
Survey results indicate:
- One hundred percent of nursing staff find additional assistance in a more timely manner.
- Traffic patterns have decreased resulting in saved time. Up to 165.78 seconds Image 1
- Nursing staff have immediate communication regardless of campus location.

Figure 2: How often do you leave a resident to find additional help to complete a care?

IV. Accomplishment Cont.

Figure 3: How long does it take you to find additional help to complete a care?

V. Recommendations
Expectations for the future include:
- An increased demand for equipment as the communication system gains more buy-in: therapy staff, activities aids, and housekeeping.
- A decrease in the need for formal education and training. On-the-job training will replace the implementation training.

To sustain the process in the future a more formal and accountable system to track equipment is required. Knowing the condition and location of the equipment will:
- Decrease the number of total radios needed
- Decreased expense

Replication of the above system has been implemented within other HCR ManorCare facilities. Benchmarks for replication have been established through the above methodology. Benchmarks include:
- Staff Education
- Equipment need
- Daily documentation requirements

VI. Conclusion
Wireless communication improved day-to-day proficiency by:
- Decreased non-productive travel time
- Increased immediate communication
- Increased confidence in teamwork

VII. Conclusion Cont.

Acknowledgement
Amy Brauer, Preceptor, NHA HCR ManorCare West
Josh Theis, NHA HCR ManorCare East
Eric O’Neil, Regional Manager of Operations
Jeff Denny, Director of Maintenance
Sue Horner, CNA, HCR ManorCare
HCR ManorCare Nursing Department
Advanced Wireless Communications