



# WIRELESS COMMUNICATION

Internal Operations Leadership Project  
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## Introduction

The health care industry is very demanding of frontline workers. HCR ManorCare of Green Bay constantly looks to provide frontline staff with ways to improve day-to-day work proficiency. The health care industry recognizes that when staff perform to the best of their ability, residents are provided with the best possible care. The following leadership project focuses on improving the communication process used by frontline nursing staff.

## 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

Step 3. Develop Budget, Define Equipment Need, Education and

Equipment Log, Infection Control Process, HIPAA Policy

## III. Methodology Cont.

Step 4. Equipment Purchase Vendor Profile

Step 5. Staff Education and Three-Week Trial

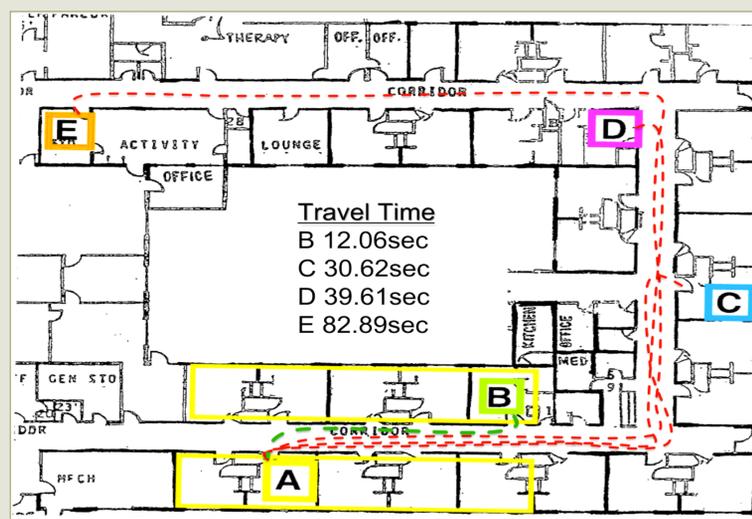
Step 6. Survey Feedback and One-on-One Interviews

Step 7. Facility Wide System Implementation

Step 8. Survey and Equipment Audit

Step 9. Continual Feedback

**Image 1:** Timed Traffic Patterns



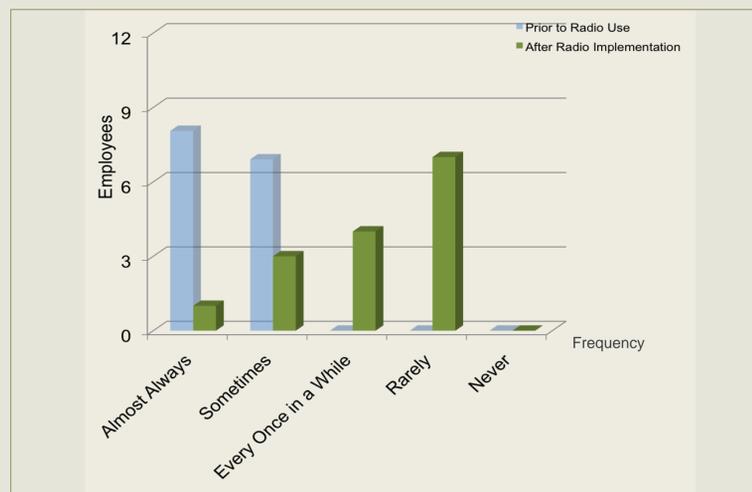
**Image 1** Scenario in which staff must find assistance without communication. Letters indicate the location of additional staff. Red lines indicate non-productive travel.

## IV. Accomplishment

Survey results indicate:

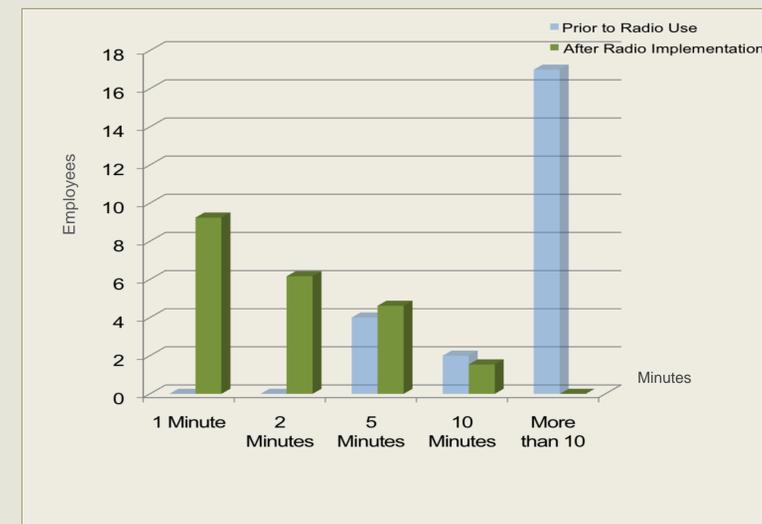
- One hundred percent of nursing staff find additional assistance in a more timely manner.
- Traffic patters have decreased resulting in saved time. Up to 165.78 seconds **Image 1**
- Nursing staff have immediate communication regardless of campus location.

**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

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