Completing Your Nurse Call Solution

Meeting your education needs: implementation solutions, go-live support, and end-user instruction

Jeron's Clinical Education Specialist will help you unlock the full potential of your Provider Nurse Call System. The product education and implementation support is delivered by a Registered Nurse who understands the day-to-day demands of caregivers and administrators.

Assessing current workflows and delivering a custom program that is relevant to your specific facility needs. Jeron's Clinical Educator stays up-to date on healthcare best practices and research, Joint Commission Standards, quality metrics and appropriate education methodologies.

Working closely with management and clinical staff, Jeron creates a planned process for end-user education. This enables physicians, nurses, technicians, therapists, and other caregivers to learn through classroom education, hands-on practice and unit-to-unit assistance with minimal disruption to clinical care.

Pre-course activity:
Approximately 4 weeks prior to scheduled course dates, the planning and communication phase begins. This phase includes broad discussions to hospital contacts to relay expectations of their new Provider Nurse Call System.

Planning meeting:
This meeting includes an overview of what to expect, typical logistics, staff participation, delivery, and scheduling - this can be accomplished online. If Workflow Devices are part of the solution, it is necessary to have a separate workflow design session to define processes. It is recommended that mutiple staff titles are present along with main decision makers.

In-Service Education:

- **Class duration**
  In-service classroom exercises run 30-60 minutes, depending on the system purchased.
- **Class attendance**
  It is strongly recommended that sessions be mandatory for all participants to encourage maximum product adoption and continued patient safety.
- **Class size**
  A typical class includes up to 15 participants for the Core course and 25 for the Advance course. The program has one Advance class, which is scheduled first. Approximately five classes are conducted per day, with an average of 85 participants per day.
- **Course delivery**
  Materials are delivered in a lecture/lab format with hands-on activities on the equipment, as available. Classes are typically scheduled between 7:00 am and 7:00 pm to accommodate multiple shifts.

Jeron's Clinical Educator will start processes to guide you to a path of:

BEST PRACTICES

STRUCTURED LEARNING

PERFORMANCE ASSESSMENTS

ENHANCED USAGE

Core classes typically run 30-45 minutes. This foundational class is for staff members who use the system daily and includes:

- **System overview** - review of basic information about Provider Nurse Call. Discussing the impact of nurse call on patient safety and patient & staff satisfaction.

- **Components review** - devices used by both patients and staff.

- **Practical scenarios** - usage scenarios such as placing and answering calls, setting reminders, and using all of the menu options available.

- **Software usage** - introduces users to the applications such as SIP Wireless phones, PC Console Displays, EIS Reporting, and more.

A separate, one hour session will be scheduled for Advanced Users.

This session is for staff that will be responsible for the administration of users, patient-to-staff assignments, Executive Information System (EIS) Reports, and other advanced functions.

The Education Process Includes:

- **Go-live support** - the clinical educator will round on live units providing staff continued support.

- **User documentation** - hardcopy and electronic versions of documentation will be provided with the system. These usually include quick reference guides, policy and competency templates along with teaching tools.

- **Facility completion sign-off** - the Clinical Educator will provide post-education documentation to the designated facility contact with an outline of completed learning activities.

- **Post-implementation follow-up** - Jeron will contact appropriate facility staff at certain points to ensure engagement and use of the nurse call system is satisfactory.

Learn more about Provider Nurse Call Systems, call Jeron at **800-621-1903** or visit us at **www.jeron.com**

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