

# Responder® 5 “Always” Answers the Call

Let the leading nurse call system help raise your HCAHPS scores and reimbursements

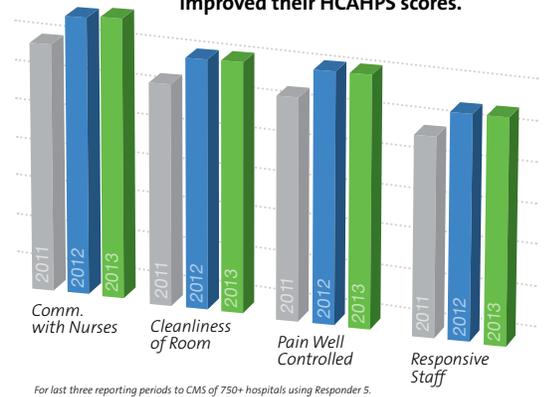
Responder 5 can measurably impact your HCAHPS in these composites:

- Nurse communication
- Cleanliness and quietness of hospital
- Responsiveness of hospital staff
- Pain management



Let Responder 5 — the nation’s leading nurse call system — connect the dots between our advanced technology and your staff’s ability to communicate and respond better to patients’ needs in a way that will earn a score of “always” on HCAHPS questions. High scores can qualify your hospital for an added 1–3% in reimbursement fees. Let us lead your hospital to a “culture of always” and raise HCAHPS patient satisfaction scores.

More than 750 Responder 5 hospitals improved their HCAHPS scores.



## Clean room? Always.

The staff terminal helps raise your HCAHPS score for cleanliness and quietness of your hospital above the average national score of 55%.



## Hourly Rounding — The All-Around Key to Higher Scores

If a hospital is scoring high for fast response to call requests, patient/caregiver communication and in other areas, you can be sure they are Rounding hourly. Automatic Rounding reminders are activated with the push of a button on the Staff Terminal. Having a standard Rounding schedule can help staff meet patient needs before a lapse is perceived.

A regular Rounding schedule has been shown to reduce an average of 20 call lights per shift, which can mean an average of 80 minutes returned to nurses and assistants each shift. You gain increased productivity and a happier staff.\*

\* American Journal of Nursing, September 2006

Scoring “Always” on surveys is all that counts when qualifying for reimbursements.

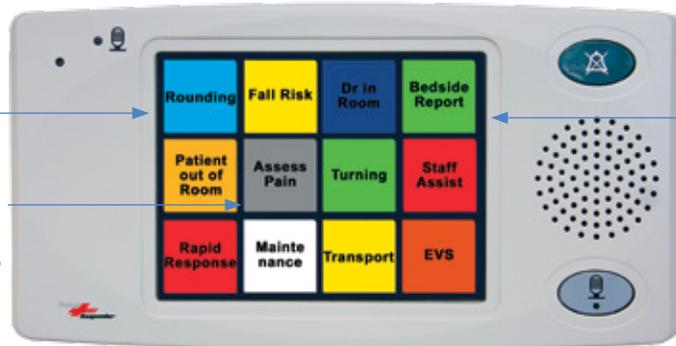


### Nurse Communication — Improving Response Time

The Responder 5 system is your answer to the HCAHPS survey question: “After you pressed the call button, how often did you get help as soon as you wanted?” With Responder 5, the answer can easily be “always” by allowing nurses and doctors to be called directly on pocket pagers, phones or via PC’s. Eliminating overhead paging creates a quieter, more healing environment and having direct communication puts patients at ease. Hospitals using Responder 5 have reported hundreds of fewer nurse calls per day. Lastly, our Call Process can also be used to improve call response time, process efficiency, and staff workflow.

Hourly rounding is the heart of improved HCAHPS scores

Pain assessment reminds staff to check pain levels



Customize buttons to your process needs

### Pain Management — the Foundation for Patient Trust

Few things are more related to patient satisfaction than relieving pain, but pain management is about more than stopping pain; it’s about building a foundation of trust between patient and caregivers, which ties in to quality of care, level of patient satisfaction, and higher HCAHPS scores. Using the Responder 5 Staff Terminal to schedule regular pain assessments, patients can answer the HCAHPS question “How often was your pain well-controlled?” with “always” every time.

Call us to discuss how Responder 5 capabilities can help raise your HCAHPS scores by establishing your hospital as a leader in patient satisfaction.

### Schedule Rounding in the ED.

Set the stage for patient satisfaction at the point where over 50% of admissions occur.



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