



Location: Leitchfield, KY
Staffed Beds: 75

Twin Lakes Regional Medical Center, in Grayson County, Kentucky is a 75-bed regional hospital providing inpatient and outpatient services to the residents of a six-county area with a population of more than 90,000. Twin Lakes Emergency Department serves over 23,000 patients annually.

TLRMC has grown to almost 300,000 square feet, is now one of the region's largest employers, and has come to be recognized as a regional health care provider.

"I can't add additional staff, but I can make their jobs easier and improve their lives daily."

David Logsdon, CNO

SWC INSTALLED SOLUTIONS

- Rauland Responder 5 Nurse Call
- Rauland Staff Terminals
- Versus RTLS Staff Badges
- Wireless Phones
- Digital Clocks

Improved Communication & Productivity at Twin Lakes Regional Medical Center



When selecting a new nurse call system, the administration at Twin Lakes Regional Medical Center, TLRMC, was focused on finding a technology driven solution. They vetted several options and asked questions such as "will this technology allow for future growth?" Another primary focus was finding a solution that would offer integration capability with multiple systems. After a thorough review of their options, Twin Lakes elected the Rauland Responder 5 system based upon awareness of industry best practices and staff terminal capabilities. David Logsdon, Chief Nursing officer explains, "Our facility is very lean and we rely upon technology for efficiency and productivity. I can't add additional staff, but I can make their jobs easier and improve their lives daily."

Staff satisfaction has greatly improved since the installation of Responder 5 nurse call system and integration with their staff terminals and wireless phones. The CNO admits there was some initial hesitation to adopt the new technologies, but staff soon saw how things were improved through direct communication with other clinical staff and patients. One key improvement has been an overall quieter facility. According to Logsdon, the facility previously experienced at least 25 overhead pages an hour from someone trying to locate doctors or other facility personnel. With the Responder 5 solution, the facility eliminated constant overhead paging and created a quieter healing environment for patients.



A key to the successful implementation at TLRMC was the installation and support provided by South Western Communications. SWC kept the old nurse call system afloat while installing the new Responder 5 solution. The team was willing to help do whatever they could to keep operations going and helped achieve a smooth transition. David Logsdon praises the SWC team stating, "SWC is always on top of our needs and immediately take care of any issues which may arise. Their attention to detail and support has been incomparable."

Staff Terminals Improve Workflow Processes

TLRMC worked with the team at South Western Communications to conduct needs assessments and develop specialized workflows for their custom Staff Terminals. Each unit within the hospital was able to customize their own Staff Terminals for optimal process improvement based on specific workflows. A simple button push will now quickly communicate with staff across multiple departments via text message integration for quick response times and improved communication.



Mindy Renfrow, RN, utilizing the staff terminal to communicate with housekeeping that a room is ready for cleaning.

Sample Responder 5 Staff Terminal buttons for several Twin Lake Regional Medical Center departments

Ancillary Services

Discharge Pending: The care team can easily notify housekeeping staff via the staff terminal when they know a discharge is pending. This allows housekeeping to prioritize their cleaning schedule. This button has been key to eliminating the need to clean a room twice in a single day or even within a matter of hours. Thus resulting in both cost savings to the hospital and improved benefit to the patient and family as they prepare to leave.

MedSurg

Fall Risk & DNR: From the point of care, staff members are able to use a single button press to give visual notification outside the room and on any PC Patient Whiteboard of a fall-risk or DNR patient.

Operating Room

Case Closed: OR staff at TLRMC use the Case Closed Staff Terminal button to notify the PACU team that a case is closing and a patient is being moved to their unit. This allows PACU to adequately prepare for receiving new or multiple patients.

Emergency Services

Troponin: When a patient arrives in the ER complaining of chest pain, the push of a button immediately sends notification to the Phlebotomist that a STAT blood draw is needed for a troponin test. The Phlebotomist is able to quickly draw and deliver to a lab technician. With the addition of the Troponin Staff Terminal Button, TLRMC turn-around time for troponin testing was cut from 98 minutes to 40 minutes to run the lab test.

