



# HEALTHCARE CASE STUDY

*When addressing a user community that is accustomed to the lengthy deployment cycles typical in a very large organization, it can be even more impactful to react swiftly with a meaningful solution.*

## ABOUT OUR CLIENT

As a member of one of the largest Catholic not-for-profit healthcare systems in the country, this large healthcare group serves more than 50 counties in Indiana and is also one of the state's largest employers.

## CHALLENGES

- To reduce the excessive amount of time—up to 4 hours daily—nurse managers spend making calls to fill open shifts.
- To limit use of the overhead paging system for emergencies only and to find an alternative for communicating non-emergency announcements, pages and messages critical to daily operations.
- To reduce noise levels, increase patient satisfaction, HCAHPS scores and reimbursement levels.

## SOLUTIONS

- Implementation of automated staff-by-phone system for nurses.
- Small LED Signage & Visual PA offer a silent, visual way to communicate routine, non-emergency messages.
- Fire panel integration
- TAP interface with Nurse Call System and Simplex hard-wired buttons in the NICU
- Patient satisfaction kiosk integration
- POE Audio Visual Displays with high-intensity flashers, a speaker, sound meter and screen to scroll automated 'Please be quiet' messages.
- PC Alert Pop-ups for a silent form of mass communication to virtually 20,000 workstations across facilities.

## RESULTS

- Fewer announcements—and less noise—over the PA system. Routine information is communicated via small LED scrolling signs.
- Automated staff-by-phone system saves nurse managers up to 4 hours per day when trying to fill open shifts.
- Faster nurse responses and fewer unfilled shifts.
- Silent and immediate notification from patient rooms to other staff with integrated hard-wire and wireless panic buttons.
- Reduction in noise levels and evidence to show sound monitoring technology has changed long-term staff behavior and increased patient satisfaction and HCAHPS scores.
- Internal trust for the technology and its ability to have a swift and positive impact on daily routines, now and in the future.



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# WIRED TO CARE

REAL-TIME BUILDING MAP

PC ALERT

Activate private pop-up alerts and instructions on recipients' PCs in emergencies, to reduce noise levels, request assistance, send IT notifications or other updates and more.



LED SIGNAGE & VISUAL PA

Audio and visual alerts for Code Blue, scrolling announcements, synchronized time and sound monitoring to reduce noise.



LCD PANELS, DIGITAL SIGNAGE & VIDEO PA

WIRELESS PANIC BUTTON



STAFF BY PHONE  
Automate calls to fill open nursing shifts and spend more time with patients.

## STAFF-BY-PHONE

Eliminates wasted time and allows individuals to send pre-recorded audio or text-to-speech messages to lists of people, in this case, nurses who may be able to fill open shifts. Recipients can reply with the touch of a button.

## LED SIGNAGE & VISUAL PA

Supports POE displays with SIP audio, sound monitoring and emergency flashers, as well as multiple hardware manufacturers. Also includes an integrated 24-hour synchronized clock.

## PC POP-UPS

Instantly communicate to any and all PCs simultaneously and silent with emergency alerts and instruction, even details about unplanned outages or situations. Create recipient groups by IP ranges, matching machine names or manually add PCs.



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