

Staying Connected: Utilizing Smartphone Technology at the Bedside to Improve Interdisciplinary Communication and Patient Care

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PROBLEM

Inefficient communication system utilized within the hospital:

- Visual searches for staff
- Calls and call-backs via landline
- Pagers
- Hospital's overhead paging system

SOLUTION

- Our goal is to provide quality care and a satisfying experience for the patient and family while in the hospital.
- With the use of smartphone technology, a phone is placed in each clinician's hands, thus improving coordination of clinical care and communication with the interdisciplinary team, patients and families.



FUTURE PLANS

- App for a staff members personal smartphones-physicians
- More phones for interdisciplinary team members
- Code notifications
- Utilizing alarms for reminders
- Using as a scanner for medication administration and blood glucose
- Nursing resources apps

IMPLEMENTATION

- 70 phones-Licensed Nurses, Respiratory, PCAs, Nursing Leadership and On Call Resident
- Desk top application for the interdisciplinary team
- Training to all staff on use of the technology
- Education to patients and families regarding the phones and confidentiality and privacy

RESULTS

- Reduces noise levels on patient care units
- Improved patient / family members satisfaction regarding nursing communication and response
- Improved hand off communication
- Improved patient safety
- Saves the nurses time
- Fosters interdisciplinary communication