

Call Bell Training: “Call Me...Maybe?”
Minimizing Constant Care
St. Michael’s Hospital
Trauma & Neurosurgery Program

Elyse Braganza, RN
Kerry Doherty, PT
Linda Lo, Case Manager
Shari Vanderhoek, OT
Sarah Wallace, Recreation Therapist

Introduction



- St. Michael's is an inner city teaching hospital in downtown Toronto.
- One of 11 Ontario hospitals designated by the Ministry of Health and Long-Term Care as a Level 1 Trauma Centre.
- One of 11 Ontario Neurosurgical Centres.

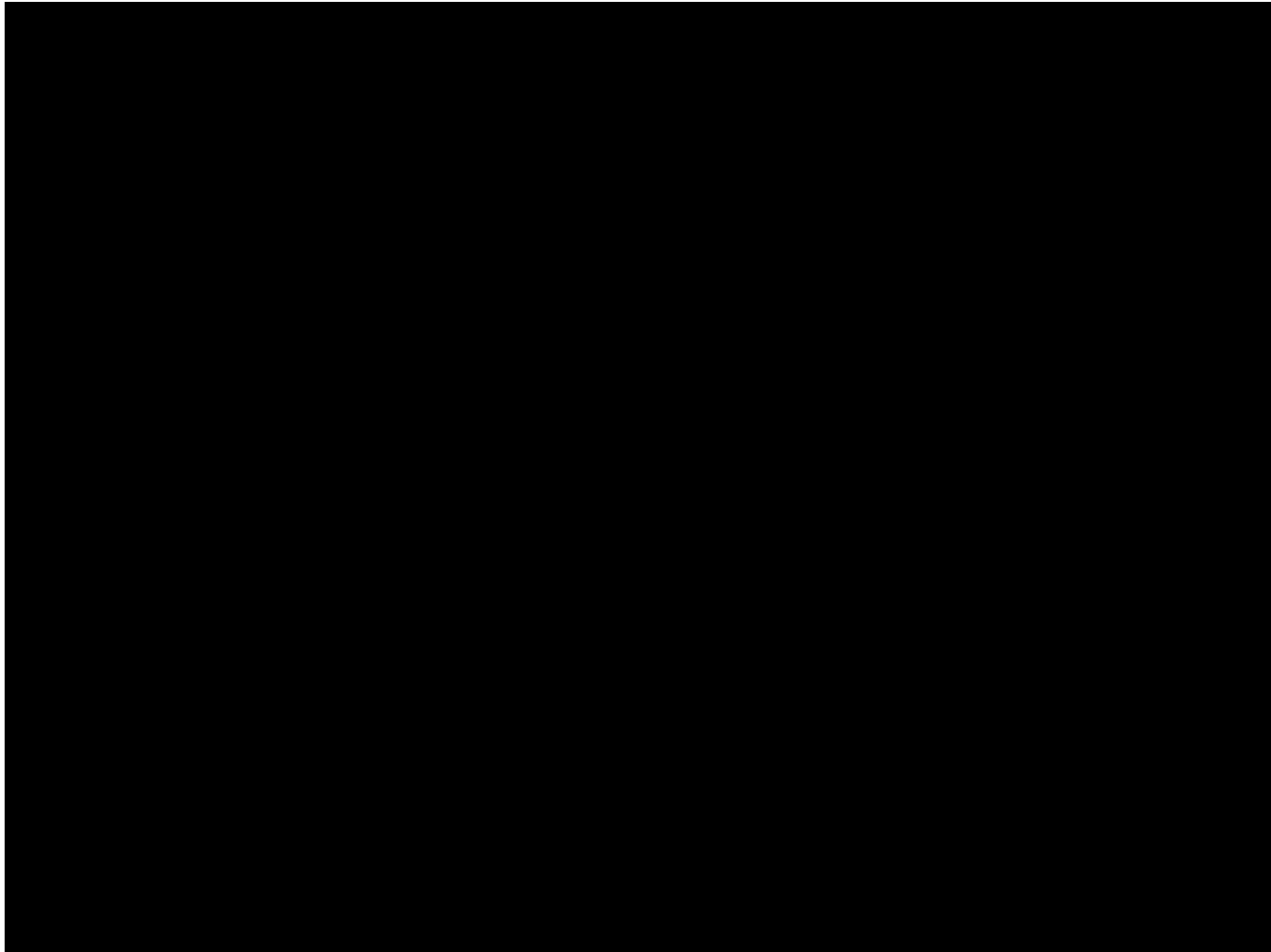


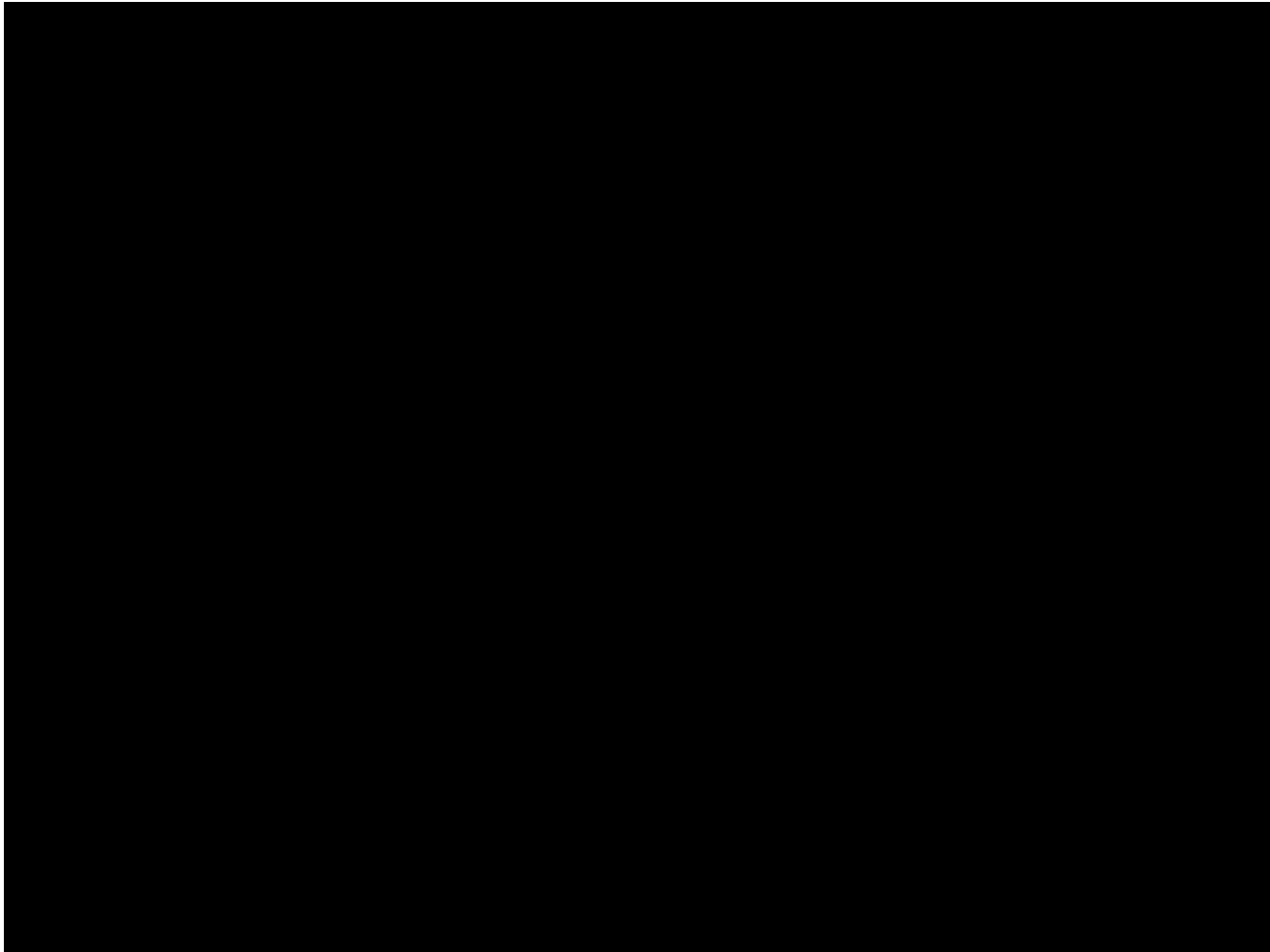
Trauma & Neurosurgery Program



- Total of 72 beds, 19 ICU beds, 53 ward beds
- 2 ward rooms for high observation
- 1 clinical assistant provides constant care for 4 patients
- 94% capacity for Program







Current Challenges

- Patients with acquired brain injuries (ABI) are at risk for further injury due to falls/non-compliance (Amato, Resan, & Mion, 2012)
- Require **CONSTANT CARE**
- Costly, prevents transitions
- No standardized process to minimize constant care



Fact Finding

- A hospital wide review of current practice
- Consultation with external partners
- Literature search
- Sub-group formed from Patient Flow and Satisfaction Committee



Development of Call Bell Training Program

GOAL: Safely minimize constant care use

1. Structured cognitive re-training program
2. Positive Reinforcement
3. Inter-professional
4. Patient/family Involvement



Cognitive Re-training

Cognitive Retraining

- enhance remaining skills
- teach new strategies

Components

- Memory & Learning
- Information Processing
- Attention
- Communication
- Executive function



Positive Reinforcement



- Positive reinforcement refers to the use of rewards, privileges, incentives, attention, and praise to increase a desired behaviour.
- When positive things happen following a behaviour, the behaviour is likely to increase.



Interprofessional Team

Collaborative team working with patient to identify and implement call bell training:

Occupational Therapist
Physiotherapist
Case Manager
Nurse Practitioner
Recreation Therapist
Registered Nurse
Clinical Assistant



Patient/Family Involvement



- Demonstrate understanding of training and goals of call bell program
- It is beneficial to have family members assist with the training



Call Bell Devices



Patient Selection

- Based on inclusion/exclusion criteria
 - ✓ Ranchos level 5 or greater
 - ✓ Free of restraints
 - ✓ Demonstrates potential for new learning
 - ✓ Ability to communicate needs
 - ✓ No active delirium, psychiatric issues or other significant behaviours



Process

Call Bell Training



**Please ensure patient has call bell
and is using it to ask for help!**

Please help the patient with their training:

- 1) Show the patient the call bell and ask “how do you use this?”**
- 2) Ask the patient “why would you use the call bell?”**

Please correct responses if incorrect



Documentation

Call Bell Training in High Observation Rooms

Date: _____

Frequency: Q1 hr

Data Collected by: _____

Please ensure call bell is within patients reach for their needs

Can the patient show you how to properly use the call bell?
Show the patient the call bell and ask **“How do you use this?”**

| Days | 0730 | 0830 | 0930 | 1030 | 1130 | 1230 | 1330 | 1430 | 1530 | 1630 | 1730 | 1830 | 1930 |
|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| YES | | | | | | | | | | | | | |
| NO | | | | | | | | | | | | | |

| Night | 1930 | 2030 | 2130 | 2230 | 2330 | 2430 | 0130 | 0230 | 0330 | 0430 | 0530 | 0630 | 0730 |
|-------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| YES | | | | | | | | | | | | | |
| NO | | | | | | | | | | | | | |

Can the patient tell you what the call bell is used for?
Ask the patient “why would you use the call bell?”
(if answer is appropriate check YES)

| Days | 0730 | 0830 | 0930 | 1030 | 1130 | 1230 | 1330 | 1430 | 1530 | 1630 | 1730 | 1830 | 1930 |
|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| YES | | | | | | | | | | | | | |
| NO | | | | | | | | | | | | | |

| Night | 1930 | 2030 | 2130 | 2230 | 2330 | 2430 | 0130 | 0230 | 0330 | 0430 | 0530 | 0630 | 0730 |
|-------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| YES | | | | | | | | | | | | | |
| NO | | | | | | | | | | | | | |

Is the patient using the call bell to ask for help?

| Days | 0730 | 0830 | 0930 | 1030 | 1130 | 1230 | 1330 | 1430 | 1530 | 1630 | 1730 | 1830 | 1930 |
|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| YES | | | | | | | | | | | | | |
| NO | | | | | | | | | | | | | |

| Night | 1930 | 2030 | 2130 | 2230 | 2330 | 2430 | 0130 | 0230 | 0330 | 0430 | 0530 | 0630 | 0730 |
|-------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| YES | | | | | | | | | | | | | |
| NO | | | | | | | | | | | | | |

If the patient is NOT using the call bell – give reasons and activities patient is doing:



These are our **Indicators of Success**

- Appropriate use of call bell over 24-72 hours
- No documentation of falls or near misses
- Successful transition out of constant care

which resulted in...



***Expedited transfer
to rehab facility!***



Results

- Started May 15, 2013
- N = 48

| Hours | Patients |
|-------|----------|
| 24 | 7 |
| 48 | 8 |
| 72 | 9 |

- 16 patients required longer to transition
- 8 not completed



Questions



For our **Future Considerations**

- Review inclusion criteria
- Ongoing education of staff
- Feedback questionnaire for families and staff
- Development of patient/family education



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