A VITAL LIFELINE BETWEEN PATIENTS AND CAREGIVERS

Voalte® Nurse Call

For busy caregivers, responding to a barrage of incoming needs can be a challenge — and addressing them proactively can feel impossible.

Up to
13.9[1]

INTERRUPTIONS
per hour

LESS THAN
~30%[2]

TIME SPENT
on direct
patient care

UP TO
$475k[3]

WITHHELD
per year in
HCAHPS

1. Hopkinson S et al. Interruptions during nurses' work: A state of the science review. Res Nurs Health. 2013;36:38–53.
2. Higgins L, et al. Hospital Nurses' Work Activity in a Technology-Rich Environment: A Triangulated Quality Improvement Assessment. Journal of Nursing Care Quality. 2017; 32(3): 208–217.
3. CMS.gov. CMS Hospital Value-Based Purchasing Program Results for Fiscal Year 2020. October 29, 2019. Accessed October 21, 2020. https://www.cms.gov/newsroom/fact-sheets/cms-hospital-value-based-purchasing-program-results-fiscal-year-2020

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Your patients depend on their care teams to understand their needs and act on them quickly.

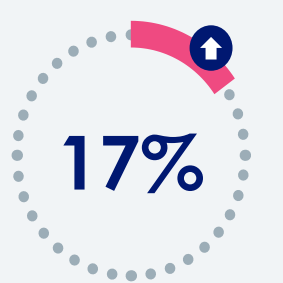# In a Hospital, Connection Isn't Just Important

IT'S VITAL

Voalte® Nurse Call provides a vital lifeline connecting caregivers to their patients — and empowering them to meet patient needs with efficient workflows.
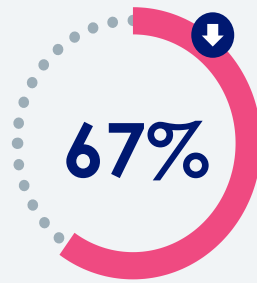

Hillrom™

Our Customers Have Seen Results

17%
INCREASE
in average
HCAHPS scores

A collection of Hillrom
Voalte Nurse Call
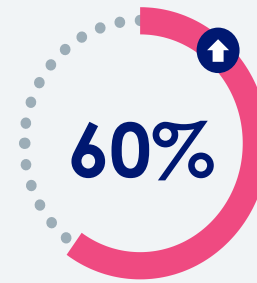customers saw strong
gains in patient
satisfaction scores[1]

67%
DECREASE
in falls

A 200+ bed facility
with Voalte® Nurse
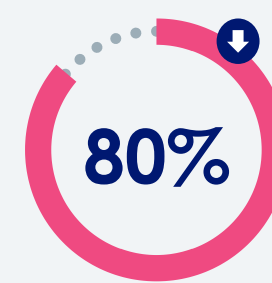Call and Status Board[2]

19%
DECREASE
in average
distance traveled

A 500+ bed facility
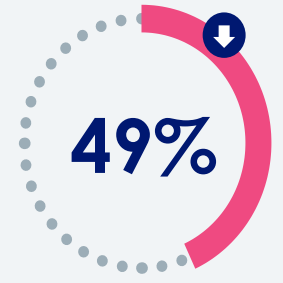with Voalte® Nurse
Call, Voalte® Mobile,
and Staff Locating[3]

60%
INCREASE
in average time
spent at the bedside

250+ bed facility with
Voalte Nurse® Call and
Staff Locating[4]

80%
DECREASE
in response
times

49%
DECREASE
in average
call volume

A 300+ bed facility with
Voalte® Nurse Call and Staff Locating[5]

Improve patient safety.   **Enhance the patient experience.**   **Improve caregiver safety and satisfaction.**

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1. Hillrom Customers. 2014-2017 Data on file. .
2. Hillrom Customer (OVU). Oncology Falls Study. 2015 -2016. Data on file
3. Hillrom Customer (SJMO). SJMO_ICS Outcomes Review. 2016. Data on file.
4. Hillrom Customer (CR). Nurse Call interview. 2016. Data on file.
5. Hillrom Customer (GC). Nurse Call Data Report. August 2015. Data on file

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Stay Focused on Patient Safety

Automate the care environment and drive awareness of patient risk status.

- Automate rounding reminders to proactively address patient needs
- Activate safety protocol monitoring and alert caregivers to an unsafe state
- View patient risk status and safety state in real time

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Prioritize Patient Satisfaction

Improve your patients' experience by giving caregivers detailed information to meet needs quickly — and even proactively.

- Send patient calls directly to the appropriate caregivers so they can respond faster

- Include more detail in patient requests so they get what they need the first time

- Automate reminders to meet patients' needs before they ask

Drive Caregiver Safety and Satisfaction

Give your caregivers more time at the bedside by removing steps from workflows and lightening their mental load.

- Access one-touch staff duress alerting
- Automate call completion upon presence
- Automate reminders
- Enable direct communication between staff
- Locate teams in real-time

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Ease Administration and Interoperability

Provide simple architecture and connect to existing systems with software-based nurse call.

- Customize the system configuration to meet specific requirements

- Design the network to fit your infrastructure and maintain system reliability

- Integrate using industry-standard protocols with maximum security

- Scale to fit your needs today and in the future

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IMPROVE PATIENT SAFETY BY REDUCING PATIENT FALLS
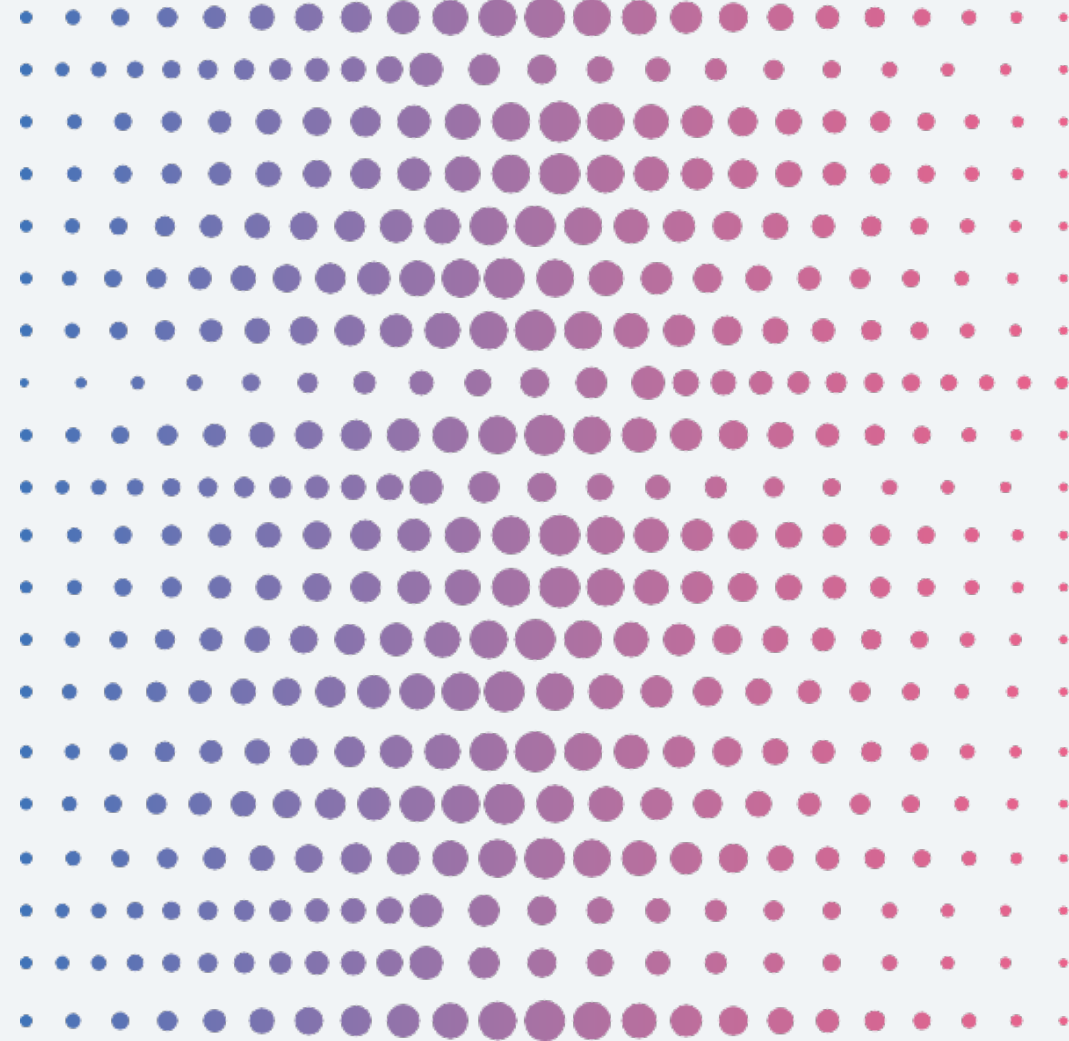
Patient Falls

HOSPITAL FALLS EACH YEAR

up to **1 Million** [1]

WITH $13,316 AVERAGE COST PER FALL. [2]

100-BED FACILITY WITH 179 FALLS PER YEAR

$1.3 Million [3]

IN INCREASED COST.

1.   Ganz, DA, et al. Agency for Healthcare Research and Quality; January 2013.
2.   Wang CA, et all. The Joint Commission Journal on Qualit and Patient Safety. 2011;37(2):81-87.
3.   Preventing Falls TST©. Joint Commission Center for Transforming Healthcare.
     http://www.centersfortransforminghealthcare.org/assets/4/6/Falls_TST_PPT_Slides.pdf. Accessed February 22, 2016.

Hillrom™

Our Customers Have Seen Results in Patient Safety

UNIT-LEVEL DASHBOARD
Monitor bed state for fall risk patients.

67%
Reduction in Average Rate of Falls

89%
Reduction of Falls with Injury

A 200+ bed facility in West Virginia used Voalte® Nurse Call with status board[1]

VOALTE® PATIENT SAFETY
Automate bed exit alert management and monitor bed state protocol.

62%
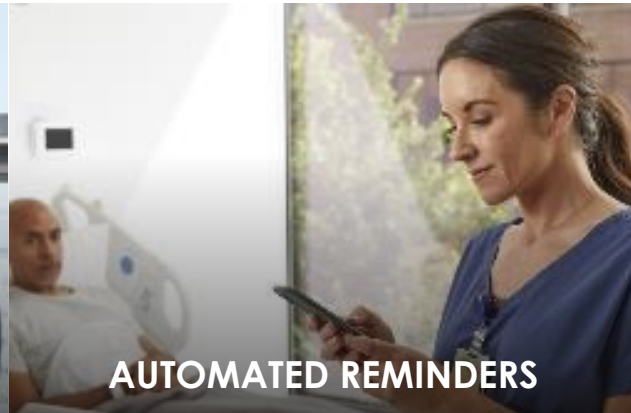**Reduction in Average Rate of Falls**

An 80+ bed facility with Voalte® Nurse Call with Voalte® Patient Safety[2]

1. Hillrom Customer (OVU). Oncology Falls Study. 2015 -2016. Data on file.
2. Hillrom Customer (HC). NaviCare® Patient Safety Customer Interview. August 2017. Email results on file.

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Patient Safety

REAL-TIME, UNIT-LEVEL DASHBOARD

Enable virtual rounding and identify risk status and bed state with a comprehensive, real-time view.

AUTOMATED REMINDERS

Enhance rounding and reduce caregiver burden with reminders before rounds are due.

VOALTE® PATIENT SAFETY

Automatically arm the bed exit alert for fall risk patients and notify caregivers when the bed enters an unsafe state.

ENTERPRISE REPORTING

Support improvement of workflows with detailed reports that include nurse call, bed and staff locating data.

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Real-Time, Unit-Level Dashboard

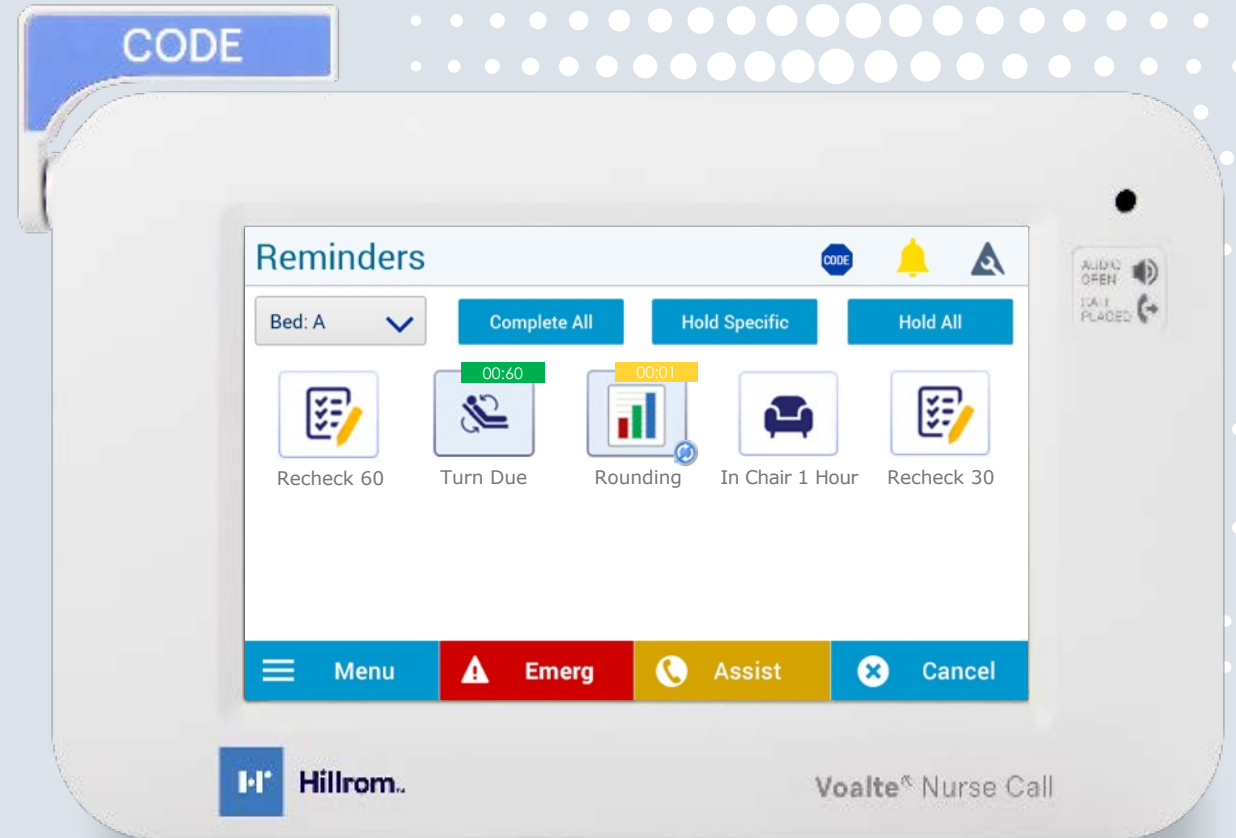| Room	Patient	Risks	Safety Status	Calls	Wait Time	Assigned Staff		Staff in Room		Rails	Exit	Low	Brake	HOB	Weight
1201N-A	Am...A	Falls Pulmonary	✅			● Maryanne M Narayan R	RN CNA	● Jackson H ● Maryanne M	MD RN		✓	✓	✓	43.0°	73.1 kg
1201N-B	Ww...W	Falls Skin	⚠️	⚠️ Bed Exit	<1m	Eduardo E ● Polly P	RN CNA				✗	✓	✓	32.1°	Not Taken
🔧 1202N	Sa...S	Falls	✅			Maryanne M Narayan R	RN CNA				✓	✗	✗	43.6°	95.2 kg
1205N	Qu...Q					Eduardo E Polly P	RN CNA	● Addison M	CNP		✗	✓	✓	35.7°	65.4 kg
1211N	Mi...M		—	🔔 Bed Disconnect ... 3m		Eduardo E Polly P	RN CNA			—	—	—	—	—	—

Conduct virtual rounding to save steps and accelerate response to fall risk patients who are in an unsafe state.

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Automated Reminders

Support rounding activity with automated, recurring reminders.

Increase communication between patients and caregivers and create a quieter patient environment.

Ensure Patients are in a Safe State, Always with Voalte® Patient Safety Solution

- Activate bed exit alert based on patient fall risk status from the EMR and patient presence in bed

- Alert caregivers when bed enters an unsafe state based on assigned protocols

- Cancel and suppress bed exit alerts based on caregiver presence in the room*

- Automatically reset bed exit alert when the caregiver leaves the room*

*Real-Time Staff Locating is used.

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Voalte® Patient Safety Solution

FALL RISK ASSIGNED	**FALLS RISK SENT TO VPS SOLUTION**	**BED EXIT ARMED AUTOMATICALLY**	**PATIENT ATTEMPTS TO EXIT BED**	**ALERT SENT TO CARE TEAM**	**CARE TEAM RESPONDS TO PATIENT**	**PATIENT SAFE**
Caregiver assigns a fall risk in the EMR.	Integration with the EMR automatically sends the fall risk assignment to Voalte® Patient Safety.	Patient is placed in bed and bed exit alert is automatically armed.	Patient attempts to exit the bed and the bed exit alert activates.	Bed exit alert sent to care team mobile devices.	Caregiver responds to patient room; real-time staff locating suppresses bed exit alert.*	Caregiver leaves room and Voalte® Patient Safety automatically rearms the bed exit alert.*

*Real-Time Staff Locating is used.

Enterprise Reporting

BED STATE REPORTS

FALL RISK SCORECARD

Identify ongoing staff training needs and fall protocol modifications through an hourly view of compliance that highlights problematic times of day by room.
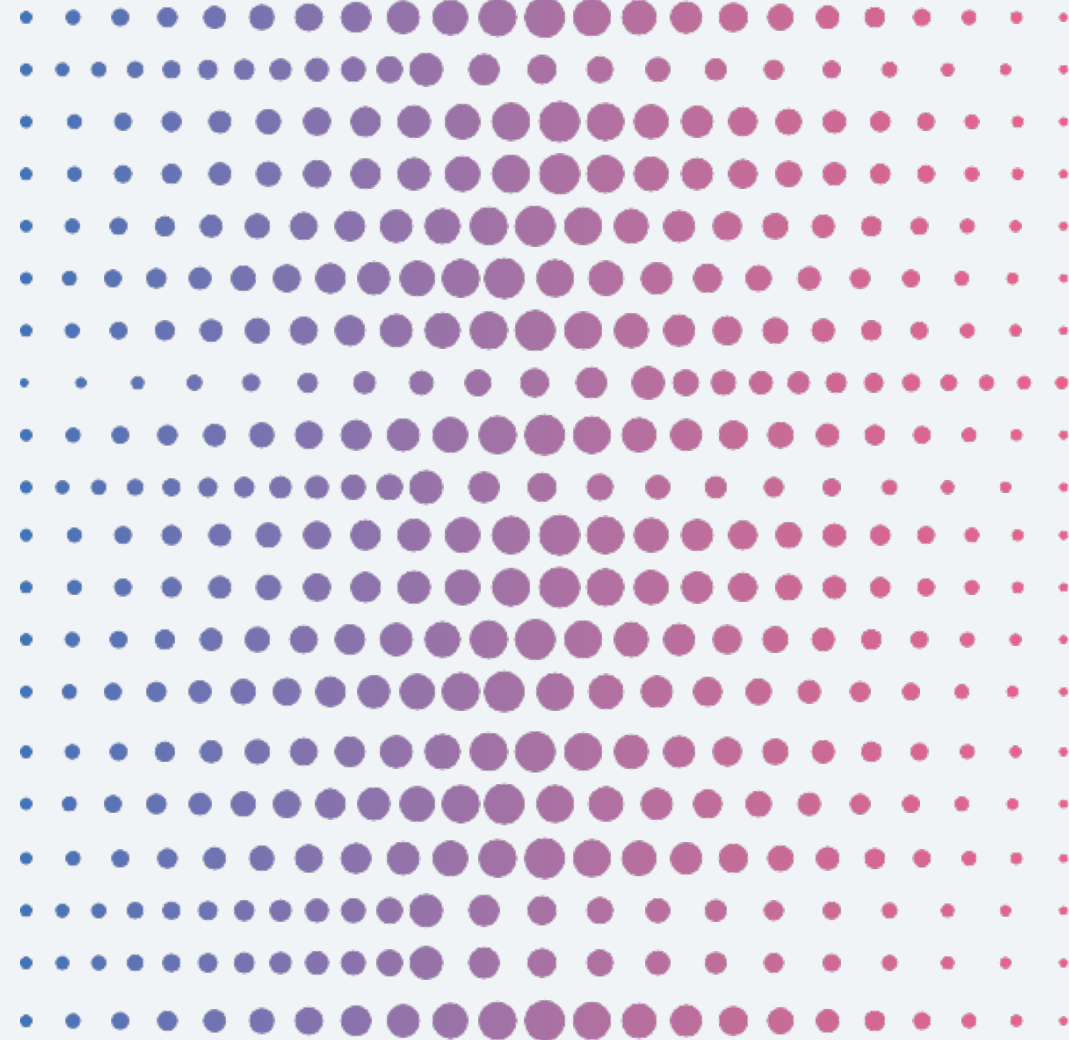
BED EXIT HISTORY

Enable proactive care through a room-level, hourly review of bed exit alert activity during a patient's stay.

BED STATE HISTORY

Understand bed state changes over time to support post-fall huddles.

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IMPROVE THE
PATIENT EXPERIENCE

Hillrom™

Increase Reimbursements

CMS REIMBURSEMENTS

~$475,000

TIED TO HCAHPS RESULTS.[1]

1. CMS.gov. CMS Hospital Value-Based Purchasing Program Results for Fiscal Year 2020. October 29, 2019. Accessed October 21, 2020. https://www.cms.gov/newsroom/fact-sheets/cms-hospital-value-based-purchasing-program-results-fiscal-year-2020

Patients who reported that their nurses "Always" communicated well.	How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	Patients who gave their hospital a rating of 9 or 10 (0 lowest to 10 highest).
Patients who reported that they "Always" received help as soon as they wanted.	Patients who reported that the area around their room was "Always" quiet at night.	Patients who reported YES, they would recommend the hospital to family and friends.

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Our Customers Have Seen Results in Patient Satisfaction
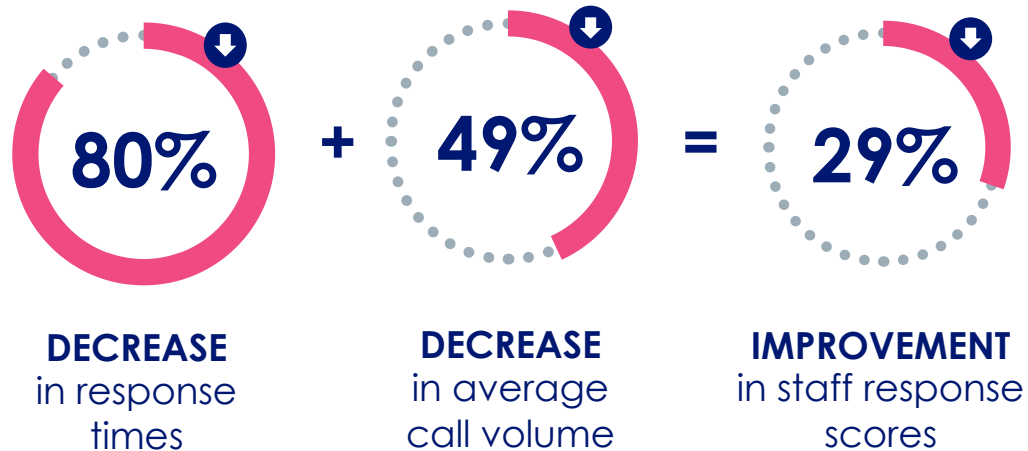
80%

DECREASE
in response times

+

49%

DECREASE
in average call volume

=

29%

IMPROVEMENT
in staff response scores

A 300+ bed facility with Voalte Nurse Call and Staff Locating.[1]

2 MINUTES
maintained response time

=

14%

INCREASE
in hospital rating

A 100+ bed facility with Voalte® Nurse Call, Voalte® Mobile Solution, Voalte® Patient Safety and Staff Locating.[2,3]

1. Hillrom Customer (GC). Nurse Call Data Report. August 2015. Data on file.
2. Hillrom Customer (SMH). SMH Patient Call Report. 2018. Data on file.
3. Hillrom Customer (SMH). HCAHPS Reports. 2016-2018. Data on file.

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Patient Experience

PATIENT NEEDS

REAL-TIME, UNIT-LEVEL DASHBOARD
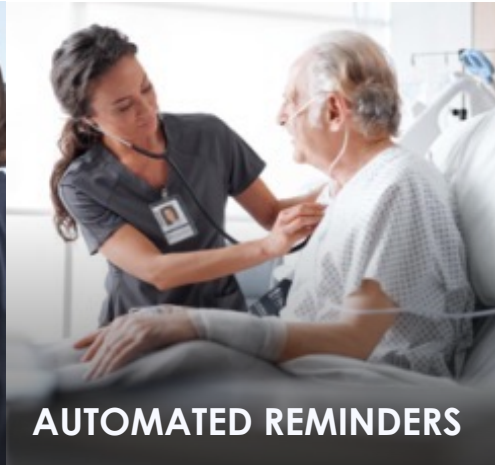
AUTOMATED REMINDERS
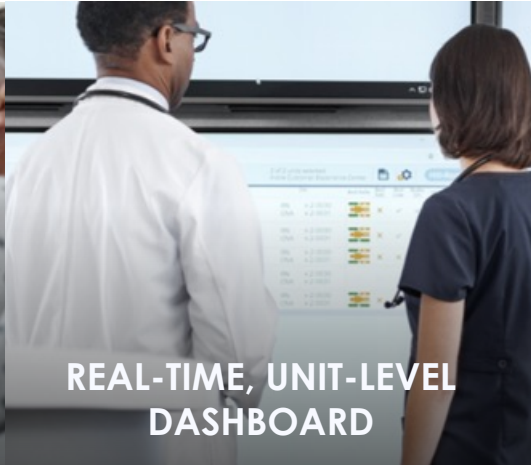
DIRECT COMMUNICATION

ENTERPRISE REPORTING

Reduce steps and accelerate response times by triaging calls and converting basic requests to detailed needs.

Enable virtual rounding and identify risk status and bed state in a comprehensive, real-time view.

Enhance rounding and reduce caregiver burden with reminders before rounds are due.

Communicate directly with patients and care teams to address patient needs.

Support improvement of workflows with detailed reports that include nurse call, bed and staff locating data.
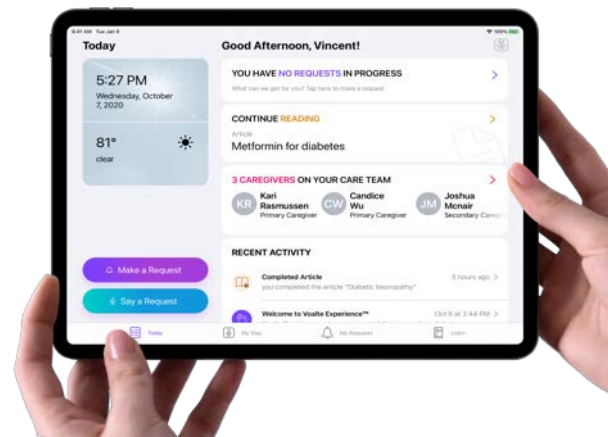
Voalte Experience ™ App

Empower your patients to participate in their care with our patient engagement solution that lives at the patient's bedside.

Hillrom ™

Patient Needs

Call Summary by Call Type

Call Type	Min Response Time	Median Response Time	Avg Response Time	Max Response Time	Total Calls
					35
Bathroom Request Call	00:01:26	00:01:26	00:01:26	00:01:26	10
Blanket	00:00:00	00:00:02	00:00:12	00:03:36	9
Bed Exit Call	00:00:01	00:00:08	00:00:10	00:01:16	2
Equipment Help	00:00:03	00:00:16	00:01:42	00:30:20	5
Ice Chips	00:00:01	00:00:02	00:00:29	00:01:24	3
Juice	00:02:37	00:02:37	00:02:37	00:02:37	2
RN Needed	00:00:02	00:00:03	00:00:04	00:00:07	3
Transport	0:05:02	0:05:02	0:05:02	0:05:02	1

Make staffing decisions and optimize clinical workflow through increased transparency into patient needs and overall call volume.

Accelerate response and allow for cluster care with specific needs sent directly to staff on a mobile device, based on role.

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Real-Time, Unit-Level Dashboard

Room	Patient	Notes	Risks	Calls		Wait Time	Assigned Staff		Ext	Round Due in	Turn Due in
1201N-A	! Am...A	Hard of hearing. Latex allergy	Falls Pulmonary Skin	Normal Call		3m	Maryanne M Narayan R	RN CNA	x 919-555-1234 x 55-5599	⏸	1h 20m
1201N-B	Ww...W	Contact precaution, Drop ...	Falls Skin				Eduardo E Polly P	RN CNA	x 919-555-1234 x 919-555-5599	1h 5m	1h 5m
1202N-A	Sa...S		Falls	Ice Chips		4m	Maryanne M Narayan R	RN CNA	x 919-555-1234 x 919-555-5599	5m	
1202N-B	Qu...Q		Falls Skin	Normal Call		12m	Maryanne M Narayan R	RN CNA	x 919-555-1234 x 919-555-5599	27m	56m
1204N-A											
1204N-B	Am...A	C diff, TB	Falls	⚠ Bed Exit		<1m	Eduardo E Polly P	RN CNA	x 919-555-1234 x 919-555-5599	overdue 6m	
1205N	Qu...Q		Falls Skin				Maryanne M Narayan R	RN CNA	x 919-555-1234 x 919-555-5599	7m	56m
1206N	Jo...J		Falls	Pain Call		6m	Eduardo E Polly P	RN CNA	x 919-555-1234 x 919-555-5599	14m	
1207N-A	Mi...M			Staff Call		1m	Maryanne M Narayan R	RN CNA	x 919-555-1234 x 919-555-5599	16m	
1209N	Po...P						Maryanne M Narayan R	RN CNA	x 919-555-1234 x 919-555-5599	20m	

Conduct virtual rounding to save steps and accelerate response times using a unit-wide dashboard displaying patient call activity and active care team reminders.

Automated Reminders

Support rounding activity with automated, recurring reminders for increased communication between patients and caregivers and a quieter patient environment.

Monitor adherence to rounding protocols to support continuing education and continuous improvement initiatives.

Direct Communication

Indicate room-status with one-touch action request buttons on the in-room audio station.
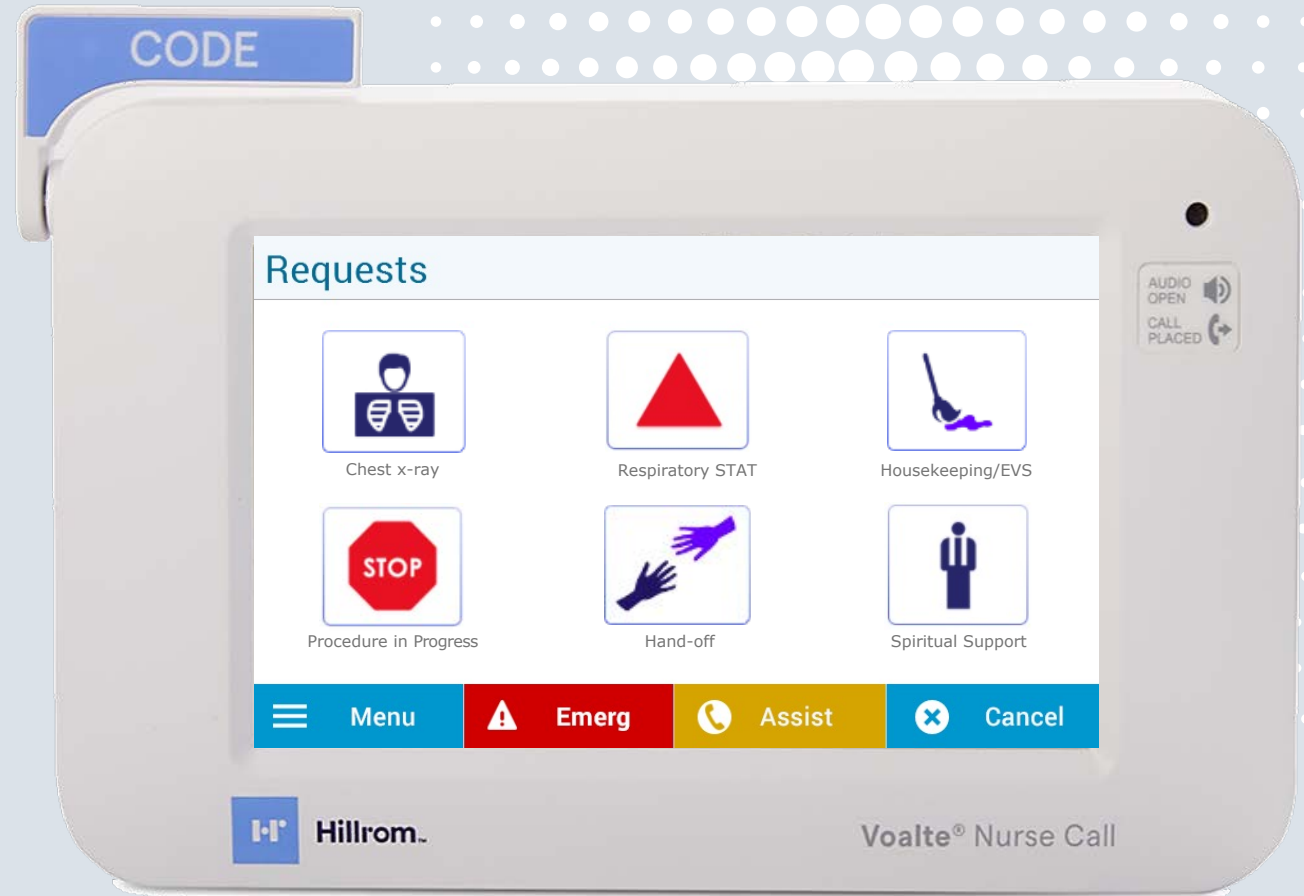
Enable direct communication between caregivers and patients, and among hospital staff to address patient needs and assure their needs are being met.

Elevate the Patient's Voice

Invite your patients to participate in their care by placing specific requests, opening communication with their care team and accessing information to give them a sense of control.

Voalte Experience™ App tightly integrates with Voalte® Nurse Call to route specific requests to the right care team members and provide current status to patients on any active request made.

9:41 AM   Tue Oct 6

Quick Requests

Ice Chips

Water

Pain Control

Baby To/From Nursery/Bassinet

In-Progress Requests

Pain Control
🚶 Gloria Carr, RN is on the way
requested 10 minutes ago

submitted   accep

Completed Requests

Snack
✓ completed by Tina Leeson, CNA o
requested on Oct 5 at 8:05 PM

Bathroom Specimen
✓ completed by Jacob Washington,
requested on Oct 5 at 2:41 PM

Clear Completed Requests

🔔 Make a Request

🎤 Say a Request

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Enterprise Reporting

CALL STATE REPORTS

CALL ACTIVITY REPORTS

Understand the impact of clinical initiatives on call volumes and review call activity in detail.

CALL RESPONSE REPORTS

Review performance in relation to defined targets to baseline results, set goals for improvement, recognize progress, and adjust assignments as needed.
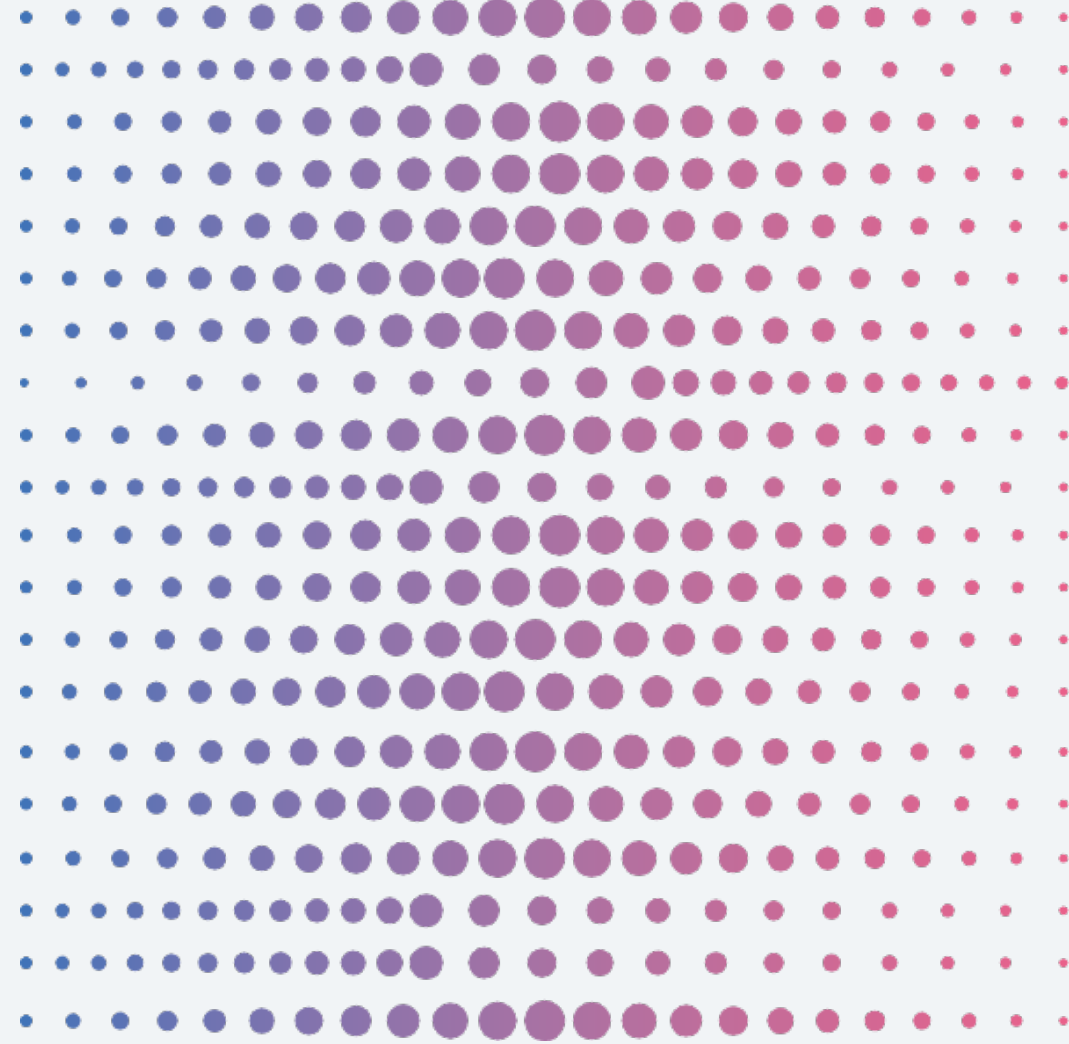
ROUNDING REPORTS

Monitor results for rounding compliance and adjust staffing and rounding protocols.

Average Bed/Chair/Equipment Calls Benchmark	Average Calls Benchmark	Average Visits Benchmark	Average Visit Length Benchmark (Minutes)	Total Patient Calls	Total Patient Calls Acuity Score	Total Bed/Chair/Equipment Calls	Total Bed/Chair/Equipment Calls Acuity Score	Total Unpredictable Calls	Total Unpredictable Calls Acuity Score	Total Patient Visits	Total Patient Visits Acuity Score	Total Patient Visit Length in Minutes	Total Patient Visit Length Acuity Score	Total Acuity Score
4.38	3.87	68.26	100.4	120	14	35	6	10	16	2116	10	3111	14	60

Nursing Unit	MRN	Patient First and Last	Room	#Patient Calls	Patient Calls Acuity Score	#Bed/Chair/Equipment Calls	Bed/Chair/Equipment Calls Acuity Score	#Unpredictable Calls	Unpredictable Calls Acuity Score	#Patient Visits	Patient Visits Acuity Score	Patient Visit Length (Minutes)	Patient Visit Length Acuity Score	Overall Acuity Score
3rd FL MedSurg	45733	MAR EY	322	4	1	5	2		0	29	0	114	1	4
	111445	JAM ER	323	7	1	13	2	5	4	73	1	204	1	9
	109871	JUD GH	324		0		0		0	29	0	65	0	0
	62727	LOR LL	325	6	1		0		0	70	1	62	1	2
	84073	DEA NT	326		0		0		0	23	0	49	0	0
	150443	NAN ER	327	6	1		0		0	26	0	56	0	1
	36399	HEL AM	328	7	1	10	2	1	4	57	0	104	1	8
	156730	MAE TT	329	4	1	3	0	2	4	48	0	92	0	5
	114432	RUT CK	330	3	0		0		0	60	0	131	1	1
	255858	MEL ON	331		0		0		0	24	0	87	0	0
	13148	ZEB ON	332	5	1		0		0	61	0	172	1	2
	147718	DON RE	333	3	0		0		0	43	0	64	0	0
	212576	ROB YE	335	2	0		0		0	44	0	86	0	0
	64787	DON TT	336	1	0		0		0	50	0	121	1	1
	243163	MAR SE	337	1	0		0		0	53	0	50	0	0
	158486	JUD IS	338	1	0	1	0		0	71	1	67	0	1
	166876	CUR ES	338		0		0		0	23	0	43	0	0
	186025	JOS DE	339		0		0		0	63	0	40	0	0
	99442	KAT RD	340	6	1		0		0	92	1	123	1	3
	235472	HEL ER	341	3	0		0		0	134	1	177	1	2
	65447	IVY ER	342	5	1		0		0	275	1	139	1	3
	188594	BRE MM	343	12	1		0		0	56	0	85	0	1
	77848	BAR GE	344	1	0		0		0	136	1	101	1	2
	54779	MAR NS	345	3	0	1	0	2	4	241	1	105	1	6
	28882	MIC AN	346	3	0		0		0	73	1	92	0	1
	139424	WIL AN	348	11	1		0		0	97	1	178	1	3
	53018	MAR ON	349	3	0		0		0	31	0	85	0	0
	56475	BAR ES	350	13	1	1	0		0	50	0	149	1	2
	205009	STA LE	351	4	1	1	0		0	50	0	175	1	2
	40890	LES CO	352	5	1		0		0	14	0	41	0	1
	215167	PAU EY	354	1	0		0		0	20	0	58	0	0

PROMOTE STAFF SAFETY AND SATISFACTION

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Stay Safe and Get Back to the Bedside

NURSES REPORT

76%[1]

INCIDENTS OF WORKPLACE VIOLENCE

ON AVERAGE, LESS THAN

60%[2]

OF VIOLENT WORKPLACE INCIDENTS ARE REPORTED

**NURSES SPEND LESS THAN**

30%[3]

OF THEIR TIME ON DIRECT PATIENT CARE

1. Speroni, et al. Incidence and Cost of Nurse Workplace Violence Perpetrated by Hospital Patients or Patient Visitors. Journal of Emergency Nursing. 2014:40(3)218-228.
2. American Nurses Association. Issue Brief: Reporting Incidents of Workplace Violence. 2019.
3. Higgins L, et al. Hospital Nurses' Work Activity in a Technology-Rich Environment: A Triangulated Quality Improvement Assessment. Journal of Nursing Care Quality. 2017; 32(3): 208–217.
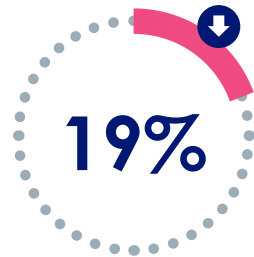
Hillrom™

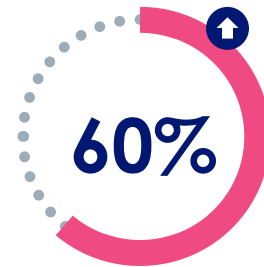# Our Customers Have Seen Results in Staff Safety and Satisfaction

49%
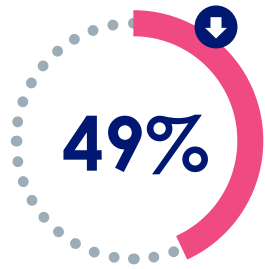
DECREASE
in average
call volume

A 300+ bed facility with
Nurse Call and Staff
Locating[1]

19%

DECREASE
in average
distance traveled

A 500+ bed with Nurse Call,
Voalte Mobile App, and
Staff Locating[4]

60%

INCREASE
in average time
spent at the bedside

250+ bed facility with Voalte
Nurse Call and Staff Locating[5]

Joint Commission Recognition

best practices that reduce patient care interruptions[6]

400+ **Hospitals** using real-time staff locating for workflow automation[2]
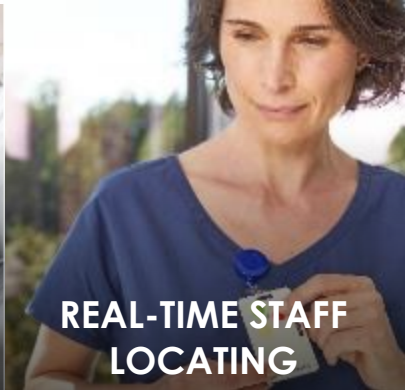
100,000+ **Staff** with access to duress calling[3]
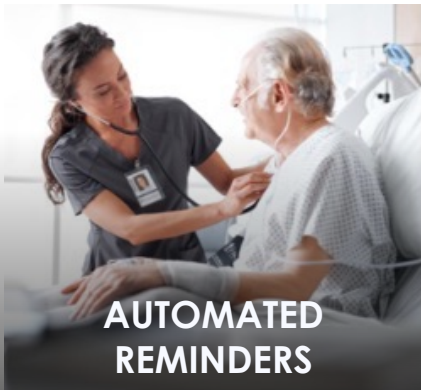
1. Hillrom Customer (GC). Nurse Call Data Report. August 2015. Data on file.
2. Hillrom Customer Purchasing Data. 2020. Data on file.
3. Hillrom Customer Purchasing Data. 2018-2020. Data on file.
4. Hillrom Customer (SJMO). SJMO_ICS Outcomes Review. 2016. Data on file.
5. Hillrom Customer (CR). Nurse Call interview. 2016. Data on file.
6. The Joint Commission.

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Staff Safety and Satisfaction

PATIENT NEEDS

AUTOMATED REMINDERS

REAL-TIME STAFF LOCATING

ONE-TOUCH REQUESTS

ENTERPRISE REPORTING

INTEGRATIONS

Reduce steps and accelerate response times by triaging calls and converting basic requests to detailed needs.

Enhance rounding and reduce caregiver burden with reminders before rounds are due.

See staff location in real-time, automate workflows based off caregiver location, and keep staff safe with duress calling.

Make caregivers' jobs easier by allowing high-frequency requests to be placed with a single touch.

Support improvement of workflows with detailed reports that include nurse call, bed and staff locating data.

Save caregivers time with connections to hospital systems that allow data to flow automatically.

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Real-Time Staff Locating

Provide safety tools to staff with a one-touch duress calling on a caregiver-worn badge.

- Accelerate response to staff members by routing duress calls including caregiver location directly to security response teams

- Enable care team connections using a unit-level dashboard that displays staff location and assignments

- Find available care team members and connect directly using in-room audio stations

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Patient Needs

- Reduce steps when completing a patient request by receiving detailed information upon the initial request

- Make staffing decisions to balance clinical need and caregiver burden

Call Summary by Call Type

Call Type	Min Response Time	Median Response Time	Avg Response Time	Max Response Time	Total Calls
					35
Bathroom Request Call	00:01:26	00:01:26	00:01:26	00:01:26	10
Blanket	00:00:00	00:00:02	00:00:12	00:03:36	9
Bed Exit Call	00:00:01	00:00:08	00:00:10	00:01:16	2
Equipment Help	00:00:03	00:00:16	00:01:42	00:30:20	5
Ice Chips	00:00:01	00:00:02	00:00:29	00:01:24	3
Juice	00:02:37	00:02:37	00:02:37	00:02:37	2
RN Needed	00:00:02	00:00:03	00:00:04	00:00:07	3
Transport	0:05:02	0:05:02	0:05:02	0:05:02	1

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Automated Reminders


Reduce staff mental load using reminders, without additional steps to workflow for proactive care delivery and call volume reduction.

Monitor adherence to rounding and turn protocols to support continuing education and continuous improvement initiatives.

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One-Touch Action Requests

- Quickly initiate high-frequency tasks using one-touch action request buttons that can be customized by unit

- Simplify caregiver tasks and streamline outreach to hospital staff to address patient needs

- Accelerate response and allow for cluster care with specific needs sent directly to staff on a mobile device
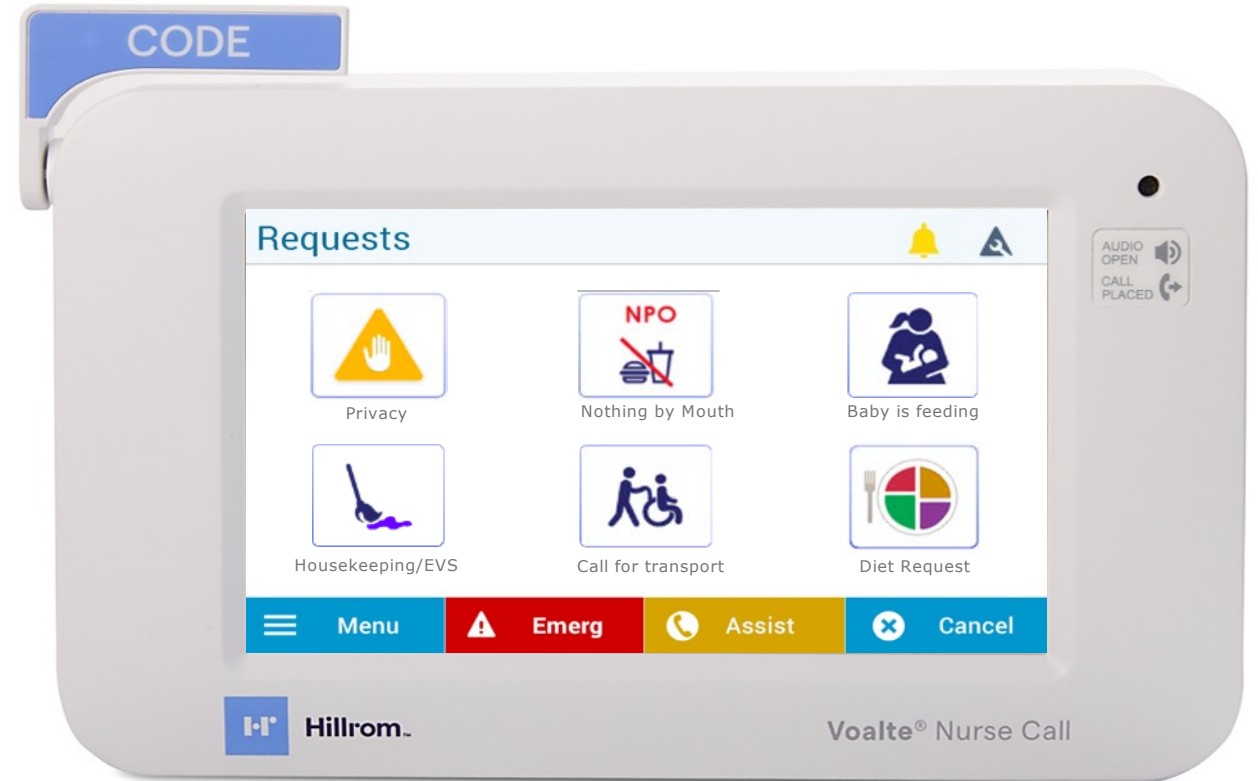
Enterprise Reporting

STAFF LOCATING REPORTS

Staff Activity Audit

Determine staff members time in specific locations and review details of staff movement on a unit.

Staff Activity Summary

Balance staffing assignments and promote time spent at the bedside with a snapshot of staff visits by room.

Staff Locating Scorecard

Measure staff performance against a defined goal for time spent in patient rooms.

ROUNDING REPORTS

Staff Activity Audit

Adjust staffing and rounding protocols through an hourly view of rounding compliance that highlights problematic times of day by room.

Staff Activity Summary

Monitor unit-level performance against a defined rounding compliance goal.

Staff Locating Scorecard

Understand rounding performance by staff and by unit in relation to time spent in patient rooms.

CALL ACTIVITY REPORTS

Event Chronology

Investigate incidents by reviewing staff response to patient call and safety alert activity, in chronological order.

Nurse Call Summary

Understand the impact of clinical initiatives on call volumes and response times by unit, by call type and by room.

Nurse Call Response Scorecard

Review staff performance against a defined target response time to baseline results, set goals for improvement, recognize progress, and adjust assignments as needed.

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Integrations

Reduce documentation time and increase data accuracy with integrations to the EMR that automate patient and staff assignment entry and bed data charting.

Accelerate connections and achieve interoperability with standards-based integrations to send notifications and alerts directly to caregivers.

Promote staff workflow automation and clinical initiative measurement through integration to real-time staff locating solutions.

EMR

VOALTE® NURSE CALL

STAFF LOCATING

MIDDLEWARE
MEDICAL DEVICE INTEGRATION
ALERT & ALARM MANAGEMENT
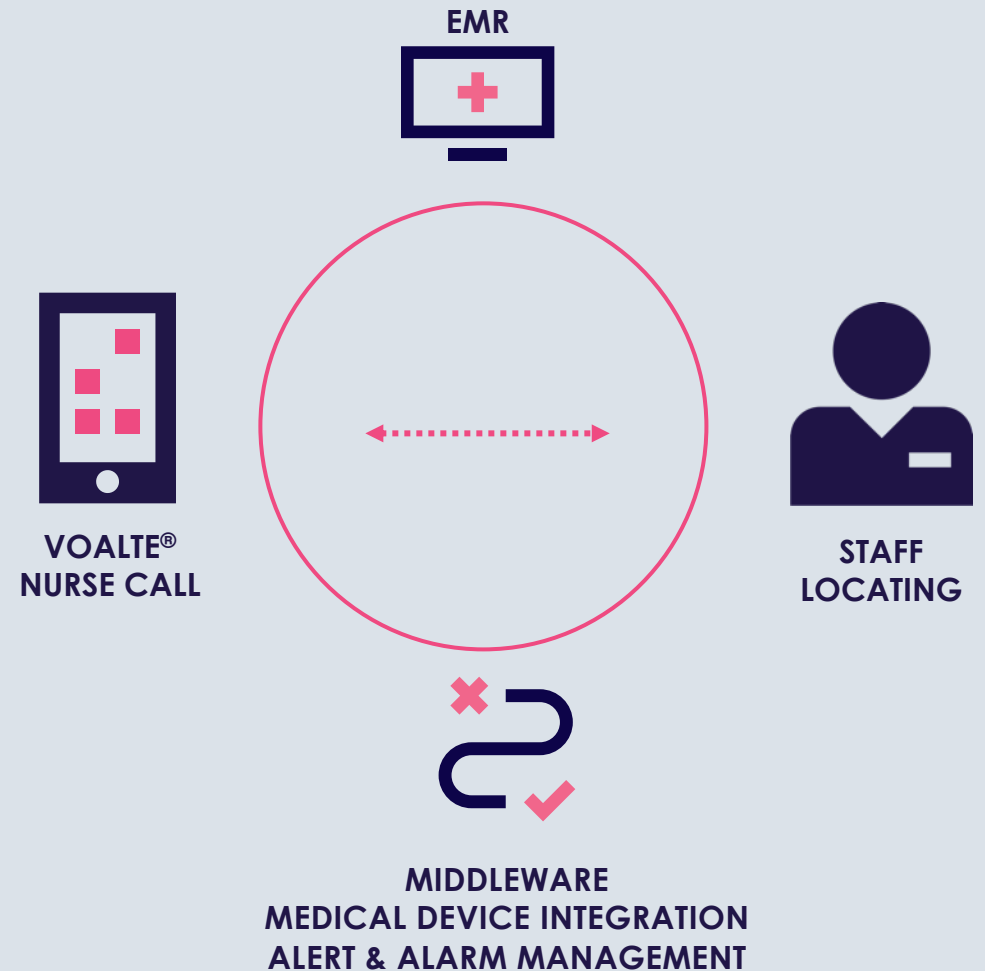
SIMPLIFY SYSTEM ARCHITECTURE AND ADMINISTRATION

Hillrom™
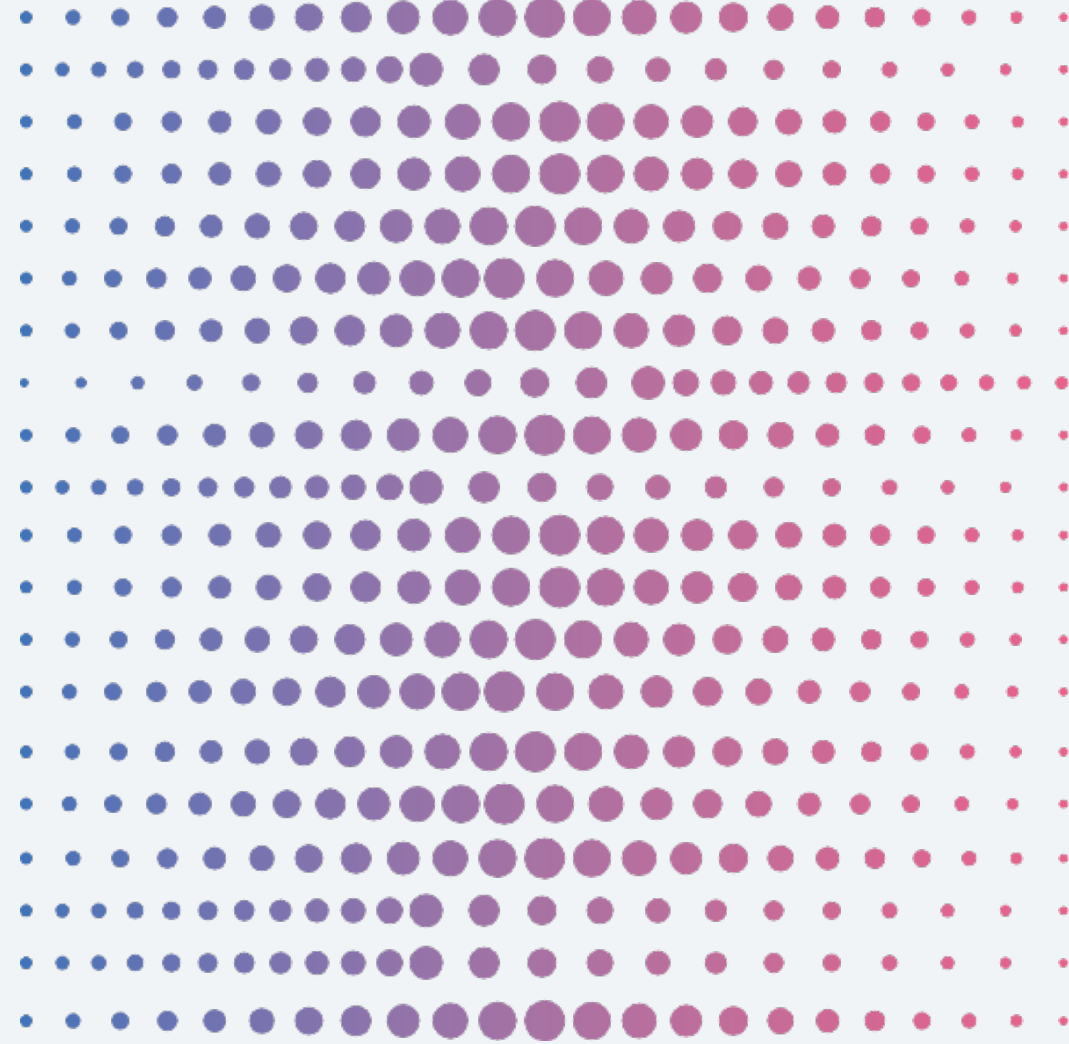
System Architecture

Network Topology

- Devices support Power over Ethernet (PoE) standard and common networking protocols

- DHCP + DNS is used to support a variety of network configurations and room layouts

- Each room survives independently during network outages

- Voice and audio capability is enabled via a commercial grade VOIP server

- SecureLink over SSH provides protected remote access

Advanced Services SQL Database Server VoIP Controller HRRS

Reporting Server

Facility Network Switch

Smart Client

Facility Network

Primary Staff Console (GRS-10)

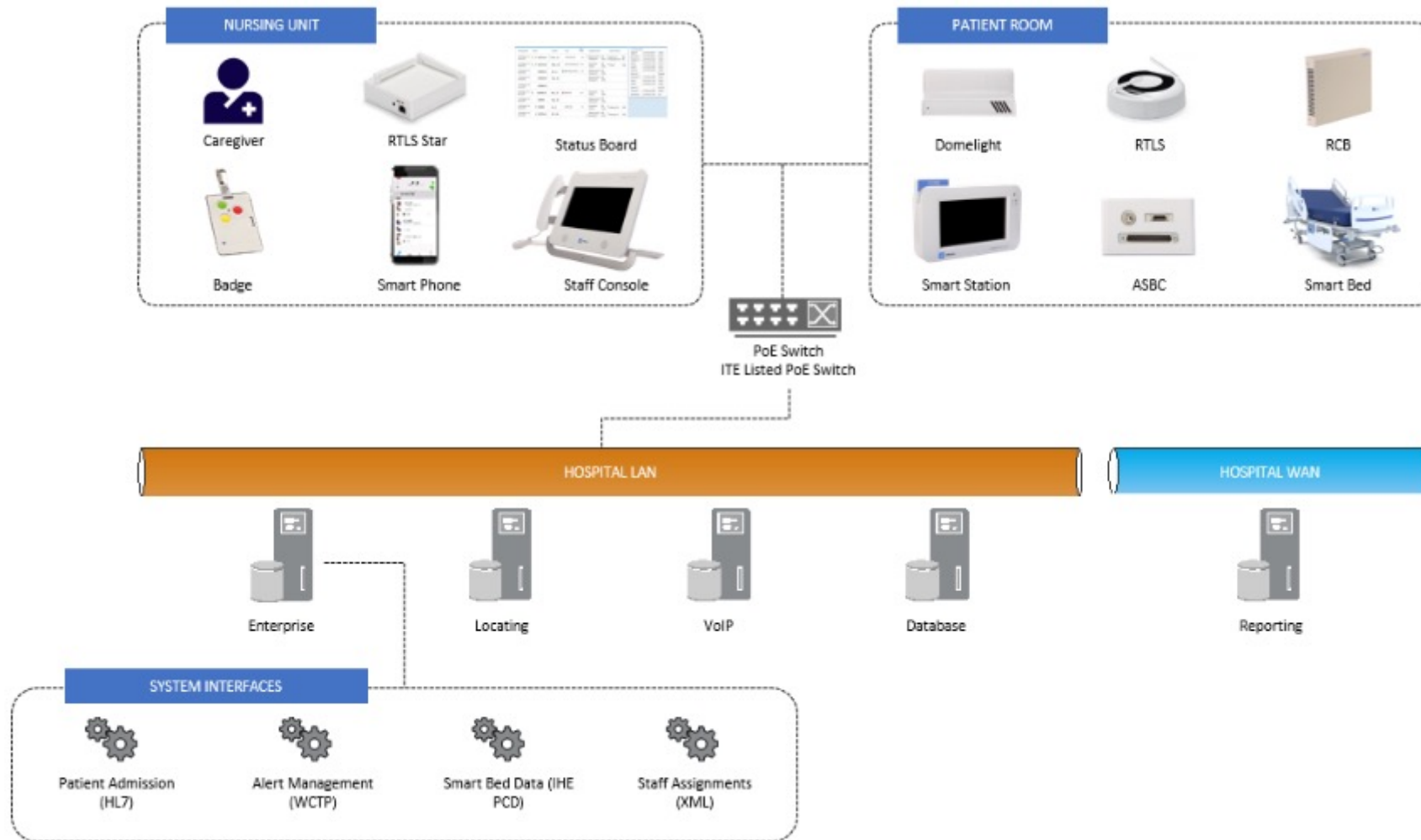RCB2 Nursing Unit Controller

PoE Switch ITE Listed PoE Switch

Dome Light

Zone Light

Remote Code Switch

Pillow Speaker

ASBC

Room Station GRS-5

Room Station GRS-5

Shower Shift w/Pull Cord

Single-bulb Dome Light

RCB2

Pillow Speaker

ASBC

Room Station GRS-6

Staff Station

Secondary Staff Console (GRS-10)

Staff Emergency Switch

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Security

Protect your network while securely transmitting and storing PHI.

- NIST Risk Management Framework certification

- FIPS compliant for cryptographic modules used on embedded devices

- TLS 1.2 for all server communications

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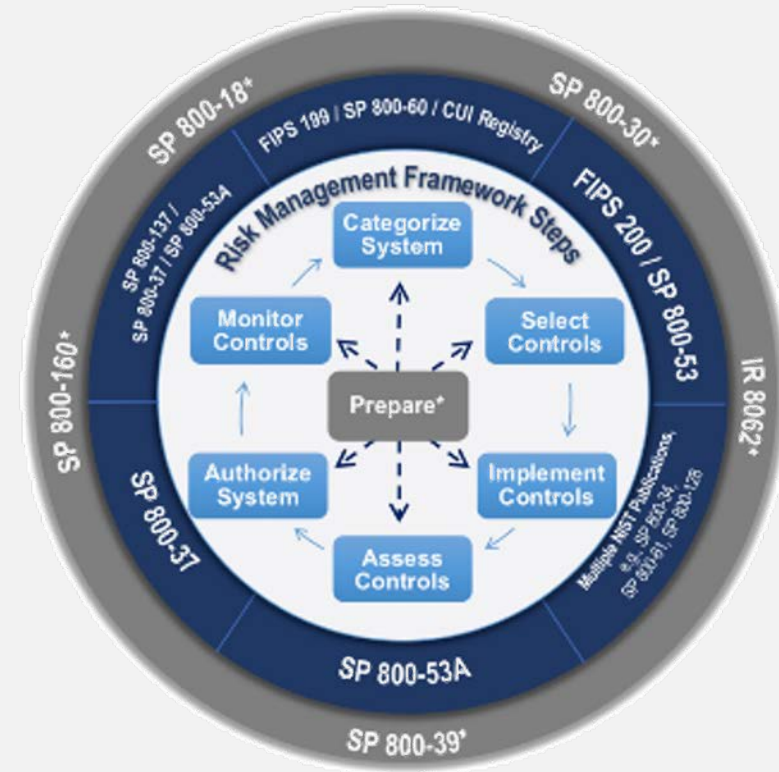
Programming Interfaces

- Use of IHE-certified protocols support integration to many common hospital technologies

- Open APIs promote interoperability between systems

- All major system constructs exposed via REST to simplify 3rd party integrations or custom development

{ REST } API
Alarms
Calls
Staff
Devices
Patients
Locations
Roles
Census
Assignments
Observations
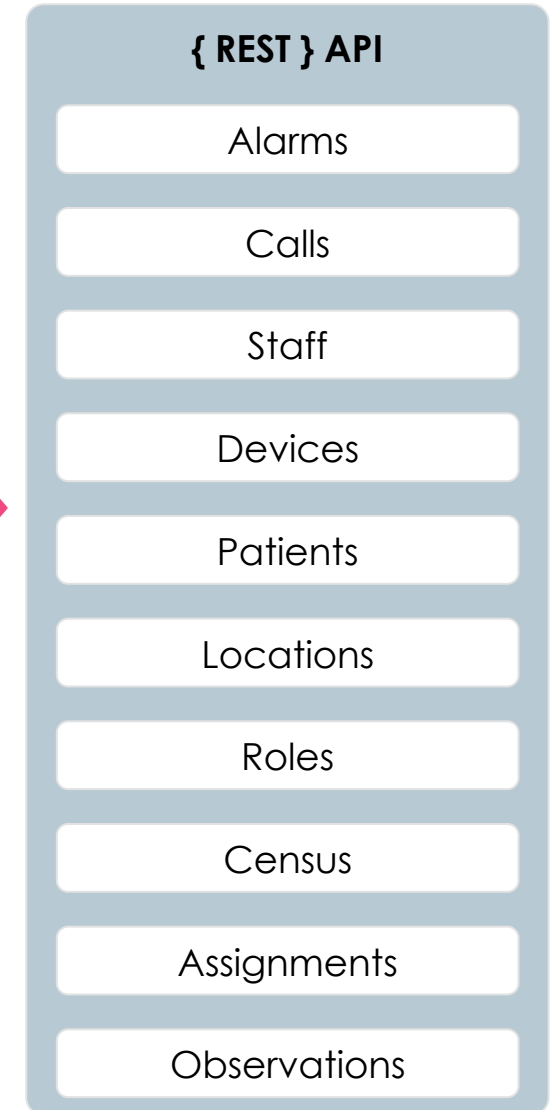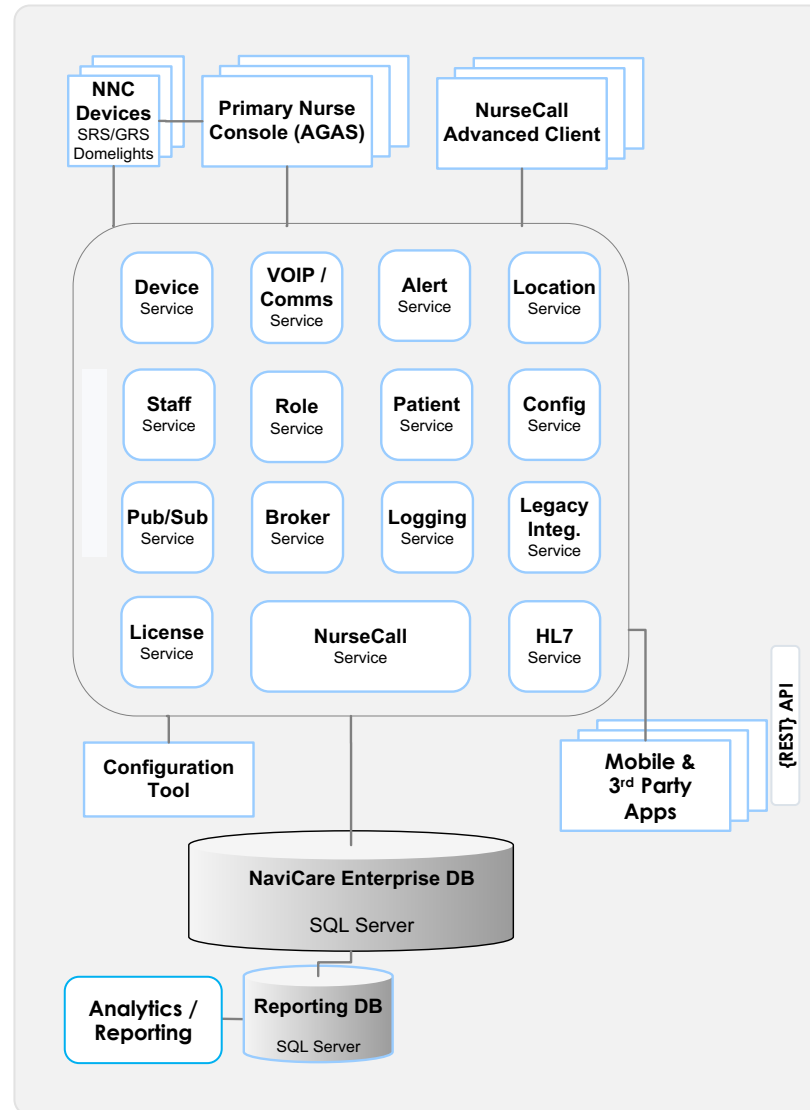
PARTNERING WITH YOU EVERY STEP OF THE WAY
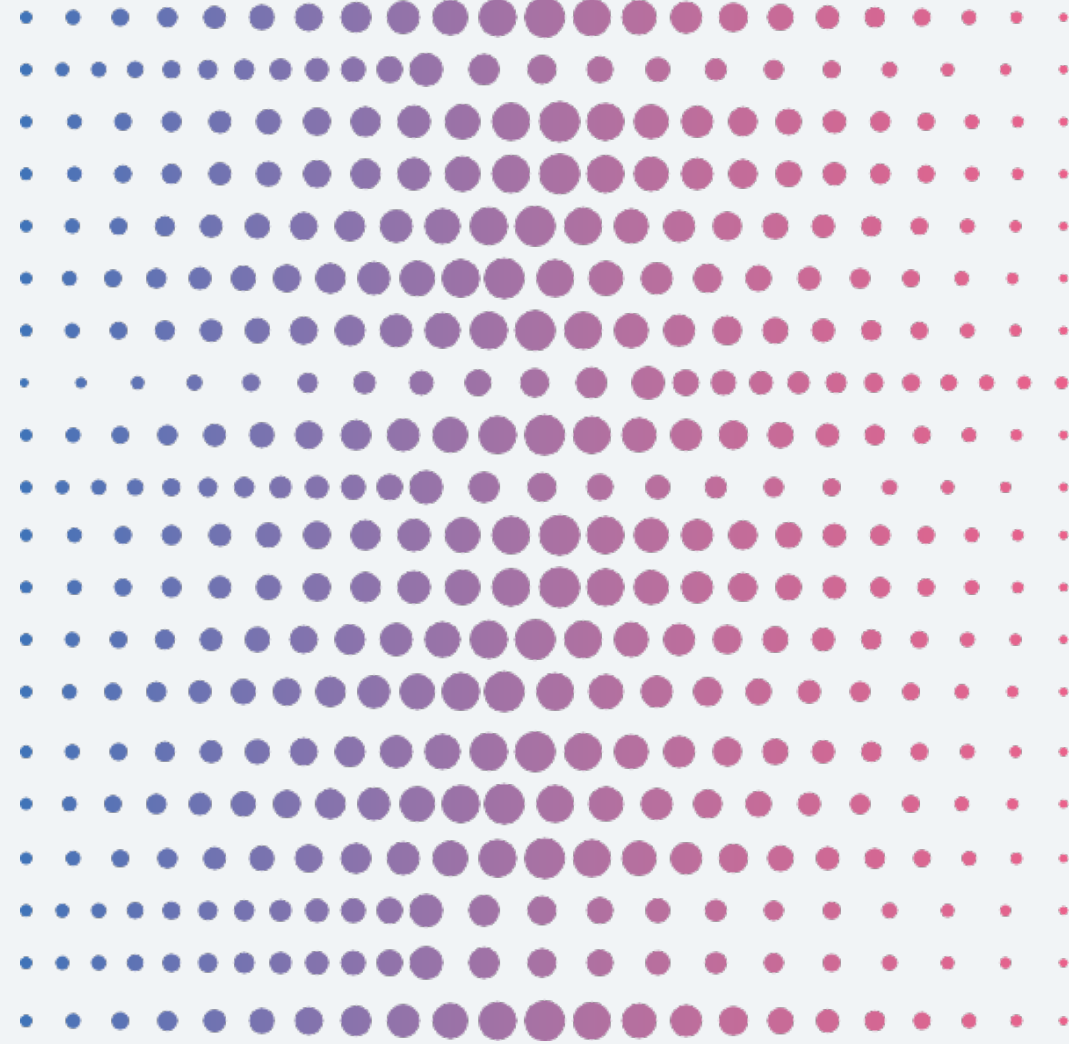
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Support Your Care Communications

Hillrom provides all services necessary to develop, implement and support your nurse call strategy.

- Extensive experience with development, design and implementation of 1,000+ systems

- Designed with optimal clinical workflow for the end-users

FRONTLINE CALL CENTER AND SERVICE

24/7

CLINICAL AND TECHNICAL EXPERTS PROVIDE SUPPORT 24/7, NATIONWIDE SERVICE

Hillrom™

Dedicated Support For Your Care Communications

Comprehensive OEM-provided Services

- Project management
- Clinical workflow design
- Clinical Consulting
- Systems Integrations
- Onsite and Remote Education
- Field Service Network
- Technical Support

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Proven, Repeatable Methodology Delivers Consistent Results

1 Presale Clinical Assessment

2 Quote & Scope Review

3 Sales Handoff

4 Project Management Customer Kickoff

5 Design Workshop

6 Test Plan Simulation Scripts

7 UAT Education

8 Go-Live

9 Executive Summary

10 Gap Analysis Workshop

ADPIE ROADMAP

ASSESSMENT → DEVELOPMENT → PLANNING → IMPLEMENTATION → EVALUATION

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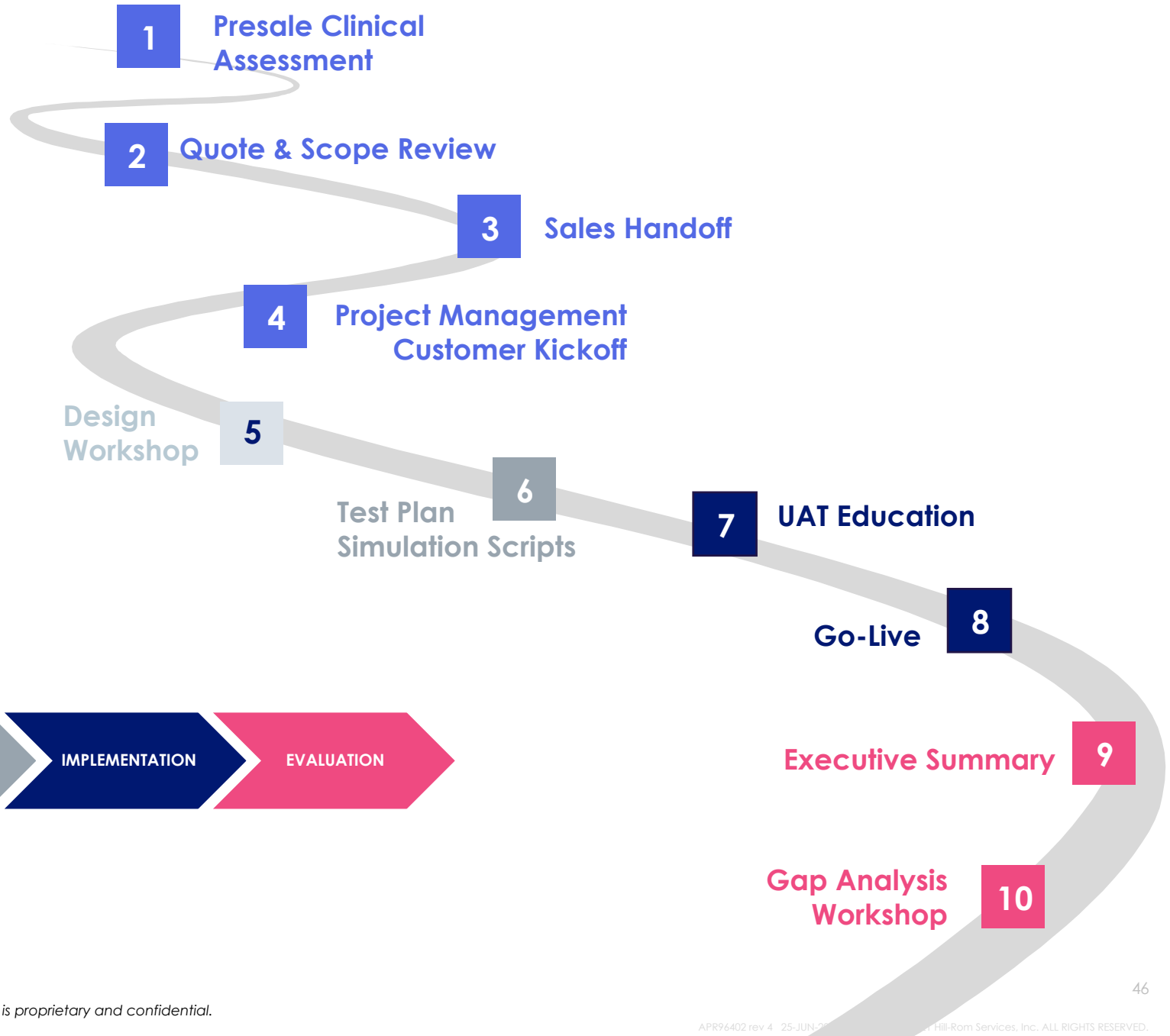
Proven Success

- 1,200+ customers ranging from small specialty hospitals to multi-state IDNs

- 50+ Implementation project managers

- 40+ Implementation engineers

- 30+ RNs for clinical consulting

- 150+ Field service technicians

- 200+ Support Representatives

SHARP

MEMORIAL HERMANN

PARKVIEW HEALTH

St Luke's

St.JosephHealth Mission Hospital

UHS

Intermountain Healthcare

Penn Medicine

Banner Health

INTEGRIS

CONE HEALTH

Sutter Health

Providence

SWEDISH

Stanford HEALTH CARE

RIVERSIDE Health System

Lovelace Health System

Cleveland Clinic

Nicklaus Children's Hospital

Hillrom™

Voalte® Nurse Call

A Vital Lifeline Between Patients and Caregivers

Available standalone or as part of Hillrom's Voalte® Platform.

BETTER TOGETHER
Unify your communications and connect your care with the power of the Voalte® Platform.

NURSE CALL

PATIENT ENGAGEMENT*

ALERT & ALARM MANAGEMENT

MOBILE APPLICATION

PATIENT DATA VISUALIZATION

MEDICAL DEVICE INTEGRATIONS

REPORTING AND ANALYTICS

SYSTEMS INTEGRATIONS

CLINICAL DESIGN, IMPLEMENTATION AND SUPPORT SERVICES

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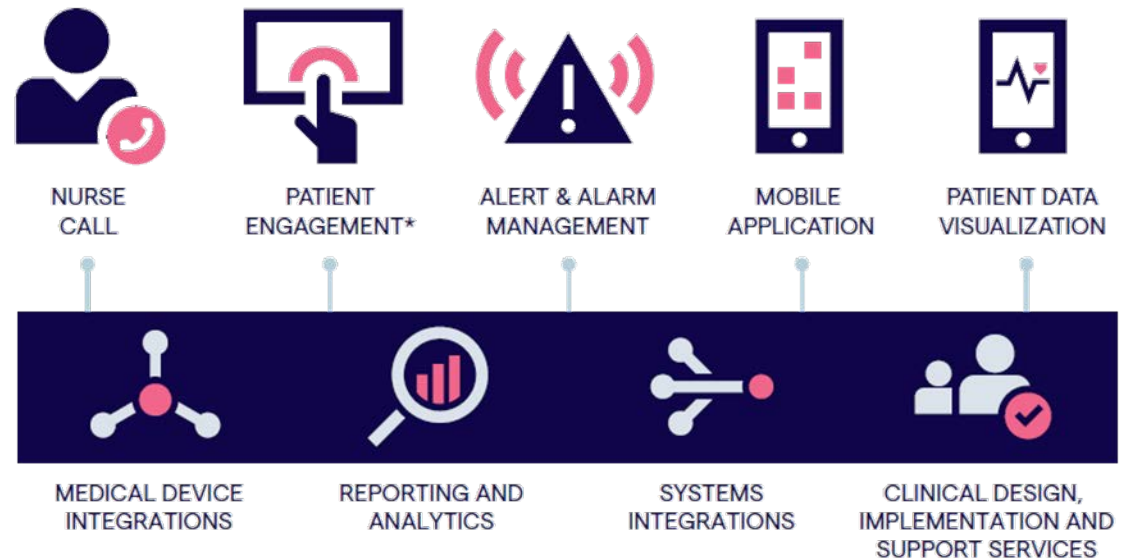
Appendix

Nurse Station Console

- Displays incoming calls and staff location information

- Identifies incoming call types, wait times, statuses

- Supports full duplex, non blocking conversation with any station on the system

- Can also be used as a Code Blue Annunciator or Central Call Display

Patient Room Stations

Allow your workflow to dictate the design and place Room Stations anywhere in the patient room.

Standard Room Station supports two-way audio with configurable emergency and assist buttons.
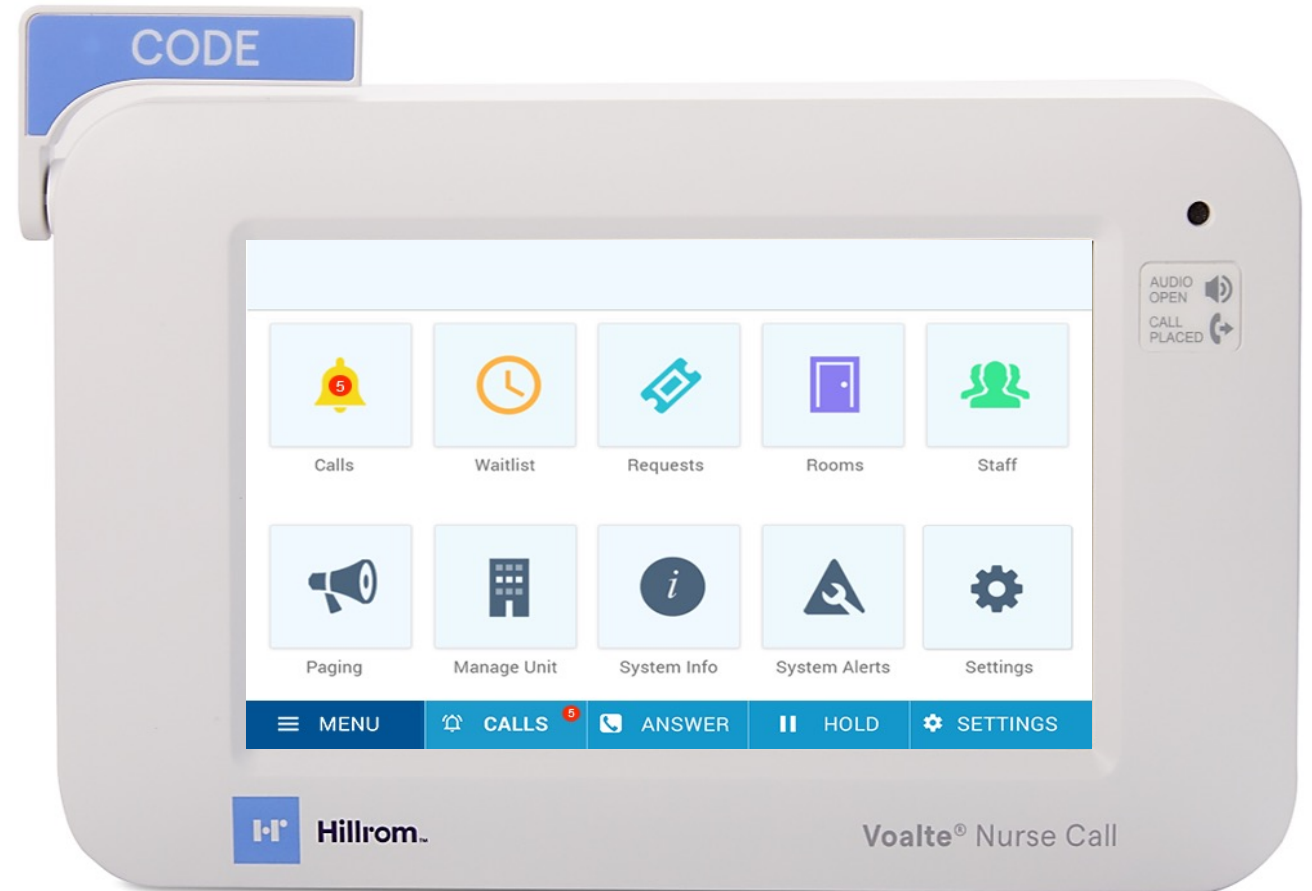
Graphical Room Station provide a touchscreen with enhanced functionality such as initiating one-button action requests, setting reminders, viewing call statuses and calling between room stations.

Emergency Department Example

Highly configurable one-button action requests to meet the unique needs of specific units.
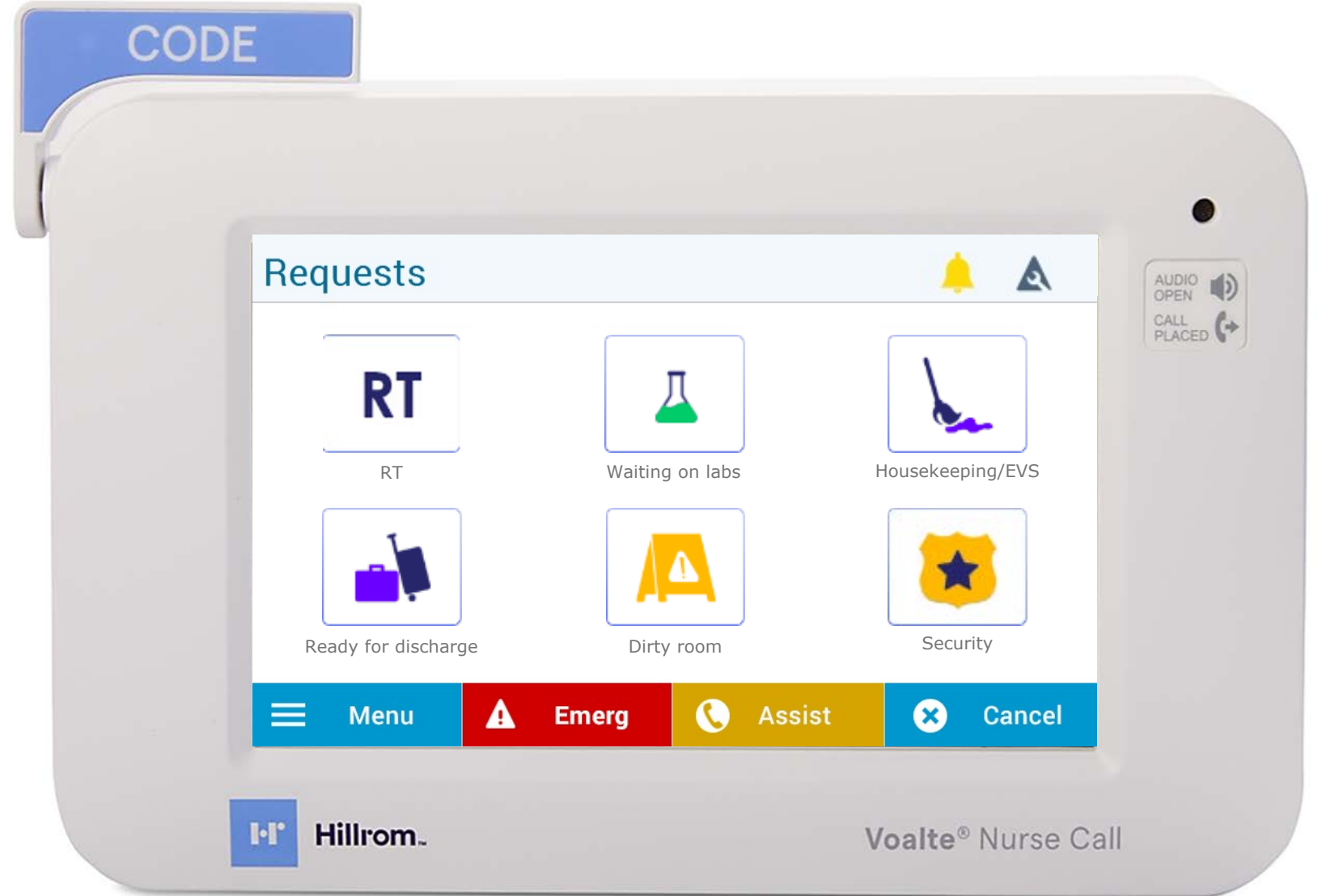
ICU Example

Highly configurable one-button action requests to meet the unique needs of specific units.
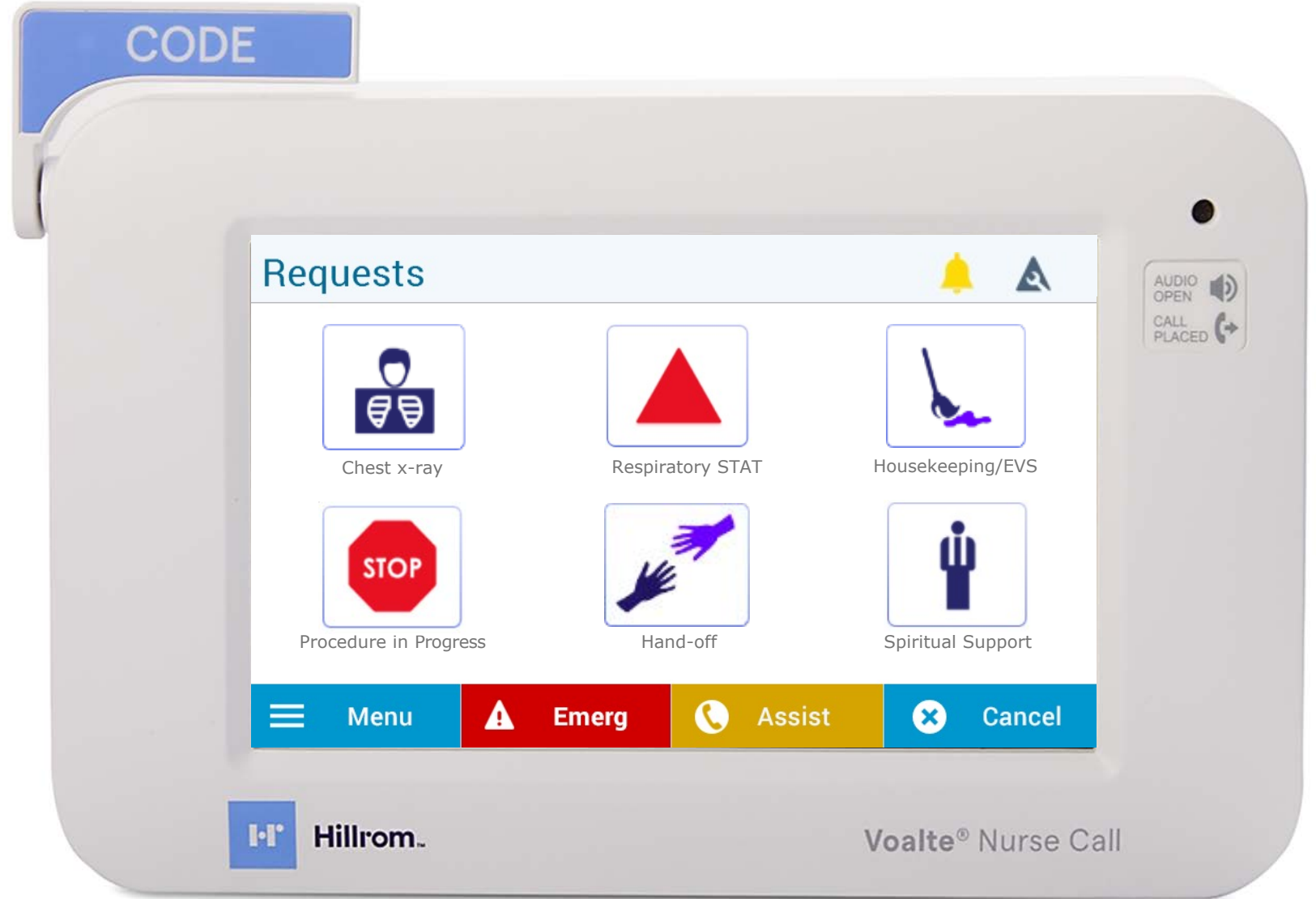
Med-Surg / Tele Example

Highly configurable one-button action requests to meet the unique needs of specific units.
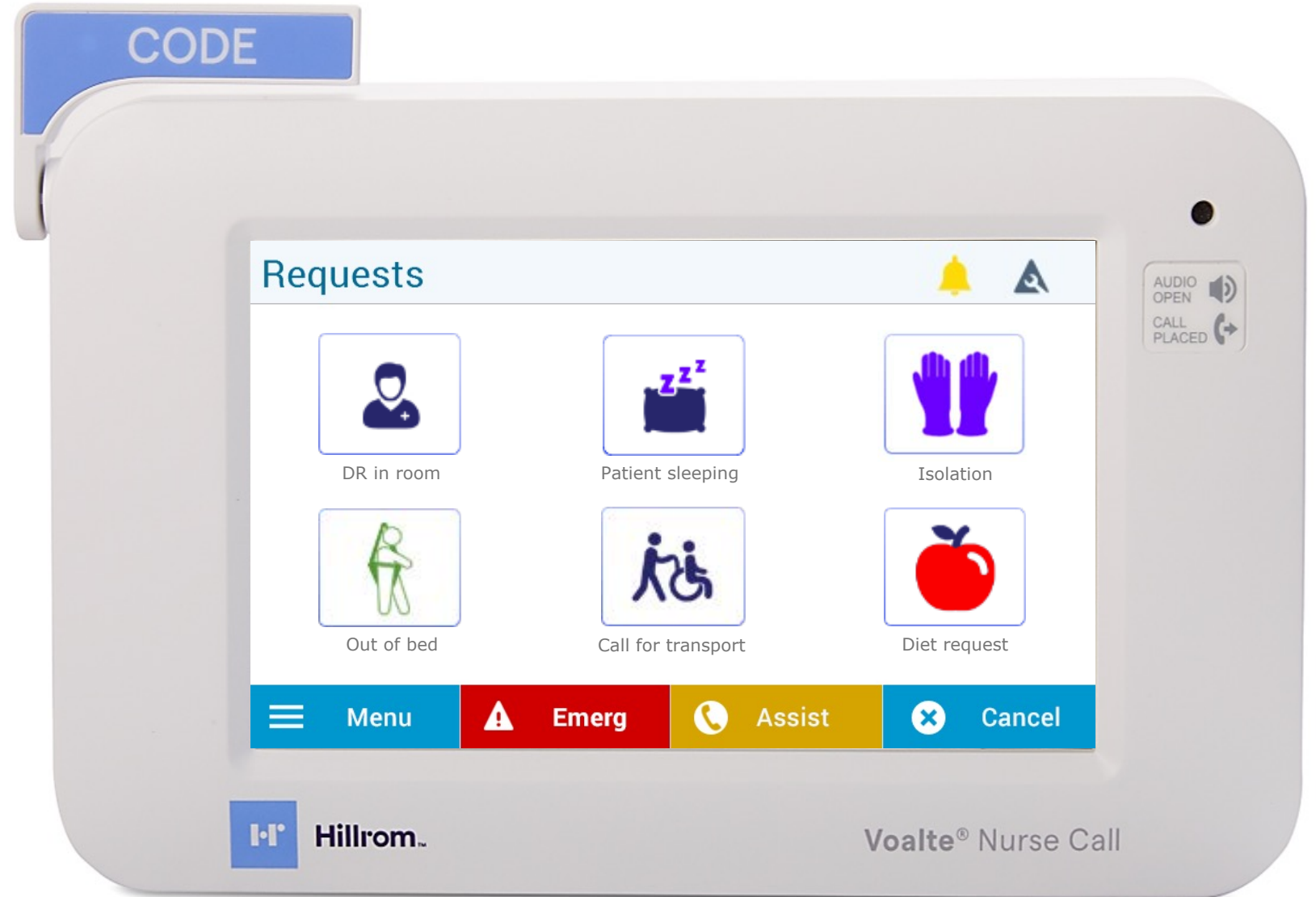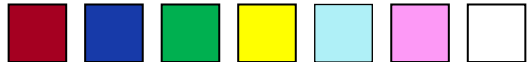
Maternal Example

Highly configurable one-button action requests to meet the unique needs of specific units.
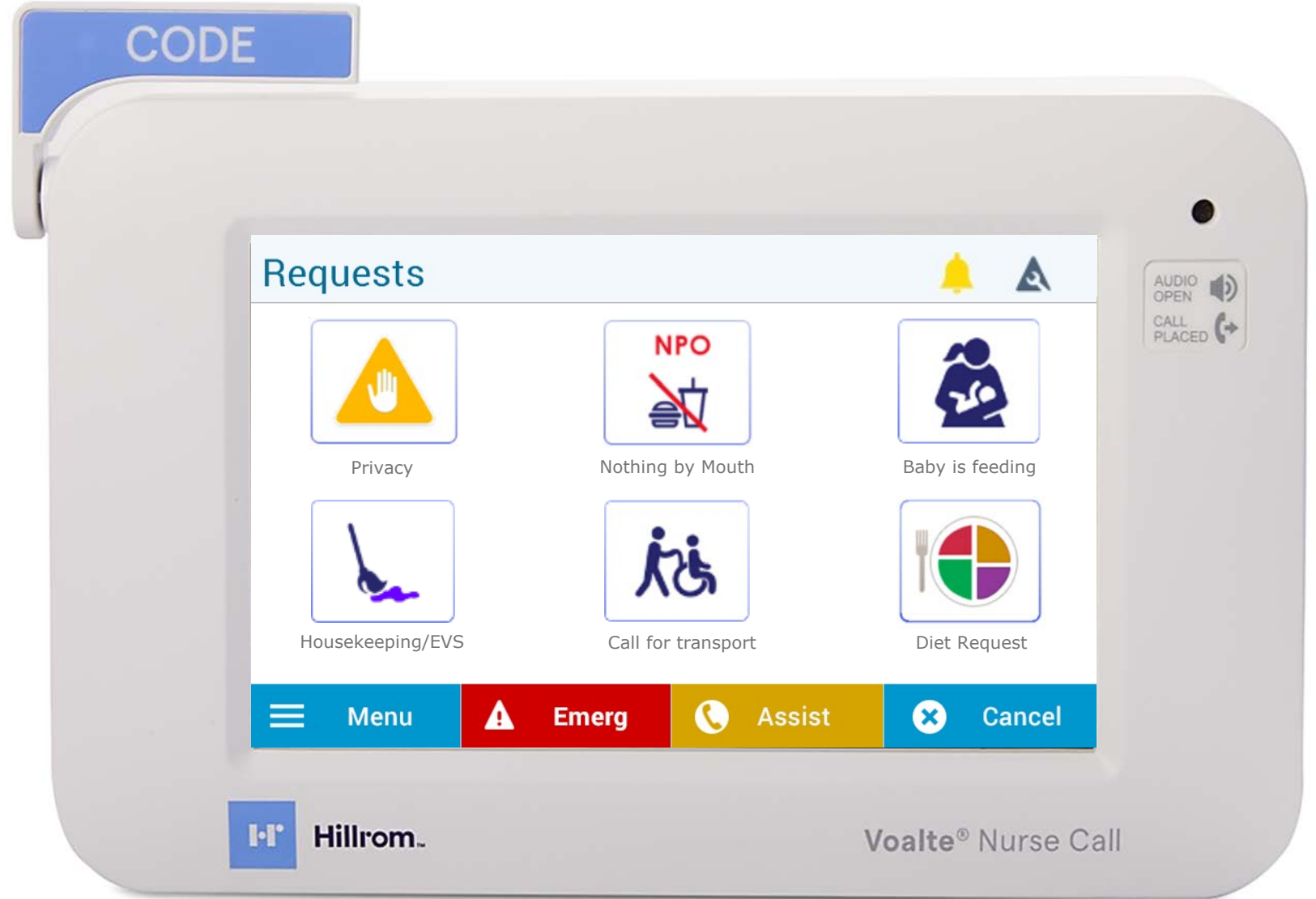
Dome Light

- Configurable to depict call type and caregiver presence based on color, flash rate and annunciation:

  - **Flash pattern**: Off, Solid, Slow Flash or Fast Flash

  - **Color**: ▮▮▮▮▮▮▮

  - **Annunciation**: Optional call annunciation at dome light

Best practice configurations are available based on 1500+ nurse call installations and clinical best practices.

Call Switch and Audio Station

PUSH-BUTTON CALL SWITCH

- Allow for communication to the nurse's station
- Available as push-button or pull cord
- Commonly used as a bathroom or shower switch
- Programmable to annunciate many call types such as code blue, code pink ,etc.

BATHROOM STATION

- Audio station activated via pull lever
- Allows for two-way audio in secondary locations such as bathrooms

Pillow Speaker and ASBC

PILLOW SPEAKER

- Optional 3-button pillow speaker allows for normal, pain and bathroom call

- Includes temperature and lighting controls

- Includes microphone for clear sound

AUDIO STATION BED CONNECTOR (ASBC)

- Interface for connecting beds, pillow speakers and medical devices

- Place anywhere on the headwall, separate from the room station

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Ensure Your Patients and Caregivers Feel Safe and Connected

In behavioral health environments, caregivers can face unique challenges to ensue the safety of their patients and themselves.

PUSH-BUTTON CALL SWITCH

- UL1069 Certified
- Meet Anti-Ligature Requirements
- Visual Confirmation of Call Placement
- Call Cancel Button
- Flush-Mount Installation

STANDARD ROOM STATION COVER

- UL1069 Certified
- Meets Anti-Ligature Requirements
- Enables Two-Way Audio in Rooms
- Access to Staff Call and Call Cancel Buttons

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Status Board

Unit-wide dashboard displaying patient risk status alongside bed state, patient call activity and active care team reminders.

Virtual rounding to save steps and help accelerate response times.

Display on desktop displays, TV panels, etc. using the SmartClient app.

✚ Code Blue   1204N, Cardiology ICU N Tower

2 of 10 units
Morrisville Medical Center

Hillrom

Nursing Unit	Room	Patient	Notes	Risks	Safety Status	Calls	Wait Time	Assigned Staff		Rounding Due in	Turn Due in	Staff in Room	Bed Rails	Bed Exit	Bed Low	Brake On	HOB	Weight
Cardiology 12 N Morrisville M...	1201	Am…A	Hard of hearing, Latex allergy	⏱ ⬡ ⊕	⚠	⚠ Bed Height Alert	<1m	Maryanne M / Narayan R	RN / CNA	⏸	1h 5m			✓	⚠	✓	43.3°	Not Taken
Cardiology 12 N Morrisville M...	1202	Do…D	Contact precaution					Eduardo E / Polly P	RN / CNA	1h 5m	overdue 4m	● Polly P		✗	✗	✓	32.2°	⚠ 48.1 kg
Cardiology 12 N Morrisville M...	1203	Sa…S		⏱	✓	Normal Call	6m	Maryanne M / Narayan R	RN / CNA	5m				✓	✓	✓	27.4°	121.3 kg
Cardiology 12 N Morrisville M...	1204	Mi…M	Open chest, Airborne plus, …	⏱	✓	✚ Code Blue	1m	Eduardo E / Polly P	RN / CNA	27m				✓	✓	✓	36.5°	73.4 kg
Cardiology 12 N Morrisville M...	1205													✗	✓	✓	0.0°	Not Taken
Cardiology 12 N Morrisville M...	1206	Am…A	C diff, TB	⏱	⚠	⚠ Bed Exit Alert	<1m	Eduardo E / Polly P	RN / CNA	overdue 6m				⚠	✓	✓	33.7°	78.7 kg
Cardiology 12 N Morrisville M...	1207	Qu…Q		⏱ ⊕	✓			Maryanne M / Narayan R	RN / CNA	27m	56m			✓	✓	✓	43.8°	91.1 kg
Cardiology 12 N Morrisville M...	1208	Jo…J		⏱	▣			Eduardo E / Polly P	RN / CNA	14m		● Addison M		✗	✗	✗	11.0°	56.8 kg
Cardiology 12 N Morrisville M...	1209	Mi…M						Terri L / Narayan R	RN / CNA	16m		● Narayan R		✗	✓	✓	35.9°	Not Taken
Cardiology 12 N Morrisville M...	1210	Am…A	Spanish only	⏱ ⬡ ⊕	⚠	⚠ Bed Disconnect Alert	3m	Eduardo E / Polly P	RN / CNA	56m	33m		—	—	—	—	—	—
Cardiology 12 N Morrisville M...	1211	Po…P				Normal	12m	Terri L / Narayan R	RN / CNA	23m				✗	✗	✓	39.1°	99.0 kg
Cardiology 12 N Morrisville M...	1212												—	—	—	—	—	—
Cardiology 12 N Morrisville M...	1213	Mi…M			⊕			Eduardo E / Polly P	RN / CNA	44m		● Jackson H / ● Maryanne M		✗	✗	✓	28.2°	78.4 kg
Cardiology 12 N Morrisville M...	1214	Jo…J		⏱	✓	Normal Call	1m	Eduardo E / Polly P	RN / CNA	27m	40m			✓	✓	✓	0.8°	76.6 kg
Cardiology 12 N Morrisville M...	1215											● Gregorio S		✗	✓	✗	15.4°	Not Taken
Cardiology 12 N Morrisville M...	1216	Am…A	C diff, TB	⏱				Terri L / Polly P	RN / CNA	1h 20m		● Terri L		✓	✓	✓	33.5°	88.1 kg
Cardiology 12 N Morrisville M...	1217	Qu…Q						Maryanne M / Narayan R	RN / CNA	5m				✗	✗	✓	27.6°	37.9 kg
Cardiology 12 N Overflow...	1218	Ri…Z	Confused	⏱	⚠	⚠ Bed Exit Alarm / ⚠ Too Few Rails Up	2m / 5m	Terri L / Narayan R	RN / CNA	1h 5m				⚠	✓	✓	46.3°	56.5 kg
Cardiology 12 N Overflow...	1219	Mi…M						Maryanne M / Narayan R	RN / CNA	45m				✗	✗	✓	25.7°	—

Med-Surg North

CHARGE NURSE		
Olly O	555-5599	Meds
UNIT CLERK		
David S	555-5599	Unit Desk

Located Staff

Addison M	555-9877	1208
David S	555-9877	Unit Desk
Eduardo E	555-8222	Staff Lou...
Gregorio S	555-2234	1215
Jackson H	555-1234	1213
Kelly R	555-5599	Staff Lou...
Maryanne M	555-3456	1213
Nancy Q	——	Hallway
Narayan R	555-6789	1209
Olly O	555-1234	Meds
Polly P	555-7345	1202
Steven S	——	Unit Desk
Terri L	555-5599	1216

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Thank you

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ABOUT HILLROM

Hillrom is a global medical technology leader whose 10,000 employees have a single purpose: enhancing outcomes for patients and their caregivers by advancing connected care. Around the world, our innovations touch over 7 million patients each day. They help enable earlier diagnosis and treatment, optimize surgical efficiency and accelerate patient recovery while simplifying clinical communication and shifting care closer to home. We make these outcomes possible through connected smart beds, patient lifts, patient assessment and monitoring technologies, caregiver collaboration tools, respiratory care devices, advanced operating room equipment and more, delivering actionable, real-time insights at the point of care.

For more information, please contact your local distributor or Hillrom sales representative at 1-800-445-3730.

hillrom.com

130 E. Randolph St. Suite 1000, Chicago, IL 60601

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