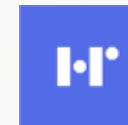




# A VITAL LIFELINE BETWEEN PATIENTS AND CAREGIVERS

**VOALTE** Nurse Call



**Hillrom™**

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



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>



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



**Hillrom**<sup>TM</sup>



.....

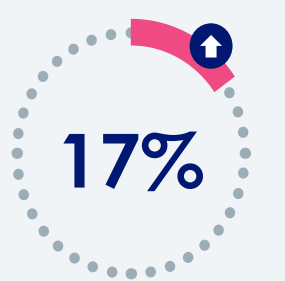
# In a Hospital, Connection Isn't Just Important

## 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.

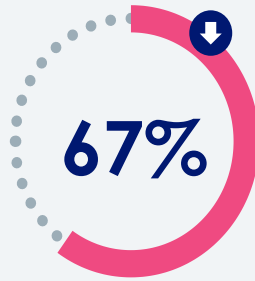


## Our Customers Have Seen Results



**INCREASE**  
in average  
HCAHPS scores

A collection of Hillrom  
**VOALTE** Nurse Call  
customers saw strong  
gains in patient  
satisfaction scores<sup>1</sup>



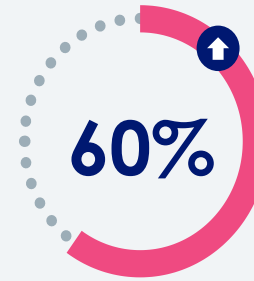
**DECREASE**  
in falls

A 200+ bed facility  
with **VOALTE** Nurse  
Call and Status Board<sup>2</sup>



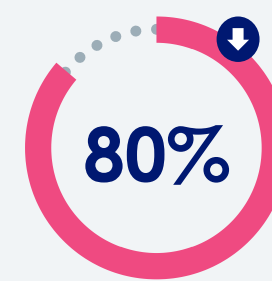
**DECREASE**  
in average  
distance traveled

A 500+ bed facility  
with **VOALTE** Nurse  
Call, **VOALTE** Mobile,  
and Staff Locating<sup>3</sup>



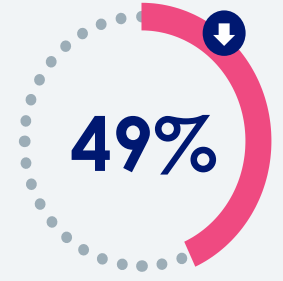
**INCREASE**  
in average time  
spent at the bedside

250+ bed facility with  
**VOALTE** Nurse Call and  
Staff Locating<sup>4</sup>



**DECREASE**  
in response  
times

A 300+ bed facility with  
**VOALTE** Nurse Call and Staff Locating<sup>5</sup>



**DECREASE**  
in average  
call volume

**Improve patient safety.**

**Enhance the patient experience.**

**Improve caregiver safety and satisfaction.**

1. Hillrom Customers, 2014-2017 Data on file.  
2. Hillrom Customer (OVU), Oncology Falls Study, 2015-2016, Data on file.  
3. Hillrom Customer (SJM), SJM JCS 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.

## 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







## 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







## Ease Administration and Interoperability

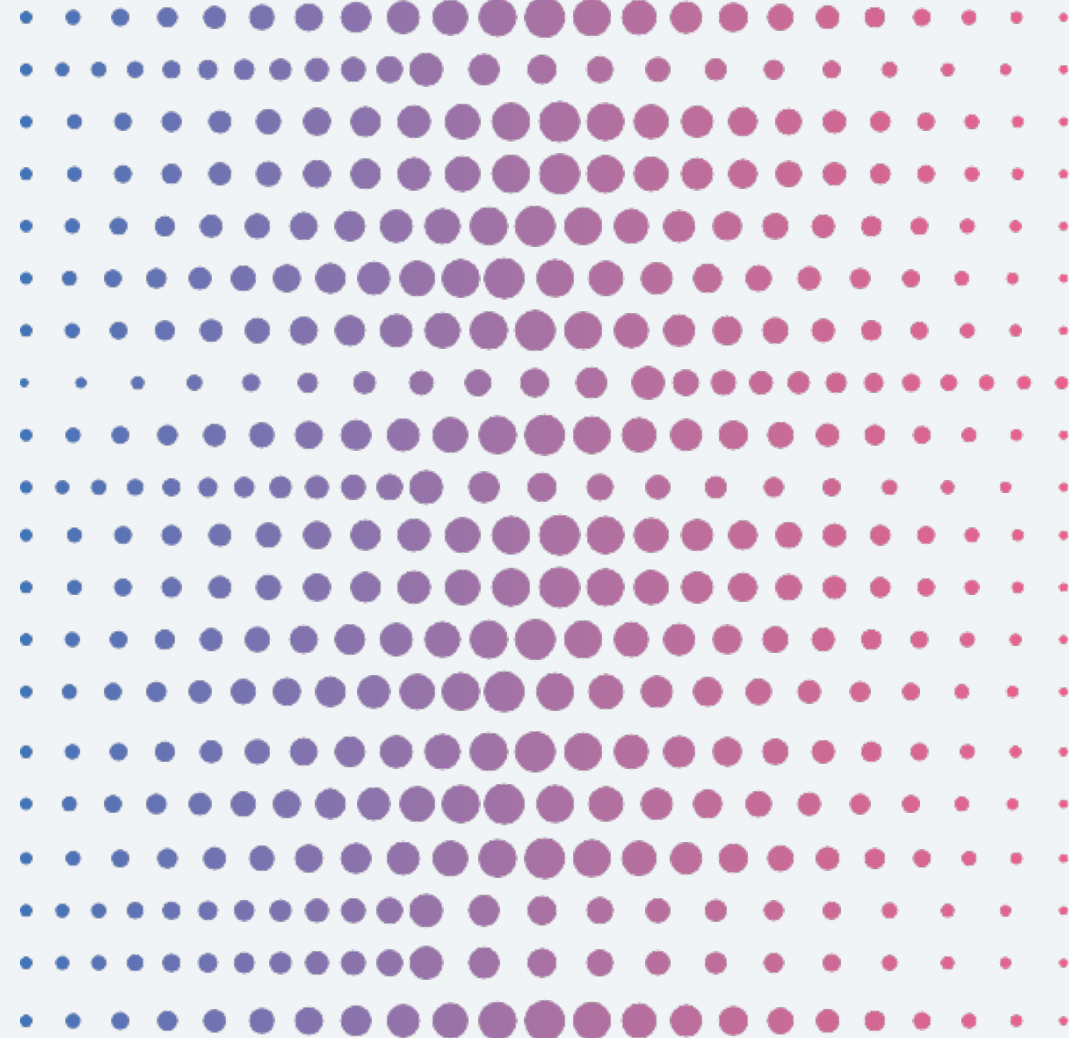
Provide simple architecture and connect to existing systems with software-based nurse call.

- 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





# IMPROVE PATIENT SAFETY BY REDUCING PATIENT FALLS





# Patient Falls

## HOSPITAL FALLS EACH YEAR

up to **1 Million**<sup>1</sup>

WITH \$13,316 AVERAGE COST PER FALL.<sup>2</sup>

## 100-BED FACILITY WITH 179 FALLS PER YEAR

**\$1.3 Million**<sup>3</sup>

IN INCREASED COST.

1. Ganz, DA, et al. Agency for Healthcare Research and Quality; January 2013.
2. Wang CA, et al. The Joint Commission Journal on Quality 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](http://www.centersfortransforminghealthcare.org/assets/4/6/Falls_TST_PPT_Slides.pdf). Accessed February 22, 2016.



**Hillrom**<sup>TM</sup>



## 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<sup>1</sup>

### 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<sup>2</sup>

1. Hillrom Customer (OVU). Oncology Falls Study, 2015-2016. Data on file.

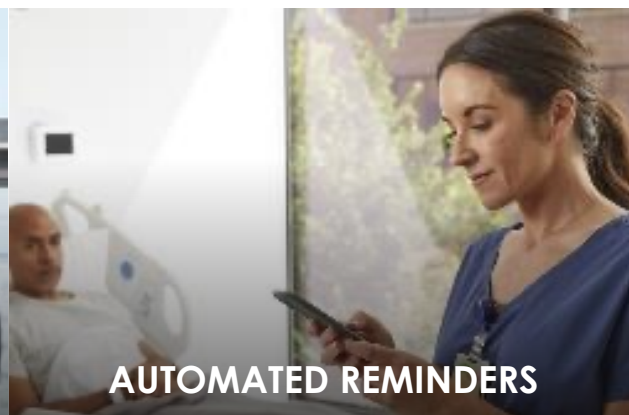
2. Hillrom Customer (HC). NaviCare® Patient Safety Customer Interview. August 2017. Email results on file.



# Patient Safety



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



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



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



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

# Real-Time, Unit-Level Dashboard



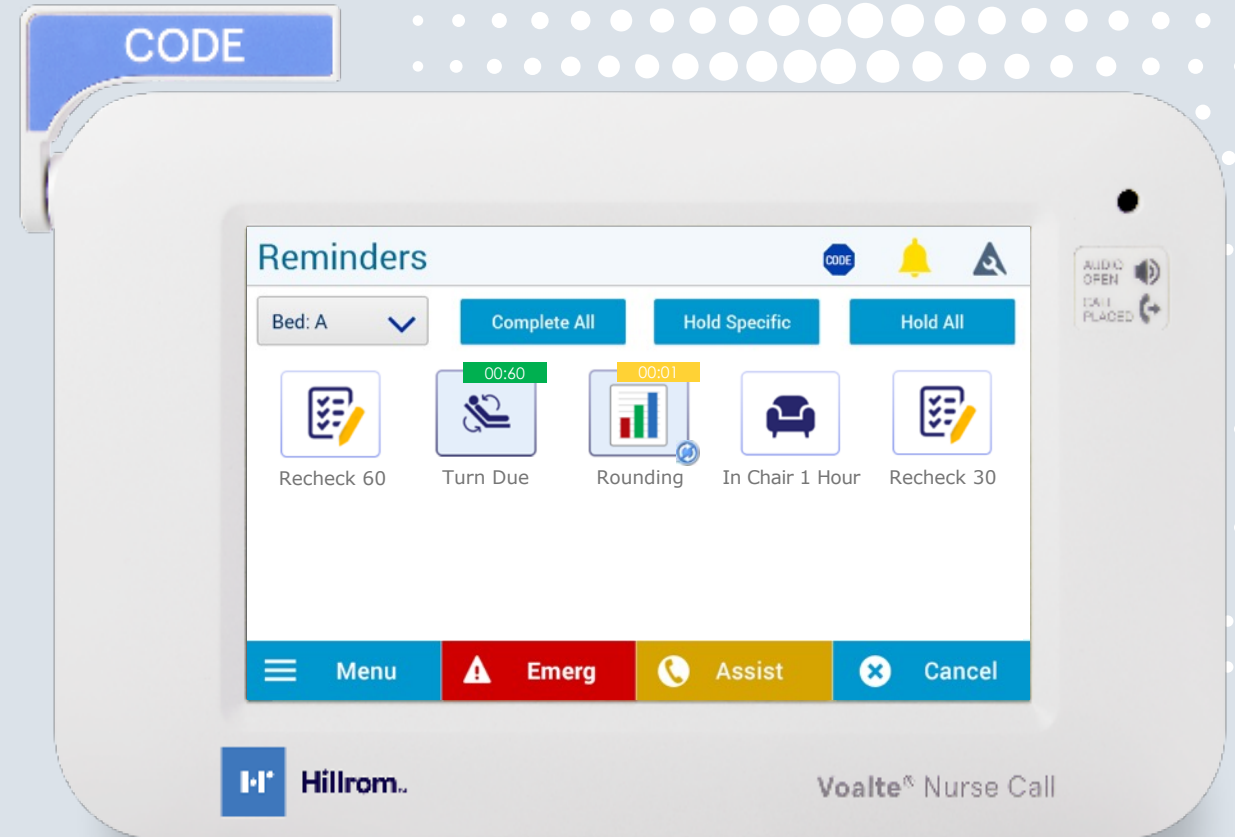
Room	Patient	Risks	Safety Status	Calls	Wait Time	Assigned Staff	Staff in Room	Rails	Exit	Low	Brake	HOB	Weight
1201N-A	Am...A	Falls Pulmonary	✓			<ul style="list-style-type: none"> <li>Maryanne M RN</li> <li>Narayan R CNA</li> </ul>	<ul style="list-style-type: none"> <li>Jackson H MD RN</li> <li>Maryanne M RN</li> </ul>		✓	✓	✓	43.0°	73.1 kg
1201N-B	Ww...W	Falls Skin	⚠	⚠ Bed Exit	<1m	<ul style="list-style-type: none"> <li>Eduardo E RN</li> <li>Polly P CNA</li> </ul>			✗	✓	✓	32.1°	Not Taken
1202N	Sa...S	Falls	✓			Maryanne M RN Narayan R CNA			✓	✗	✗	43.6°	95.2 kg
1205N	Qu...Q					Eduardo E RN Polly P CNA	<ul style="list-style-type: none"> <li>Addison M CNP</li> </ul>		✗	✓	✓	35.7°	65.4 kg
1211N	Mi...M		—	🔌 Bed Disconnect ...	3m	Eduardo E RN Polly P CNA		—	—	—	—	—	—

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

# Automated Reminders

Room	Patient	Assigned Staff	Round Due in	Turn Due in	Staff in Room
1201N-A	Am...A	Maryanne M Narayan R RN CNA	1h 20m	1h 20m	Maryanne M
1201N-B	Ww...W	Eduardo E Polly P RN CNA	1h 5m	1h 5m	
1202N-A	Sa...S	Maryanne M Narayan R RN CNA	5m		Addison M
1202N-B	Qu...Q	Maryanne M Narayan R RN CNA	27m	56m	
1204N-A					

Support rounding activity with automated, recurring reminders.



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



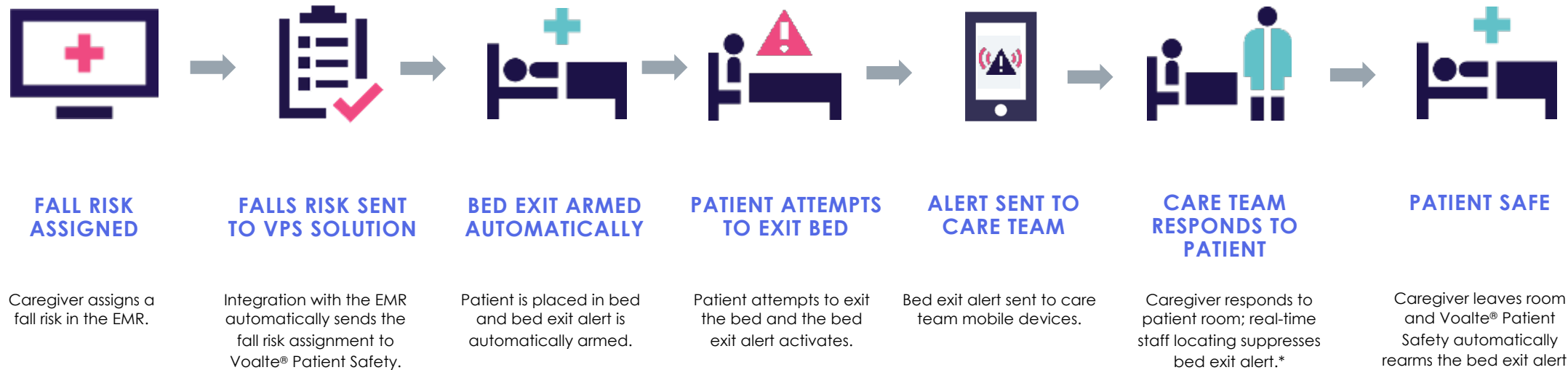
## Ensure Patients are in a Safe State, Always with **VOALTE** Patient Safety Solution

- 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.



# VOALTE Patient Safety Solution



\*Real-Time Staff Locating is used.



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# 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

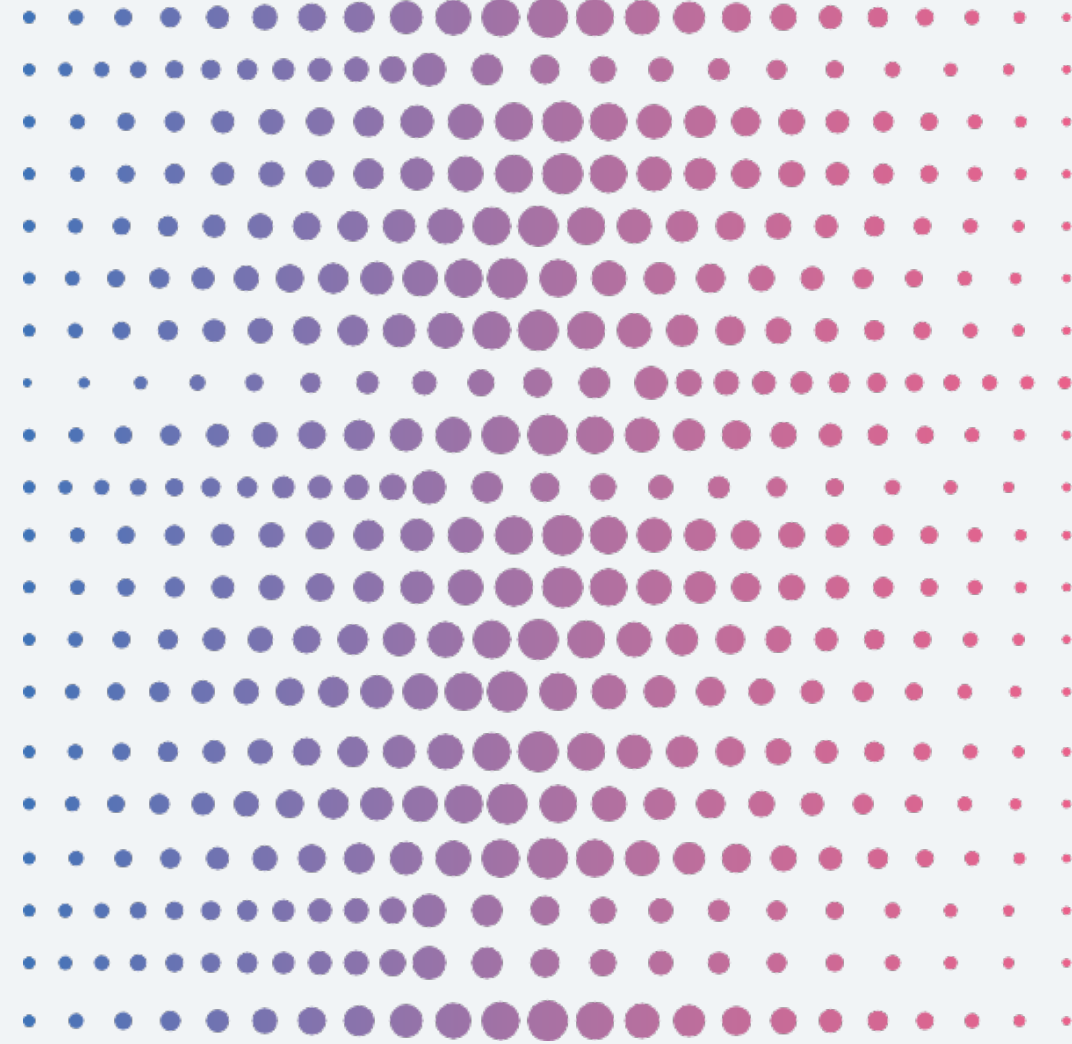
Enable proactive care through a room-level, hourly review of bed exit alert activity during a patient's stay.

### BED STATE HISTORY

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



# IMPROVE THE PATIENT EXPERIENCE





# Increase Reimbursements

## CMS REIMBURSEMENTS

# ~\$475,000

## TIED TO HCAHPS RESULTS.<sup>1</sup>

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.

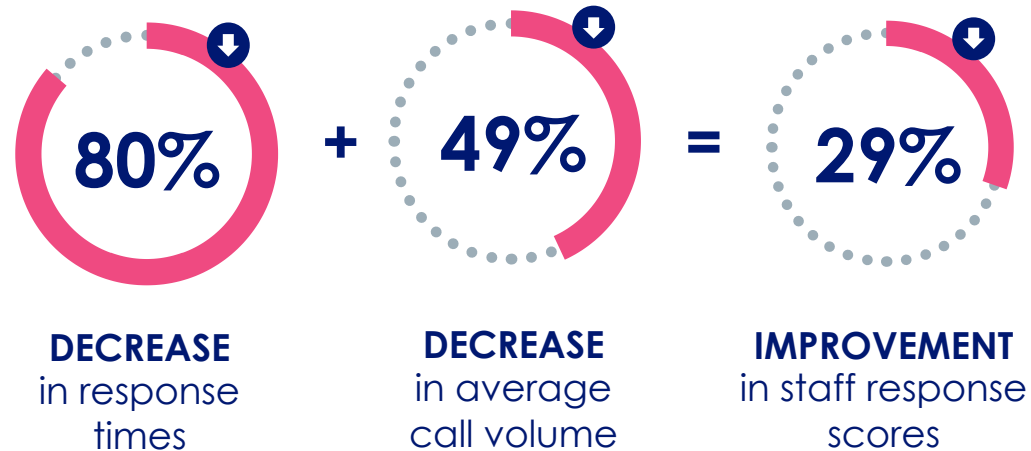
Patients who reported YES, they would recommend the hospital to family and friends.



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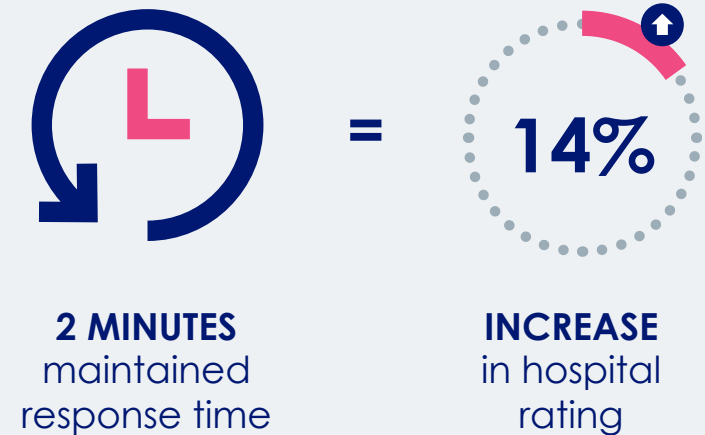


## Our Customers Have Seen Results in Patient Satisfaction



A 300+ bed facility with **VOALTE** Nurse Call and Staff Locating.<sup>1</sup>

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.

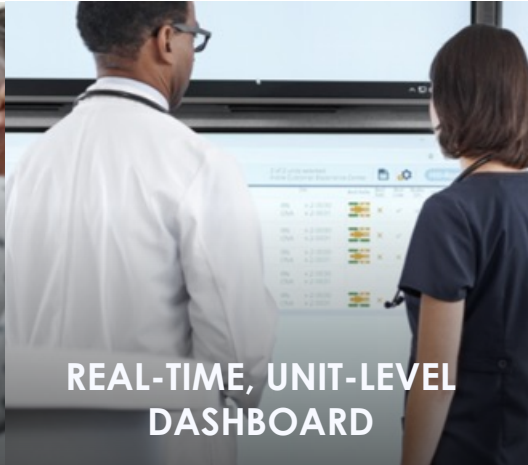


A 100+ bed facility with Voalte® Nurse Call, **VOALTE** Mobile Solution, **VOALTE** Patient Safety and Staff Locating.<sup>2,3</sup>

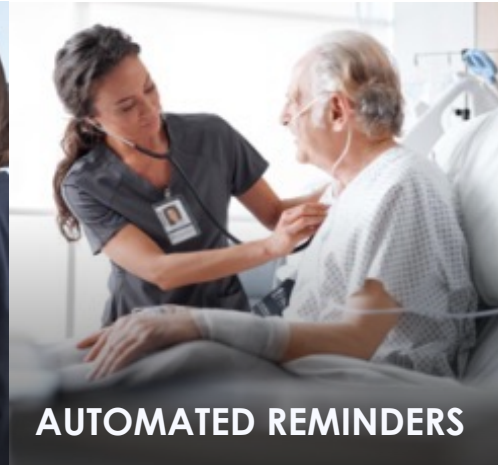
# Patient Experience



**PATIENT NEEDS**



**REAL-TIME, UNIT-LEVEL DASHBOARD**



**AUTOMATED REMINDERS**



**DIRECT COMMUNICATION**



**ENTERPRISE REPORTING**

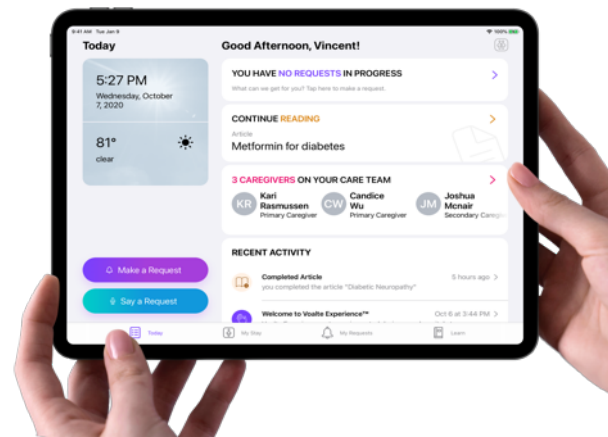
Reduce steps and accelerate response times by triaging calls and converting basic requests to detailed needs.

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.

# 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
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

Room	Patient	Assigned Staff	Round Due In	Turn Due In	Staff in Room
1201N-A	Am...A	Maryanne M Narayan R RN CNA	1h 20m	1h 20m	Maryanne M
1201N-B	Ww...W	Eduardo E Polly P RN CNA	1h 5m	1h 5m	
1202N-A	Sa...S	Maryanne M Narayan R RN CNA	5m		Addison M
1202N-B	Qu...Q	Maryanne M Narayan R RN CNA	27m	56m	
1204N-A					

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

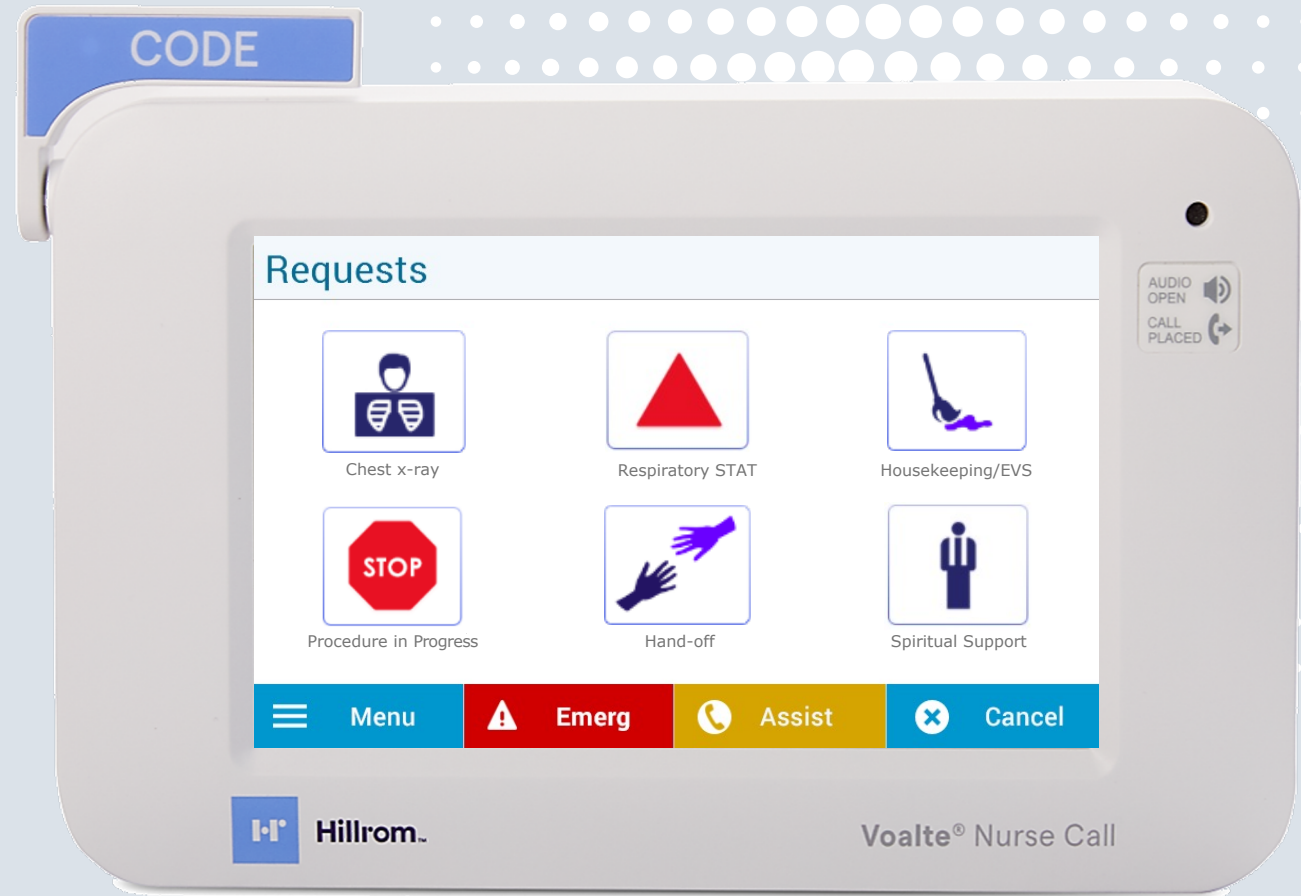
	Every Hour						
	07 AM	08 AM	09 AM	10 AM	11 AM	12 PM	01 PM
Rm100							
Rm101-A		▲					✗
Rm101-B							
Rm102							
Rm103		▲					✗
Rm104						▲	
Rm105							
Rm106		▲					
Rm107							
Rm108							

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.

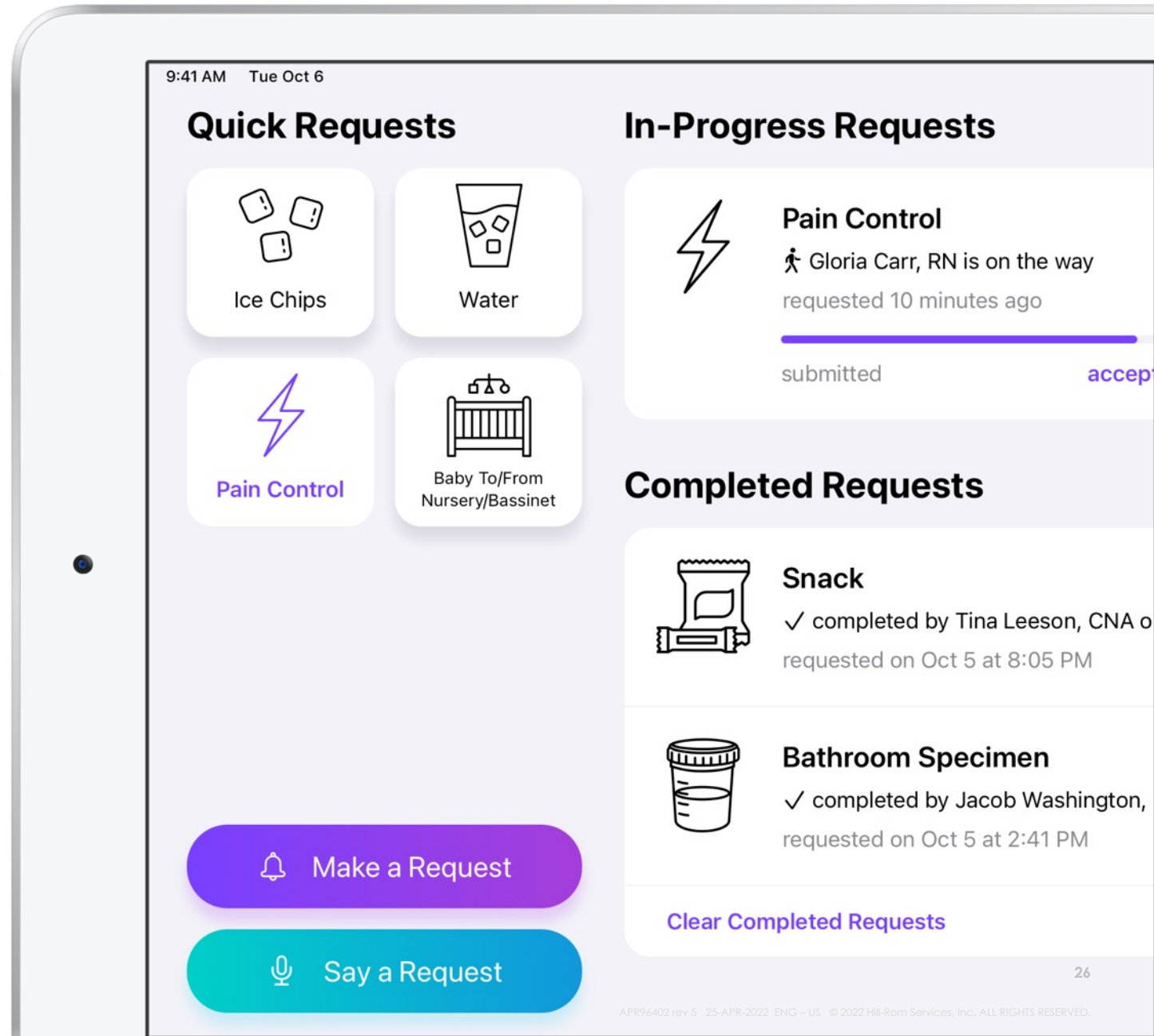
# Elevate the Patient's Voice

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.



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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	522	4	1	5	2		0	29	0	114	1	4
	111445	JAM ER	523	7	1	13	2	5	4	73	1	204	1	9
	109871	JUD GH	524		0		0		0	29	0	65	0	0
	62727	LOR LL	525	6	1		0		0	70	1	62	0	2
	84073	DEA NT	526		0		0		0	23	0	49	0	0
	150443	NAN ER	527	6	1		0		0	26	0	56	0	1
	56399	HEL AM	528	7	1	10	2	1	4	57	0	104	1	8
	156730	MAE TT	529	4	1	3	0	2	4	48	0	92	0	5
	114432	RUT CK	530	3	0		0		0	60	0	131	1	1
	255858	MEL ON	531		0		0		0	24	0	87	0	0
	13148	ZEB ON	532	5	1		0		0	61	0	172	1	2
	147718	DON RE	533	3	0		0		0	43	0	64	0	0
	212576	ROB YE	535	2	0		0		0	44	0	86	0	0
	64787	DON TT	536	1	0		0		0	50	0	121	1	1
	243163	MAR SE	537	1	0		0		0	53	0	50	0	0
	158486	JUD IS	538	1	0	1	0		0	71	1	67	0	1
	166876	CUR ES	538		0		0		0	23	0	43	0	0
	186025	JOS DE	539		0		0		0	63	0	40	0	0
	99442	KAT RD	540	6	1		0		0	92	1	123	1	3
	235472	HEL ER	541	3	0		0		0	134	1	177	1	2
	65447	IVY ER	542	5	1		0		0	275	1	139	1	3
	188594	BRE MM	543	12	1		0		0	56	0	85	0	1
	77848	BAR GE	544	1	0		0		0	136	1	101	1	2
	54779	MAR NS	545	3	0	1	0	2	4	241	1	105	1	6
	228882	MIC AN	546	3	0		0		0	73	1	92	0	1
	139424	WIL AN	548	11	1		0		0	97	1	178	1	3
	53018	MAR ON	549	3	0		0		0	31	0	85	0	0
	56475	BAR ES	550	13	1	1	0		0	50	0	149	1	2
	205009	STA LE	551	4	1	1	0		0	50	0	175	1	2
	40890	LES CO	552	5	1		0		0	14	0	41	0	1
	215167	PAU EY	554	1	0		0		0	20	0	58	0	0

# PROMOTE STAFF SAFETY AND SATISFACTION





## Stay Safe and Get Back to the Bedside

### NURSES REPORT

76%<sup>1</sup>

INCIDENTS OF  
WORKPLACE VIOLENCE

### ON AVERAGE, LESS THAN

60%<sup>2</sup>

OF VIOLENT WORKPLACE  
INCIDENTS ARE REPORTED

### NURSES SPEND LESS THAN

30%<sup>3</sup>

OF THEIR TIME ON  
DIRECT PATIENT CARE

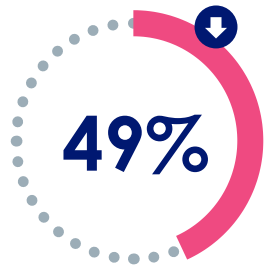
1. Speroni, et al. Incidence and Cost of Nurse Workplace Violence Perpetrated by Hospital Patients or Patient Visitors. *Journal of Emergency Nursing*. 2014;40(3):218-228.
2. American Nurses Association. Issue Brief: Reporting Incidents of Workplace Violence. 2019.
3. Higgins L, et al. Hospital Nurses' 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



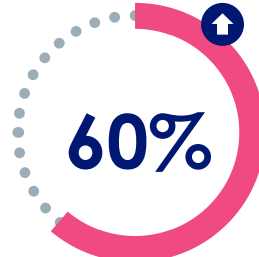
**DECREASE**  
in average  
call volume

A 300+ bed facility with  
Nurse Call and Staff  
Locating<sup>1</sup>



**DECREASE**  
in average  
distance traveled

A 500+ bed with Nurse Call,  
**VOALTE** Mobile App, and  
Staff Locating<sup>4</sup>



**INCREASE**  
in average time  
spent at the bedside

250+ bed facility with **VOALTE**  
Nurse Call and Staff Locating<sup>5</sup>

## Joint Commission Recognition

best practices that reduce patient care interruptions<sup>6</sup>

**400+** **Hospitals** using real-time  
staff locating for  
workflow automation<sup>2</sup>

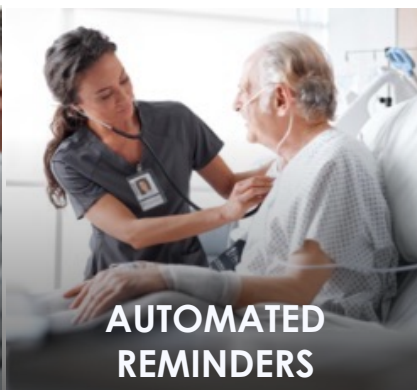
**100,000+** **Staff** with access to  
duress calling<sup>3</sup>

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 JCS Outcomes Review. 2016. Data on file.
5. Hillrom Customer (CR). Nurse Call Interview. 2016. Data on file.
6. The Joint Commission.

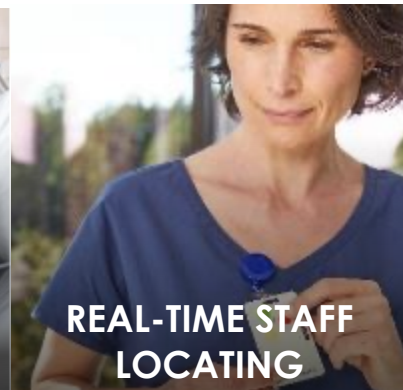
# Staff Safety and Satisfaction



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.



**Hillrom™**

## 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





## 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

# Automated Reminders

Room	Patient	Assigned Staff	Round Due In	Turn Due In	Staff in Room
1201N-A	Am...A	Maryanne M Narayan R RN CNA	1h 20m	1h 20m	Maryanne M
1201N-B	Ww...W	Eduardo E Polly P RN CNA	1h 5m	1h 5m	
1202N-A	Sa...S	Maryanne M Narayan R RN CNA	5m		Addison M
1202N-B	Qu...Q	Maryanne M Narayan R RN CNA	27m	56m	
1204N-A					

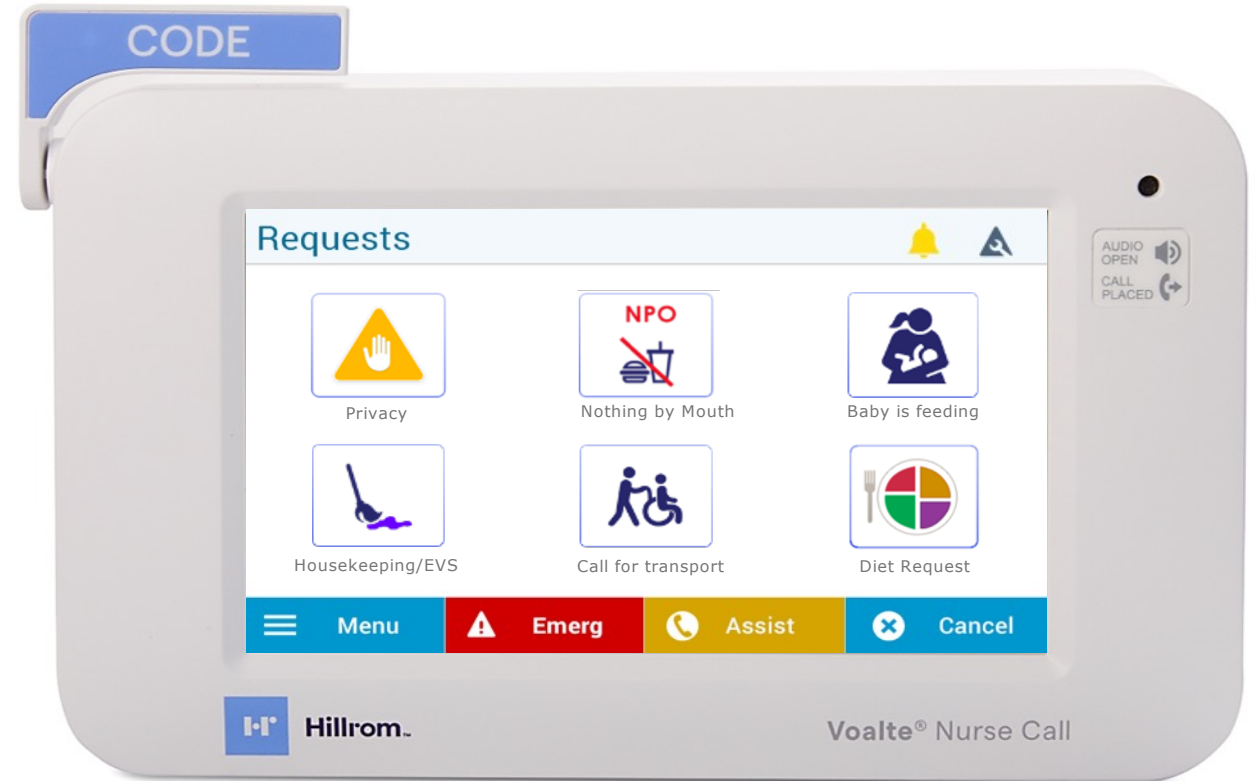
Reduce staff mental load using reminders, without additional steps to workflow for proactive care delivery and call volume reduction.

	Every Hour						
	07 AM	08 AM	09 AM	10 AM	11 AM	12 PM	01 PM
Rm100							
Rm101-A		▲					✗
Rm101-B							
Rm102							
Rm103		▲					✗
Rm104						▲	
Rm105							
Rm106		▲					
Rm107							
Rm108							

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

## 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.



# Integrations



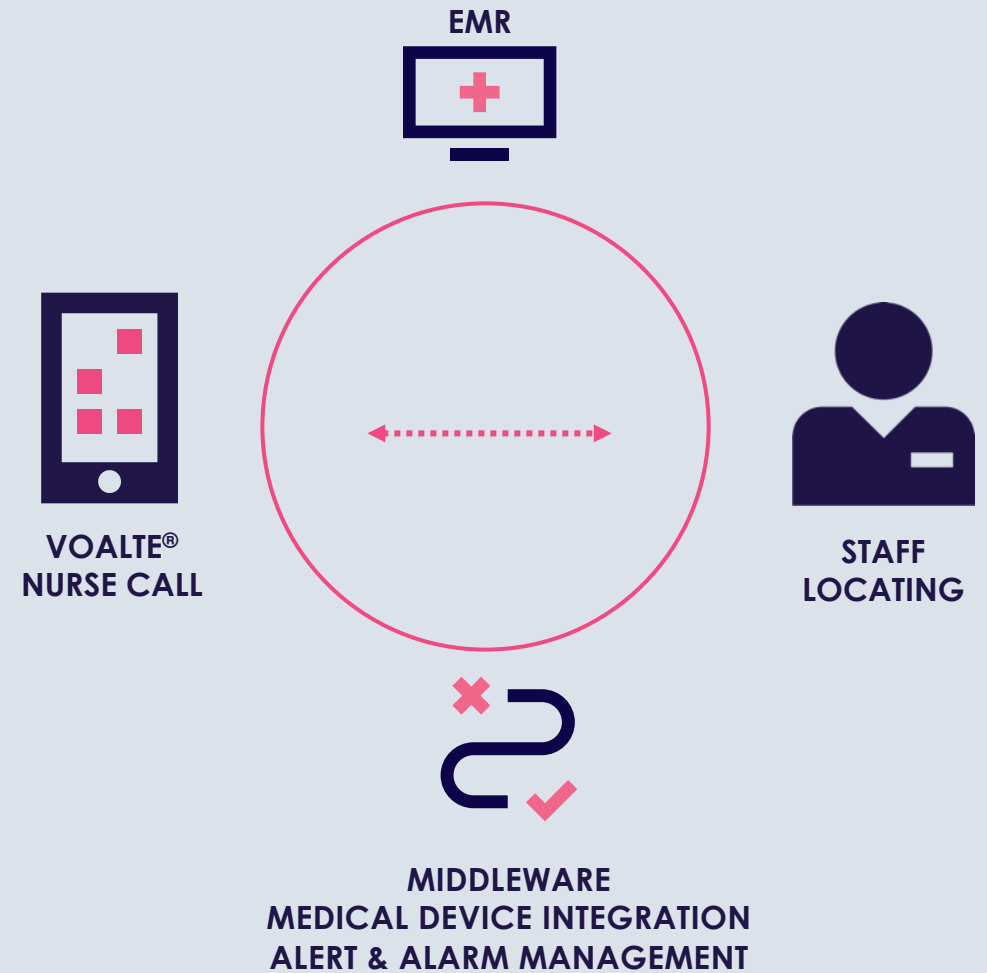
Reduce documentation time and increase data accuracy with integrations to the EMR that automate patient and staff assignment entry and bed data charting.



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



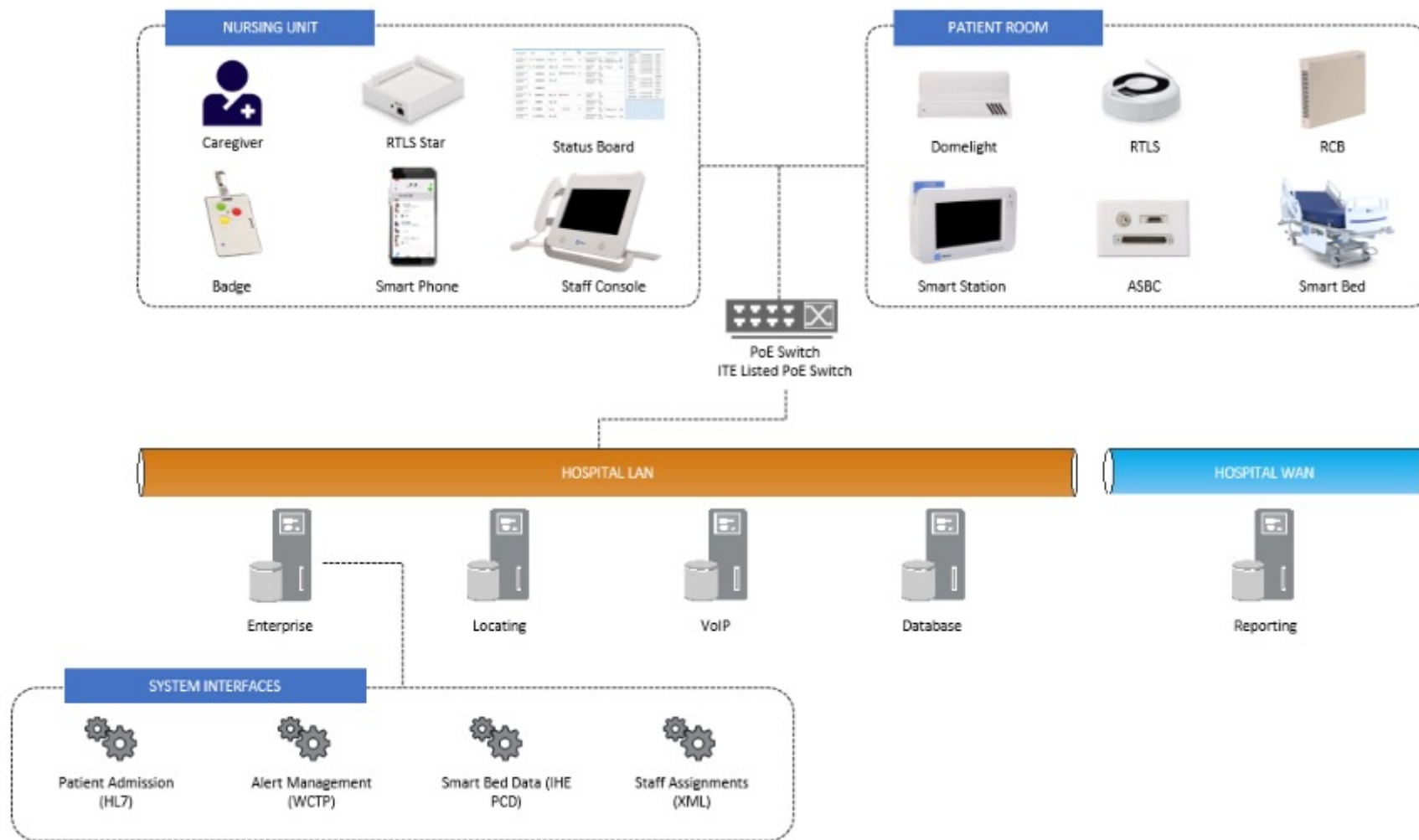
Promote staff workflow automation and clinical initiative measurement through integration to real-time staff locating solutions.



# **SIMPLIFY SYSTEM ARCHITECTURE AND ADMINISTRATION**

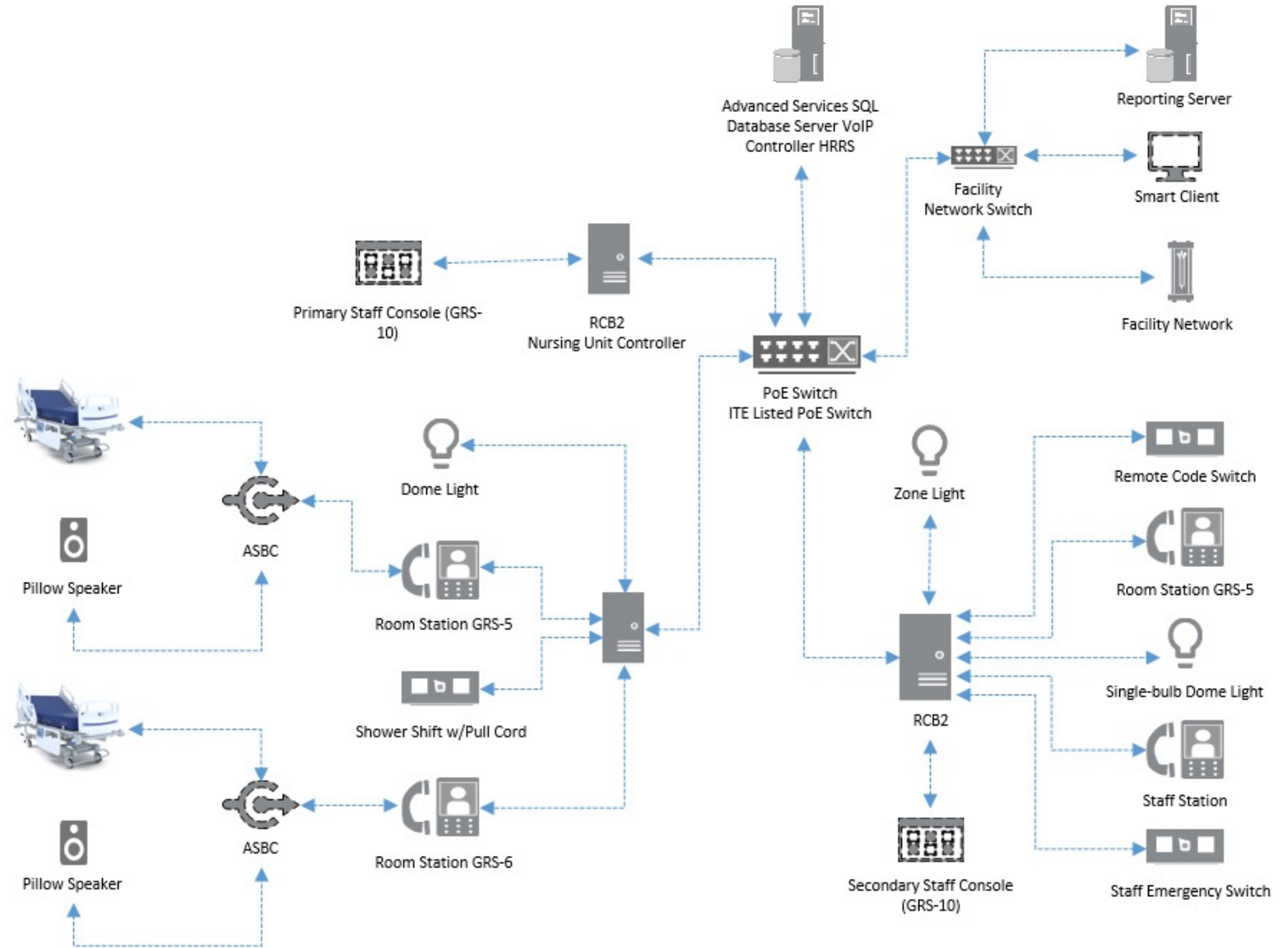


# System Architecture



# 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

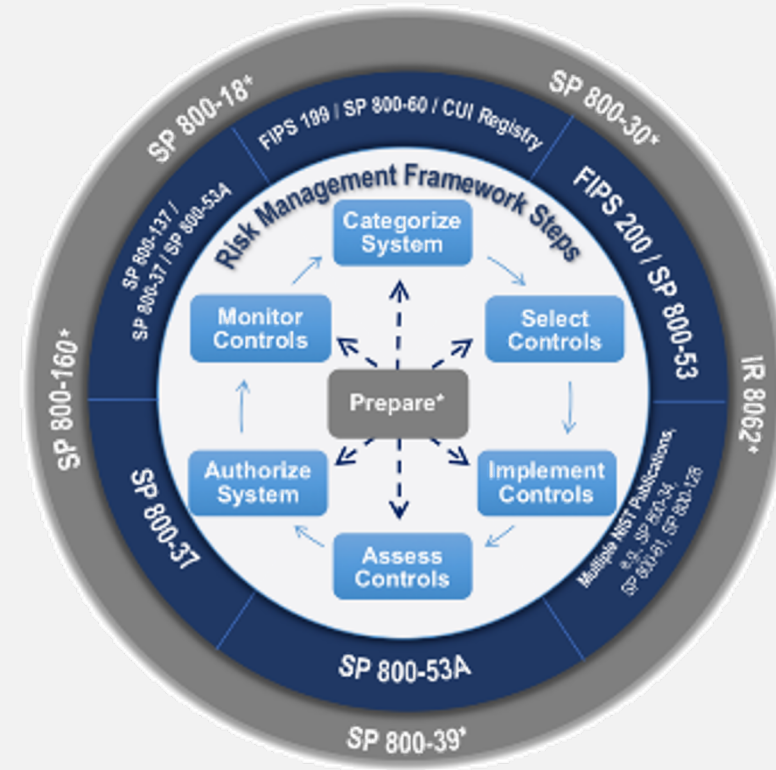




# Security

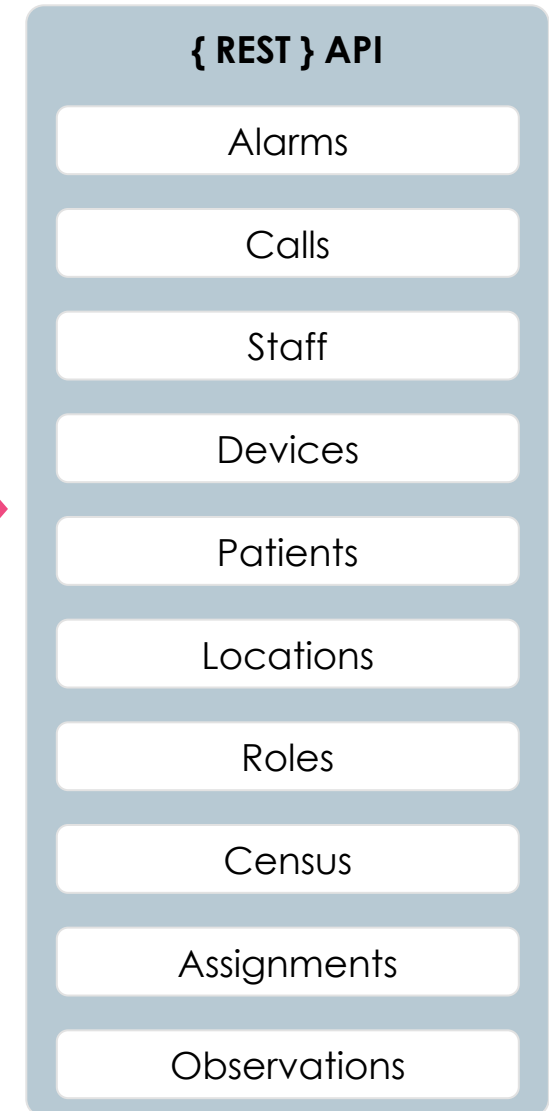
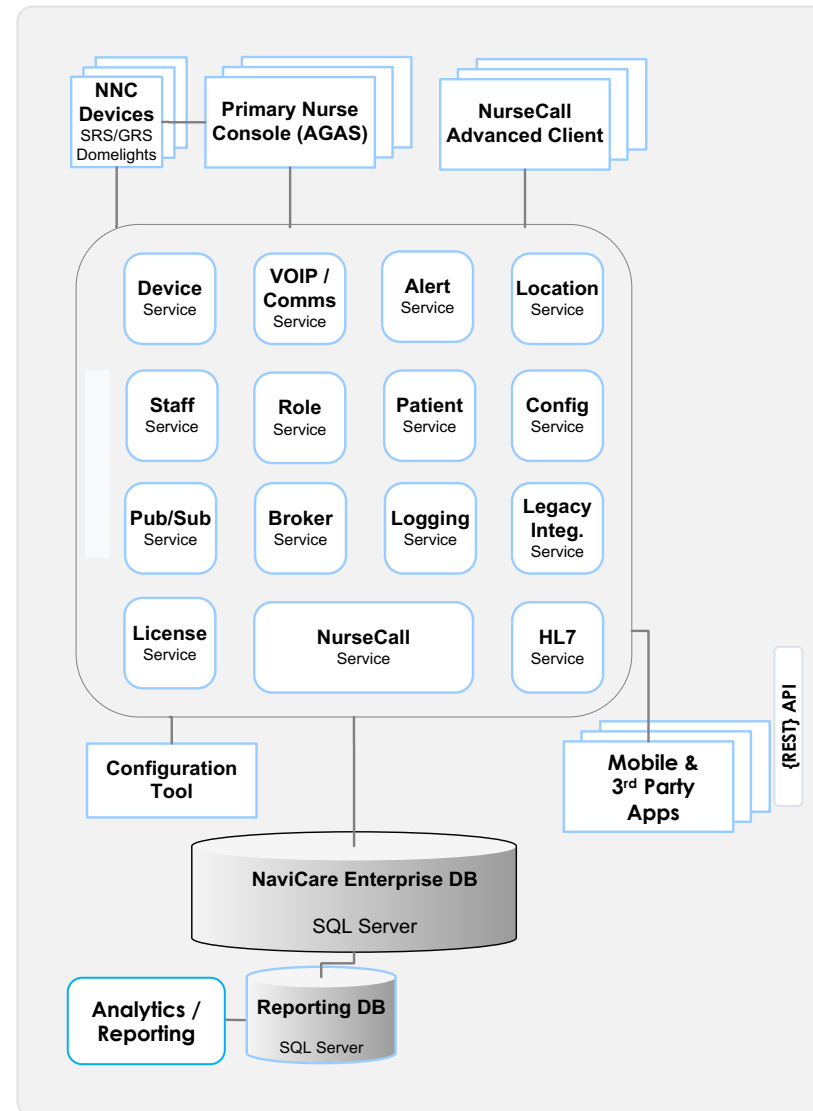
Protect your network while securely transmitting and storing PHI.

- NIST Risk Management Framework certification
- FIPS compliant for cryptographic modules used on embedded devices
- TLS 1.2 for all server communications



# 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 3<sup>rd</sup> party integrations or custom development



# PARTNERING WITH YOU EVERY STEP OF THE WAY





## 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™**





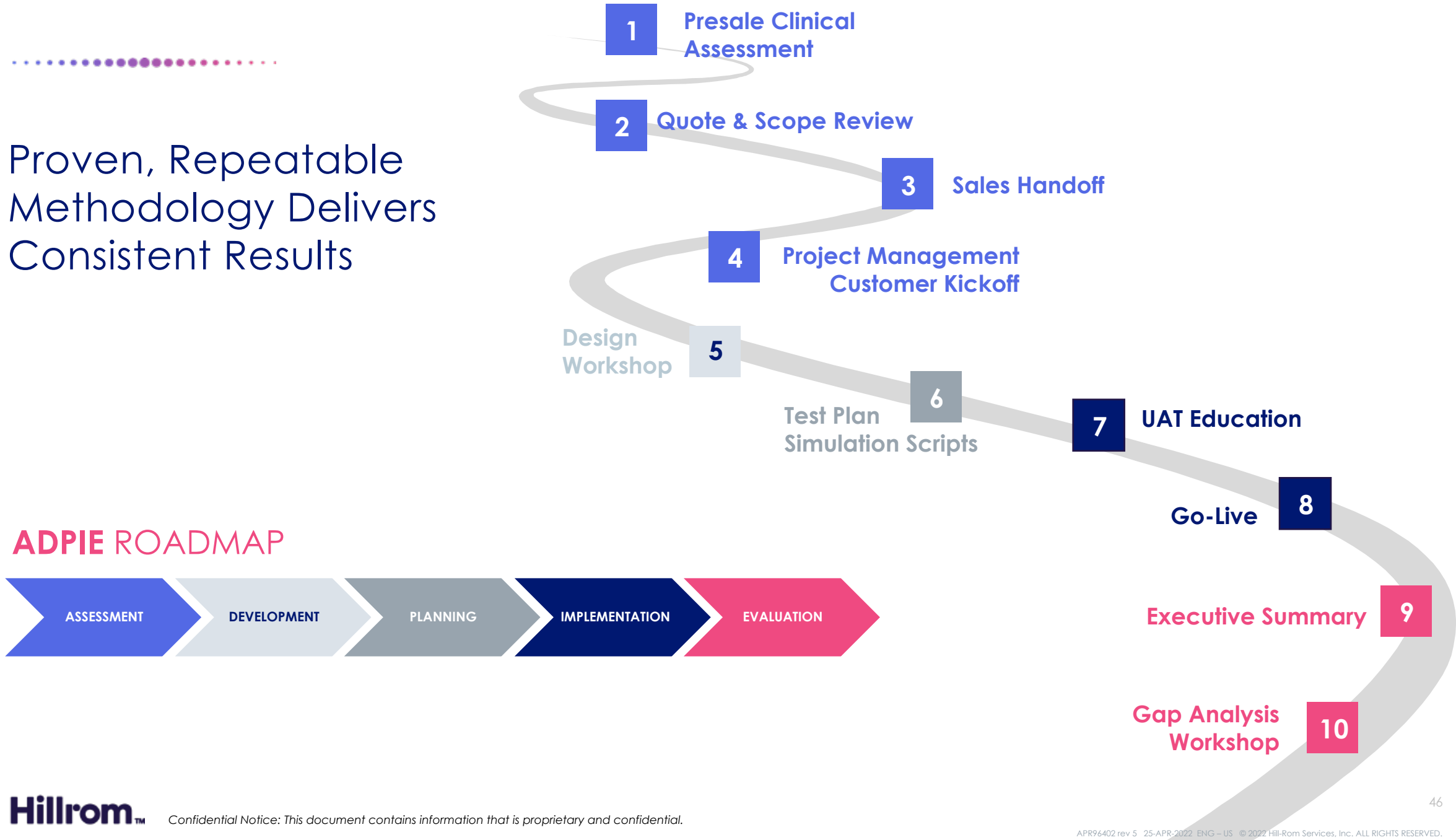
# Dedicated Support For Your Care Communications

## Comprehensive OEM-provided Services

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



Proven, Repeatable  
Methodology Delivers  
Consistent Results



## 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. Joseph Health  
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



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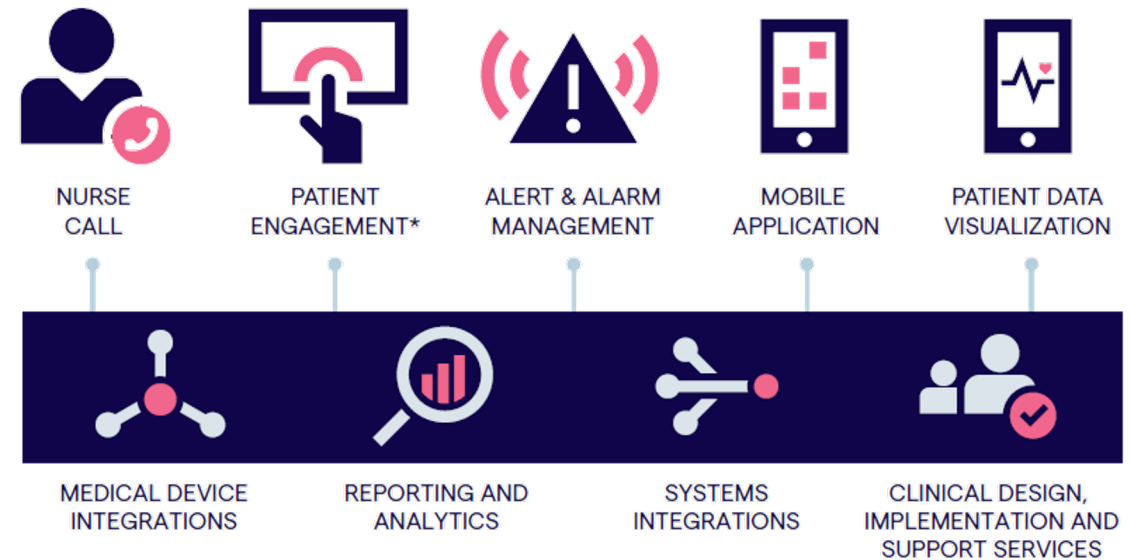
# VOALTE Nurse Call

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.







# 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

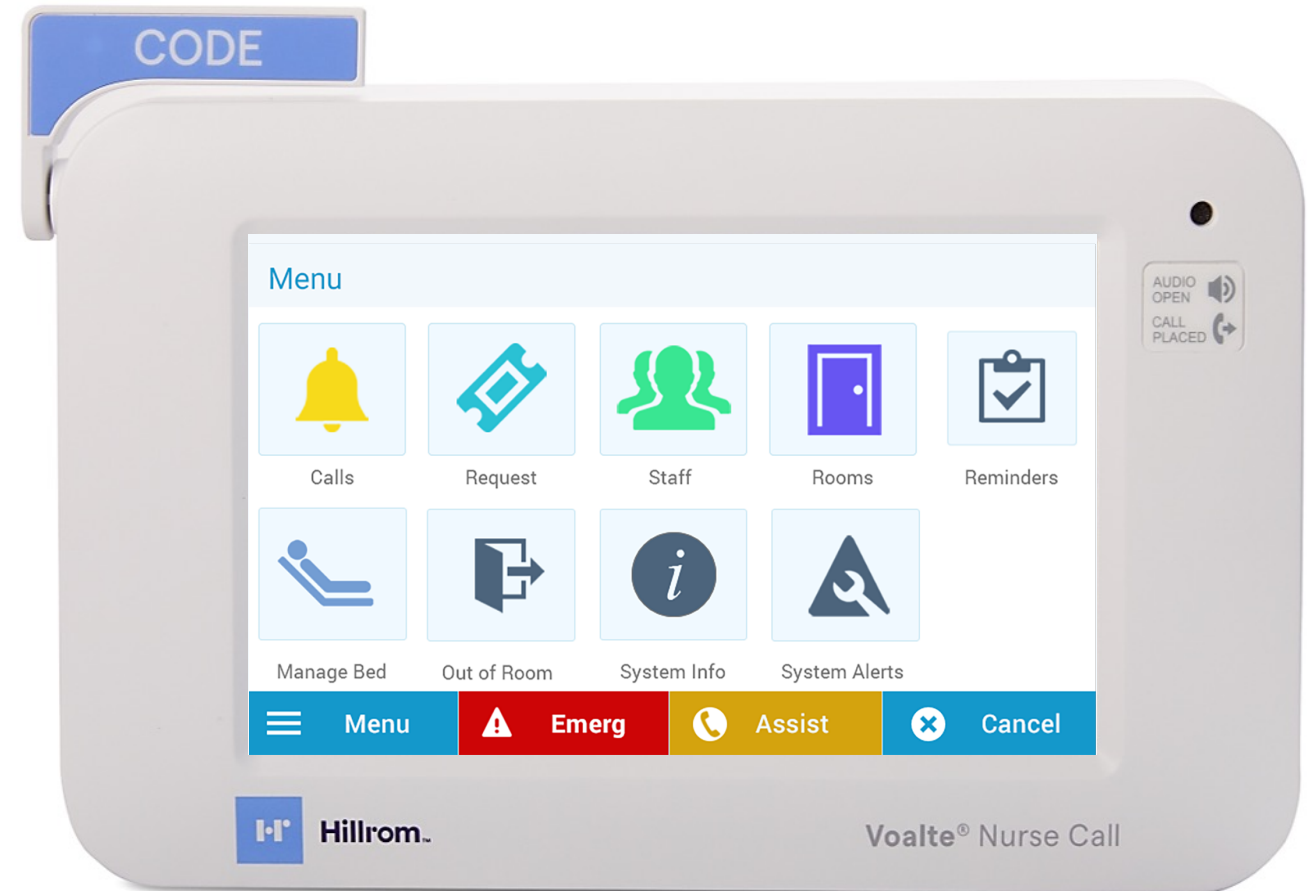


# Patient Room Stations

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



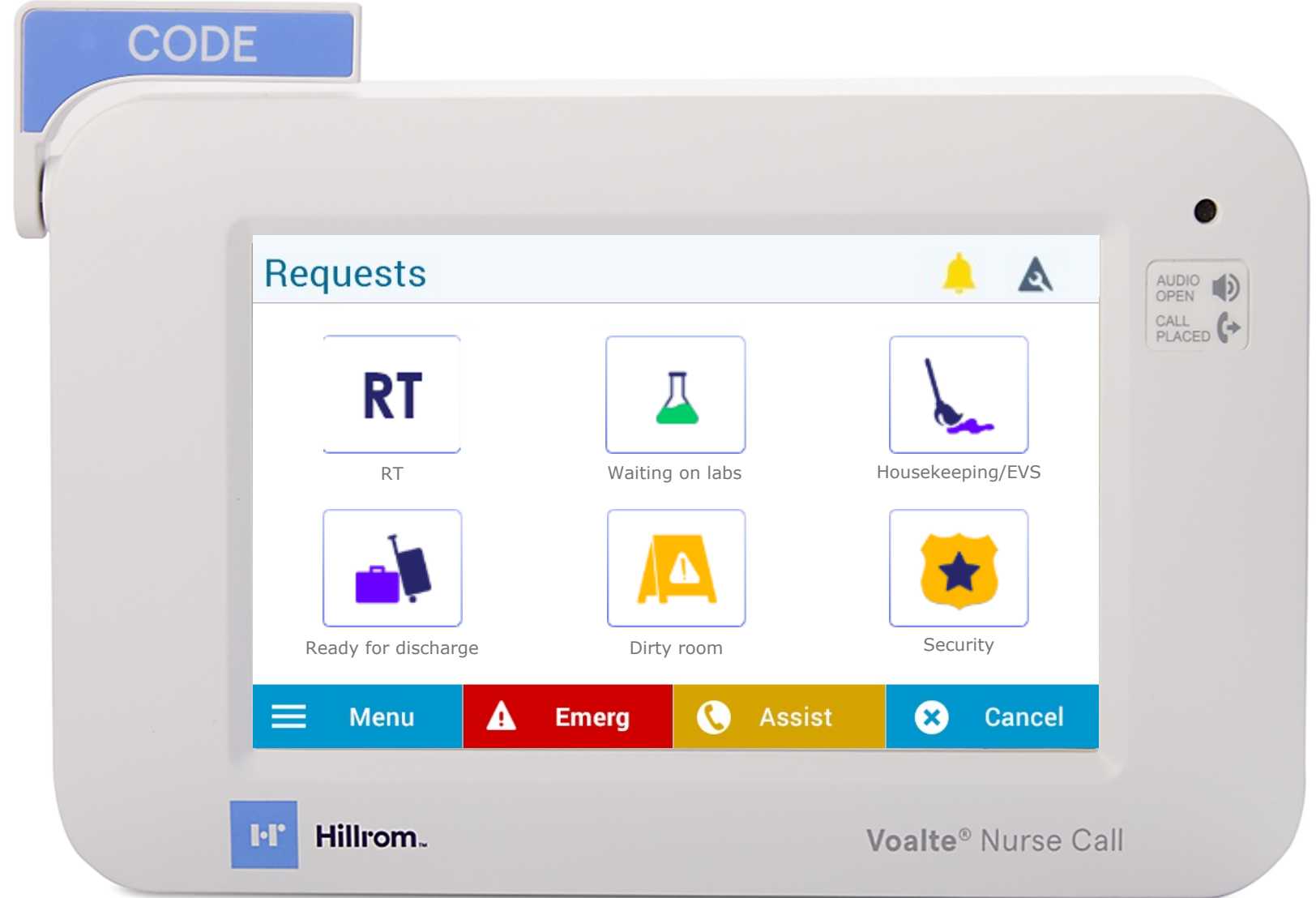
Standard Room Station supports two-way audio with configurable emergency and assist buttons.



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

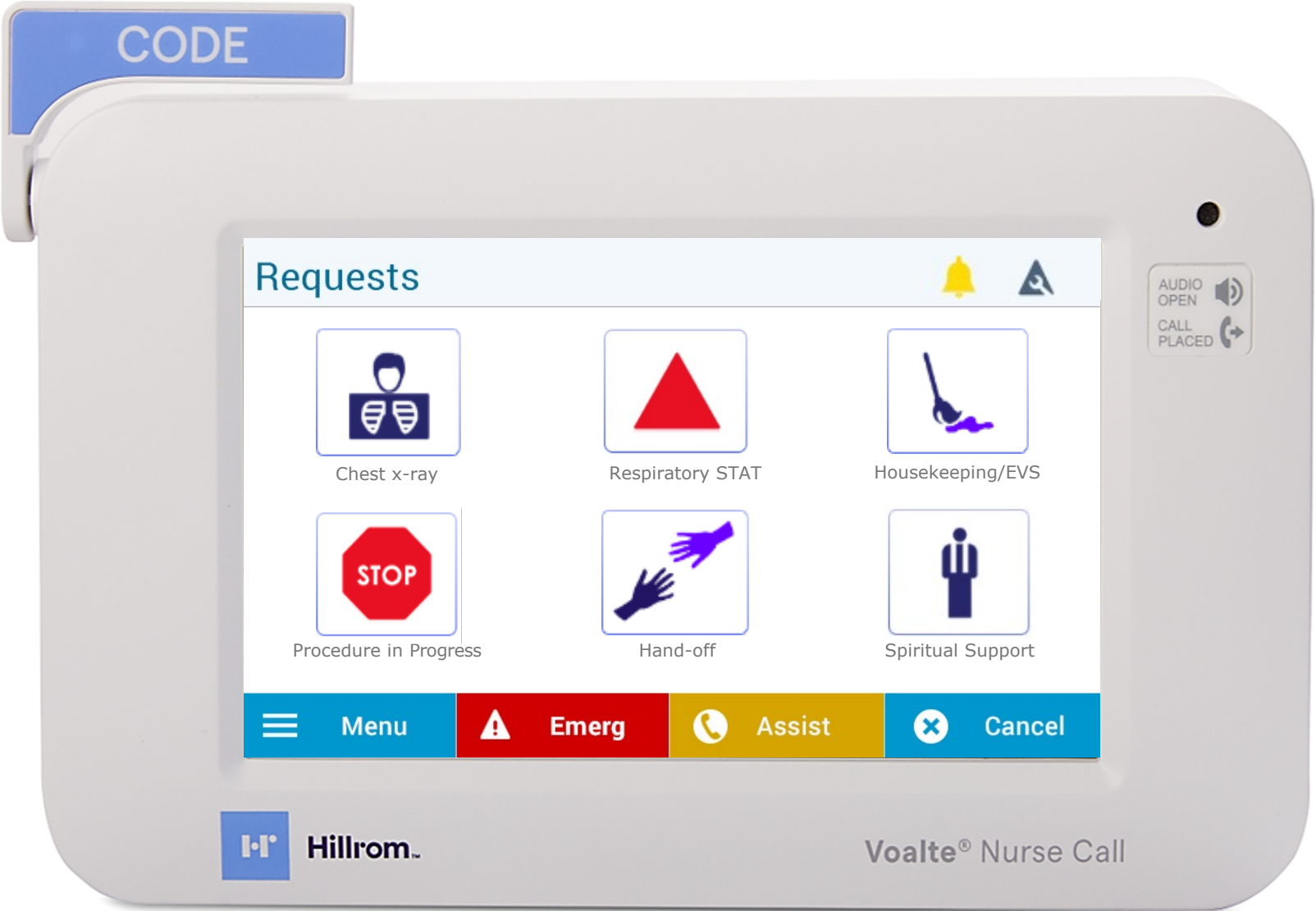
Highly configurable one-button action requests to meet the unique needs of specific units.





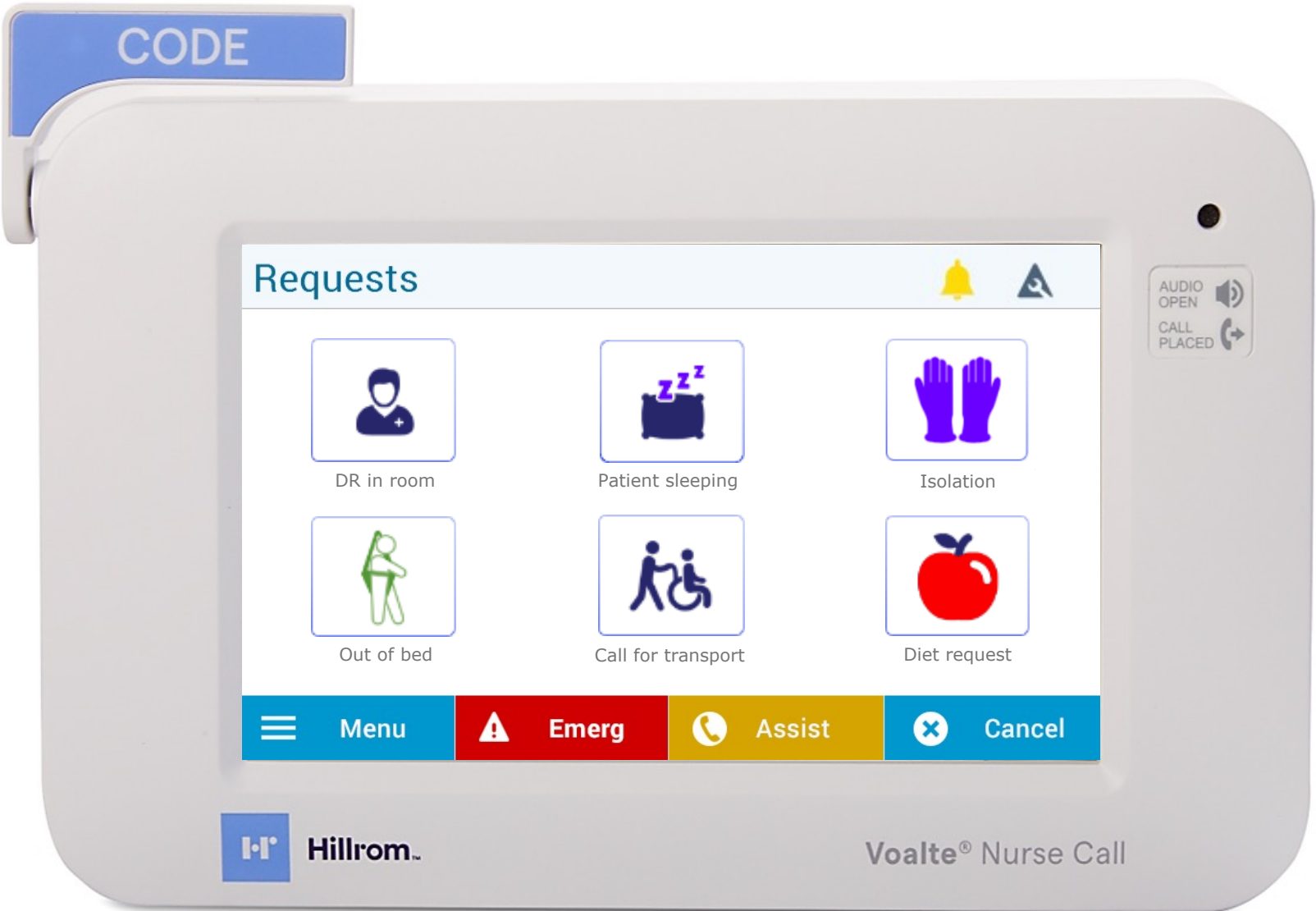
# ICU Example

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



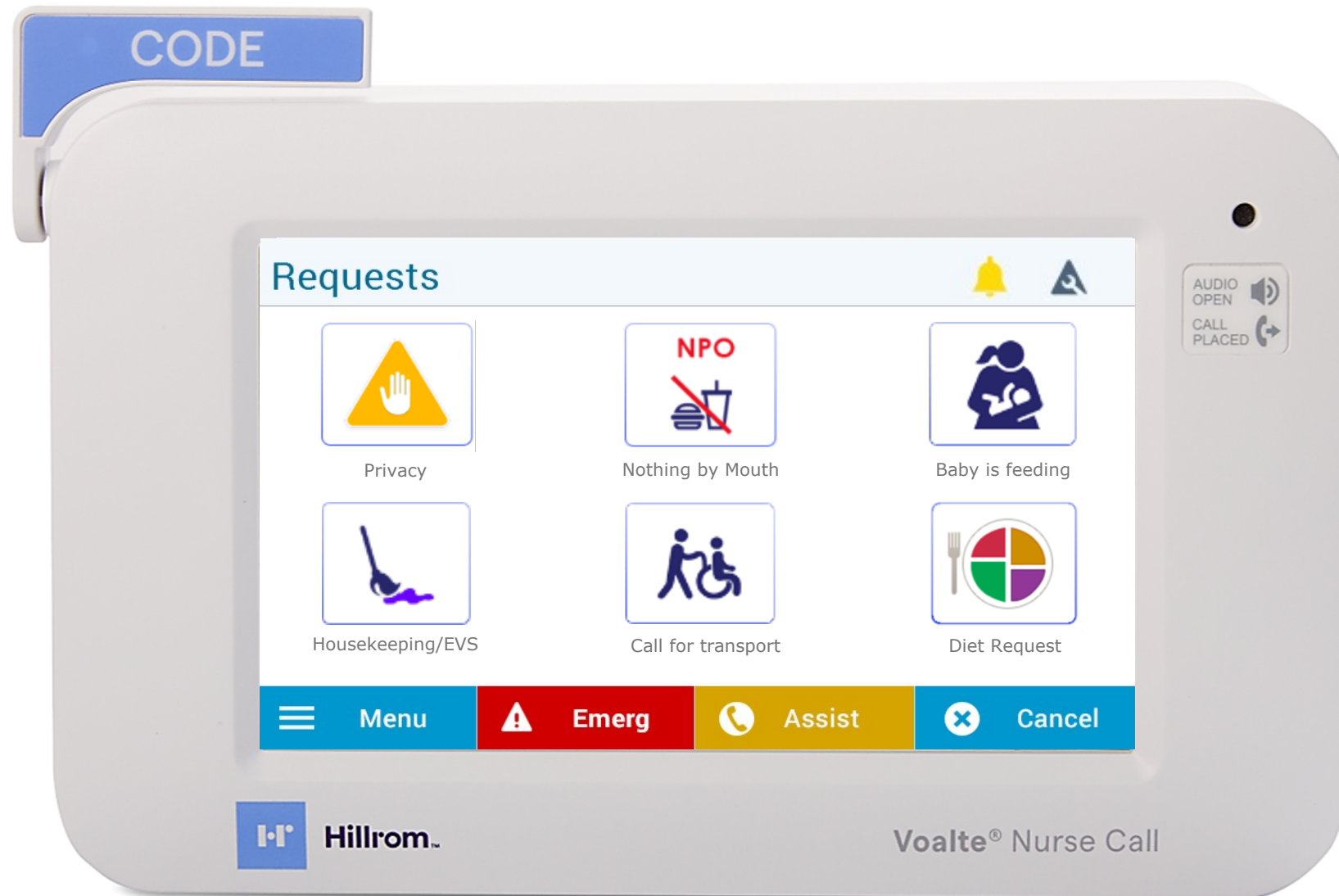
# Med-Surg / Tele Example

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

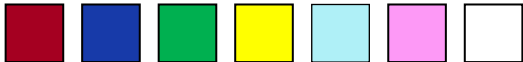


## Maternal Example

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 announce 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

## Ensure Your Patients and Caregivers Feel Safe and Connected

In behavioral health environments, caregivers can face unique challenges to ensure 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

# 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



# Thank you



## 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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