TekTone®

COMMUNICATIONS FOR TODAY … AND TOMORROW.

Erlanger Western Carolina Hospital

Tek-CARE®400 GEN3 System Debut Has Great Success

OVERVIEW

Location: Murphy, NC

Emergency Department Staff: 25

Community Type: Emergency Department

System: Tek-CARE®400 GEN3

Erlanger Western Carolina Hospital in Murphy, NC, serves a seven-county area of Western North Carolina, Northern Georgia, and Eastern Tennessee. Their mission is to compassionately care for people. Started by the town of Murphy in 1979 with a government hospital authority board, the hospital was converted to a private, nonprofit ownership structure in the early 1990s. Erlanger Western Carolina Hospital was named one of the top 25 Best Safety Net Hospitals for America by *Washington Monthly*. This ranking comes from Three categories: Patient Outcomes, Civic Leadership, and Value of Care.

THE PROBLEM

In 2019 after almost four decades of business known as Murphy Medical Center, the hospital announced its name change to "Erlanger Western Carolina Hospital." The center is now affiliated with Erlanger, a multi-hospital health system based in Chattanooga, TN. Erlanger renamed the facility to bring a broader focus to the institution. With this broader focus came more strain on the old nurse call system.

Erlanger Western Carolina Hospital provides a multitude of services some of which are urgent care, general surgery, physical therapy, and more. Due to the extensive services offered by the facility, the old tone visual nurse call system was unable to keep up. The staff found that it was difficult to provide their best service on an older system and wanted to upgrade to a nurse call system with voice communication.

When speaking to the registered nurses that worked with both the old nurse call system and the new Tek-CARE®400 GEN3, they said the old nurse calls were not very efficient. Another frequent complaint from the Facility Manager and Emergency Department Nurses was the old system was not compliant.

THE SOLUTION

Erlanger Western Carolina Hospital previously had other Tek-CARE systems in the inpatient units of the hospital and agreed to be a beta site for the Tek-CARE400 GEN3. The staff was easily able to acclimate to the new GEN3 system due to having previous experience with Tek-CARE products. The Tek-CARE400 GEN3 was installed at Erlanger during the first week of July 2023. Within two weeks of the installation, staff saw an upswing in patient satisfaction due to the fast call times facilitated by the GEN3. Nurses were also excited with the time-saving buttons that enabled them to complete a task in one trip rather than many.

The Tek-CARE400 GEN3 is an upgraded system that offers new and upcoming operations like voice communication in the pillow speakers. A favorite aspect by the nurses was the addition of specific buttons on the pillow speaker for the patient to press. This allowed the staff to be predisposed to the patient's needs before they reached the room. The button upgrades consist of buttons for needing pain medication, using the restroom, and requesting water. With the old nurse call system, the nurse would have had to take at least two trips, one to see what the patient needed and then to respond to that need. Now with the new customizable buttons, it cuts the steps in half.

The pillow speaker also comes equipped with buttons labeled A and B. These are for facilities to program whatever specific need they see fit. For example, one could program temperature controls using A for warm air and B for cold. The options are limitless with the Tek-CARE400 GEN3 Pillow Speaker.

Another safety feature that was integrated into Erlanger Western Carolina Hospital with the help of TekTone was the decision to place call buttons in public waiting areas and emergency department bathrooms. Therefore, if a patient ever needs help outside of the room, they will be able to place a call.

Erlanger Western Carolina Hospital worked with a TekTone Elite Partner, Warden Enterprise, for the installation and training of the new Tek-CARE400 GEN3. When talking to both the Erlanger Facility Manager, Wesley Phillips, and the TEP Representative, Darrin Carpenter, both said

the process of installation and training was seamless. Instead of installing and then training, Erlanger opted to show staff how to work the system as it was being installed. Emergency Room Registered Nurse, Brittany, said this facilitated a quick and easy two days of training. By working with a TEP, Erlanger will be able to get maintenance on the system promptly should it ever need it.

THE DIFFERENCE

One of the consequential factors that persuaded the Erlanger Facility Manager to choose TekTone was the price and the ability to have rapid installation. "I didn't think we would be able to get a new system for at least another year," said Wesley Phillips, after discussing the possible barriers of budget and location.

A phrase that was said frequently when speaking to the Erlanger staff was, "I have more time management." The Tek-CARE400 GEN3 made a difference with the pillow speakers' ability to label the many needs of patients, along with its ability to speak with the patient through the microphone located at the bottom of the device.

With the combined factors of good price, easy installation, and staff success, Erlanger Western Carolina Hospital has the goal of continuing to update nurse call systems throughout the rest of the campus. This process will be made even easier due to TekTone's flexible integration system. This integration

was put to the test during the Tek-CARE400 GEN3 install and showed to be true to its flexible nature by allowing the old system to stay up and running while the new one was installed, ensuring optimal patient safety

CONCLUSION

All in all, the Tek-CARE400 GEN3 has improved Erlanger Western Carolina's Hospital in many ways. With a new master station that quickly and accurately defines calls and the pillow speaker that can send patient-specific calls, staff response times have gone down positively. Nurses are very happy to take less time walking back and forth due to knowing the specific call, allowing them to have more time to dutifully attend to the patient and their needs. Lastly, through the help of TEP Warden Enterprise, good scheduling and communication were held to a high level allowing the hospital to still function while installation occurred. Erlanger Western Carolina Hospital and TekTone are proud to say that safety and good patient care are our highest priorities.

ABOUT TEKTONE

Founded in 1973, TekTone® designs and manufactures UL® Listed Tek-CARE® nurse call, wireless nurse/emergency call, wander management, and fall detection systems for healthcare communities and facilities around the world. The Tek-CARE platform provides solutions for every type of facility.

The new Tek-CARE400 GEN3 is designed for optimal mobility, ease of use, and communication. Our new system can receive and answer calls from any mobile device connected to the network. This ensures that staff members are efficiently updated and better equipped to attend to the patient in an accelerated manner. The Tek-CARE400 GEN3 system as a whole is designed to keep communication constant and consistent. This is achieved by full duplex audio, voice-enabled apps, and staff messaging to ensure all peoples are on the same page. In addition to our speedy communication, the Tek-CARE400 GEN3 platform is effortless to operate. Equipped with touchscreen options and a user-friendly interface.

For more information, please visit tektone.com.

> " The quality was 100%. We did not have any issues during the installation process. "
>
> Warden Enterprise
> TekTone Elite Partner