A smiling woman with blonde hair, wearing blue scrubs, is the central focus of the image. She is looking directly at the camera with a warm expression. In the background, other people in white lab coats are blurred, suggesting a busy hospital or clinical environment. The lighting is bright and natural, creating a clean and professional atmosphere.

Ascom
TELLIGENCE
Workflow Solutions

Integrated
Workflow
Intelligence

Ascom Telligence workflow solutions

The next evolution in nurse call systems is here: designed to help staff be more productive, enhance patient safety and satisfaction, improve compliance with care protocols and even help boost revenue through better bed management and patient flow.

Workflow introduction

The Ascom Telligence nurse call system improves communication across the enterprise and helps staff meet the rising demands of patient care complexity and increasing workloads. Built on a deep knowledge of practical clinical expertise, and designed for nurses across the globe, the Telligence workflow solutions streamline tasks and communications so that staff may deliver more attentive care at the patient bedside.

Whether using the innovative new service task reminder functionality to address patient requests, or utilizing customized staff stations in the patient rooms, the Telligence nurse call system can help make communications better for both patients and staff by:

- Providing the right information to the right caregiver at the point of care to support required activities.
- Automating recurring tasks such as patient rounding to ensure department goals are met.
- Customizing workflows to eliminate unnecessary steps and improve inter-departmental communication.
- Improving care coordination among team members to reduce unnecessary interruptions to staff.
- Streamlining admission, discharge, and transfer (ADT) processes.



Staff console & annunciator

The Telligence nurse call system enables a ground-breaking workflow concept, so intuitive and simple to use that it could only be delivered by Ascom. Introducing Telligence with integrated service task reminder functionality, available on any Ascom event display device including Staff Console, Annunciator, staff PC, or mobile phones. Service task reminder functionality from Telligence, was designed with input from hospital staff, to:

- Simplify and improve care coordination among team members.
- Reduce unnecessary steps and activities for staff members.
- Speed response times to patient requests.
- Enhance patient satisfaction by ensuring patient requests are never lost.

Typical workflow for staff members to attend to a patient request can involve ten or more individual steps, often requiring staff to use more than four different systems or technologies. With Telligence service task reminder functionality you can eliminate many of these steps which means staff members can eliminate time spent managing patient requests leading to faster response times for the patient.

Simple,
clear, reliable
communications
that bring you closer
to the people that
really matter.



Telligence enables workflow solutions for the way your hospital wants to work. Whether nurse call events and patient requests are handled in a centralized or de-centralized manner, Ascom Telligence offers truly innovative workflow features like the ability to upgrade patient calls to a higher priority on the fly, and options to create a detailed service task within the system to communicate specific patient requests. By combining Telligence with Ascom Unite and mobility solutions the functionality can be extended to the mobile workforce to enhance staff communication and collaboration even more.



Streamlining workflows helps nurses focus more on patients.

More time where it matters: at the patient's side

The Telligence Staff Station automates nurse rounding reminders to improve efficiency, manage care compliance and enhance patient safety and satisfaction. The Staff Station helps address the key challenge of delivering attentive, personal care. One study found nurses spend on average less than 35 percent of their time in direct patient care, as their time is consumed by non-clinical demands and system inefficiencies!

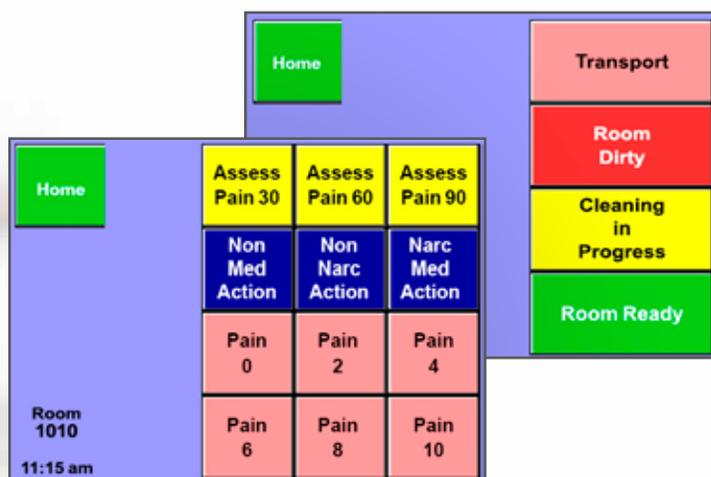
Automated rounding reminders

The Staff Station helps nurses make more consistent rounds, an attribute linked to better clinical outcomes. For example, studies have documented:

- Nursing actions performed at set intervals significantly reduced patient falls and increased patient satisfaction.^{2,3,4}
- Staff rounding in an ED reduced patients who left without being seen and left against medical advice by more than 20%.⁵
- \$55 million five-year savings resulted from fewer stage III and stage IV pressure ulcers, partly due to hourly and change-of-shift bedside rounds.⁶

The Telligence Staff Station eliminates the need for written notes and reliance on unit secretaries to remind staff about patient needs. It issues reminders of nursing rounds for vitals check, IV and restraint check and other tasks. Staff can select a preconfigured touchpoint to set rounding timers, or manually enter a recurring rounding clock time. Telligence alerts the right caregiver when the timer expires – via mobile phone if using wireless integration. It also manages automatic escalations and provides complete flexibility to support multiple timers for departmental needs.

- Use simple, intuitive clicks to start, reset or stop reminders.
- Integrate with location systems to register staff presence and optionally restart timers.
- Assign separate timers for RNs and CNAs.
- Easily identify active timers.



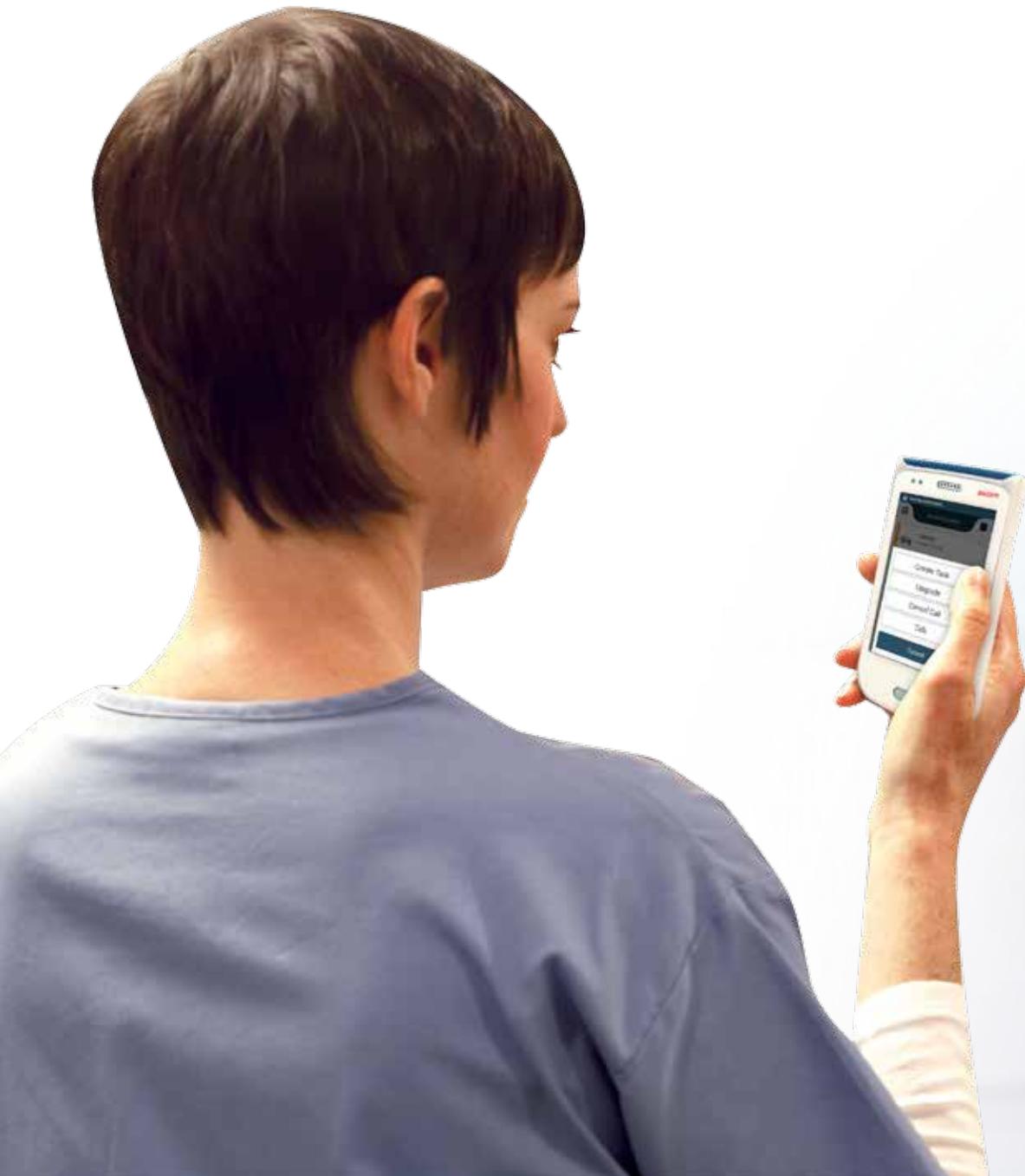
Flexible options for customizing workflow buttons and rounding timers to support the clinical team.

Consistent contact with caregivers on the go

The Telligence Staff Station with wireless integration provides tools for care coordination with mobile staff. One study in a medical-surgical area revealed that clinicians walked 2.4 to 3.4 miles in a 10-hour shift, and spent 38.6% of their time at the nurse station and 30.8% in patient rooms, while 20.6% of the shift was spent coordinating care.⁷

Now, with the touch of a button, send events automatically to the right caregiver or staff. There's no more running back to the nurse station, no more writing notes, no more delays in reaching the right person.

- Reach the night supervisor to alert on patient status.
- Notify the assigned RN to visit the room or change the selection to contact assigned team members.
- Contact the unit or central pharmacy.
- Alert the intensivist or respiratory therapist and send them where they are needed.
- Link to the Health Unit Coordinator (HUC) to place an order for a test.



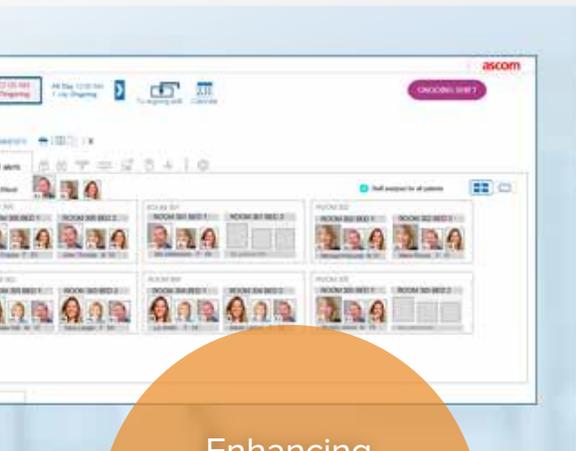
Unite software keeps patient & caregiver connected

Unite is Ascom's software solution that seamlessly links mission-critical systems with mobile communications. It delivers intelligent integration, advanced messaging, and system management in one unique, powerful package. Unite integrates with multiple systems including nurse call, patient monitoring, EHR systems, RTLS and other healthcare systems to provide connected solutions.

Ascom Unite provides two-way, intelligent integration to Telligence nurse call, as well as other healthcare information systems, to increase staff mobility while optimizing patient care and streamlining workflow. Unite delivers alerts, messaging and voice integration enabling a quicker response to patient requests via a wireless device.

Unite, when integrated with the Telligence nurse call system, notifies caregivers within seconds when a patient presses their call button, pulls a bath cord, or when a clinical coworker initiates a Code Blue or Staff Assist call from the patient's room. An alert message can be sent to an individual or group, such as a code or rapid response team, containing information required to quickly assess the event and respond to it. Unite also enables caregivers to press a single key on a wireless device to speak directly to a patient, thus eliminating the need to walk to the patient's room to understand their request.

- Integrated platform connecting caregivers and patients via a wireless device.
- Communicates alert message prioritization based on predefined parameters.
- Streamlines workflow and task prioritization for handling patient requests.
- Offers activity logging and reporting to support audit capability and management reporting.
- Helps create a "Connected" environment for caregivers – keeping staff better informed.



Enhancing communications to bring nurses closer to their patients.



About our company

Ascom is a global solutions provider focused on healthcare Information and Communication Technology (ICT) and mobile workflow solutions. The vision of Ascom is to close digital information gaps allowing for the best possible decisions – anytime and anywhere. Ascom’s mission is to provide mission-critical, real-time solutions for highly mobile, ad hoc, and time-sensitive environments. Ascom uses its unique product and solutions portfolio and software architecture capabilities to devise integration and mobilization solutions that provide truly smooth, complete and efficient workflows for healthcare as well as for industry, security and retail sectors. Ascom is headquartered in Baar, Switzerland, has subsidiaries in 15 countries and employs around 1,300 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.

¹Ann Hendrich, RN, MSN, FAAN , Marilyn Chow, DNSc, RN, FAAN , Boguslaw A Skierczynski, PhD, Zhenqiang Lu, PhD, A 36-Hospital Time and Motion Study: How Do Medical-Surgical Nurses Spend Their Time? The Permanente Journal/ Summer 2008/ Volume 12 No. 3.

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⁴Linda Burnes Bolton, DrPH, RN, FAAN , and Harriet Udin Aronow, The Business Case for TCAB, November 2009, Vol. 109, No. 11 Supplement.

⁵Christine M. Meade, The Effects of Emergency Department Staff Rounding on Patient Safety and Satisfaction, Volume 38, Issue 5, Pages 666-674 (June 2010), Journal of Emergency Medicine.

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