

# SHARED STAFF ASSIGNMENT

## RAULAND RESPONDER® 5 AND SPOK® MESSENGER



### SOLVING A KEY NURSING COMMUNICATIONS CHALLENGE

Nurses provide the backbone of inpatient care, typically monitoring and assisting multiple patients during their shift where alerts, alarms, buzzers and patient calls are omnipresent. Nurse call systems and integration middleware can automatically deliver these notifications to the right nurses on the correct mobile devices. The pain point for nurses, however, is that for the process to work properly they must log in and identify their assigned patients within each separate monitoring system’s assignment interface (nurse call, infusion pumps, patient monitoring, pulse oximeters, etc.). This repetition wastes valuable time at shift changeover and increases the possibility for delegation errors.

To address this issue, Rauland-Borg® and Spok® are pleased to announce Shared Staff Assignment. This joint solution provides nurses with a single place to enter their shift assignments. Shared Staff Assignment saves nurses time and reduces the potential for error by automatically assigning all of the monitoring systems associated with the appropriate patients to the correct nurse’s preferred mobile device via a singular interface. This device can be a smartphone, Wi-Fi phone, DECT phone, voice badge, pager, or traditional cell phone. The Shared Staff Assignment interface is the same as the existing Rauland-Borg Responder 5 System, so little to no training is required.

### RAULAND RESPONDER 5 AND SPOK® MESSENGER WITH SHARED STAFF ASSIGNMENT

FEATURES	BENEFITS
Single entry point for nurses to indicate their shift assignments	<ul style="list-style-type: none"> <li>• Speeds the shift changeover process</li> </ul>
Centralized hub for alerts and alarms	<ul style="list-style-type: none"> <li>• Messages and alerts are delivered to the right person on the right device</li> </ul>
Patient alerts are prioritized by severity	<ul style="list-style-type: none"> <li>• Faster response to critical needs – i.e. pain management requests are delivered ahead of requests for TV headphones</li> </ul>
Alert details and message escalation	<ul style="list-style-type: none"> <li>• If primary nurse is unable to assist in a timely manner, alerts are forwarded to another caregiver</li> </ul>
Reduced notifications/interruption with accurate staff assignments	<ul style="list-style-type: none"> <li>• More time spent with each patient -&gt; enhanced caregiver efficiency and satisfaction</li> </ul>
Full audit trail with date and time stamps	<ul style="list-style-type: none"> <li>• Provides a documented source for continuous improvement</li> </ul>

**Rauland Responder 5** connects patients to staff and staff to workflow solutions by linking the capabilities of the latest healthcare technology with traditional nurse call equipment. Calls and messages coming from a patient can be relayed directly to the nurse’s mobile device so that nurses are able to consult with other staff members or with physicians directly.

**Spok Messenger** is intelligent, FDA 510(k) Class II-cleared clinical alerting middleware that sends important information and updates from alert systems—including nurse call, patient monitoring, and more—to mobile staff on their wireless communication devices. It creates an enterprise-wide approach to the management, filtering, prioritization, and response tracking to key events.

[spok.com](http://spok.com)

