



## Advanced Nurse Call Systems Improve Patient Satisfaction

In today's healthcare environment, patient satisfaction is not just a measure of goodwill—it directly impacts public reporting, funding allocations, reputation, and patient loyalty. Provincial health systems and organizations like the Canadian Institute for Health Information (CIHI) and NRC Health Canada Patient Experience surveys place significant weight on communication, responsiveness, and the overall patient experience. One often-overlooked tool in improving these outcomes is the nurse call system. While the basic function of nurse call—alerting staff when a patient needs assistance—has remained for decades, the latest generation has evolved dramatically to positively affect patient safety and satisfaction.

Advanced nurse call systems are transforming the patient experience by improving communication, reducing wait times, and personalizing care. When deployed effectively, these systems address one of the most common frustrations in a hospital: feeling unseen or unheard.

### From Reactive to Proactive Care

Traditional nurse call systems operate on a simple principle: a patient presses a button, and staff respond when available. The limitation is clear—patients may wait long periods without knowing when help will arrive, and staff often lack context about the nature of the request until they reach the room.

Advanced nurse call platforms, including Provider® 790, and implemented by PX Solutions, solve this by integrating multiple layers of communication and automation. Patients can now choose from request-specific options—water, pain medication, assistance to the bathroom—so the right team member can respond immediately. Instead of a “catch-all” alert, the system directs the request to the appropriate staff role.

For example, if a patient requests ice water, the call routes directly to the dietary aide rather than interrupting a nurse already engaged in clinical care. This targeted response reduces delays and frees nurses to focus on higher-acuity needs, improving both efficiency and satisfaction.

### Better Response Times = Higher Patient Confidence

Multiple Canadian and international studies link faster nurse response times to higher patient satisfaction scores. An advanced nurse call system improves responsiveness in several ways:

**Direct-to-Caregiver Device Alerts** – Instead of overhead pages or centralized lights, alerts are sent directly to a nurse's mobile device or wearable.

**Role-Based Routing** – Requests are routed to the right staff member the first time, minimizing hand-offs and delays.

**Escalation Protocols** – If the primary caregiver does not respond within a set timeframe, the request automatically escalates to the patient's next available care team member.

The result is reduced wait times and fewer missed requests. For patients, every minute counts—knowing someone is on the way reassures them.

### Reliable Communications and Transparency

One of the most frustrating aspects of hospitalization for patients is uncertainty. “Did anyone see my request?” “How long will it take?”

Nurse call systems like Jeron's Provider 790 address this by providing real-time updates that can integrate with in-room displays or bedside tablets, showing patients that their request has been received. This transparency reduces anxiety and improves trust between patients and caregivers.

Integration with the electronic health record (EHR/EMRs used in Canada) and in-room electronic white boards also means that every request and response is logged, allowing care teams to review trends via robust reports and adjust workflows as needed. For example, if call data shows that toileting requests spike in the morning, staffing can be adjusted accordingly. Patients can also see who their care team is as well as pertinent information about their care plan.

## Enhancing the Human Connection

It might seem ironic that technology can enhance the human side of care, but advanced nurse call systems can actually increase meaningful nurse and patient interactions. By automating non-clinical requests and improving task allocation, nurses have more time for patient education, emotional support, and proactive rounding. Additionally, Virtual Nursing integrations with advanced nurse call systems like Provider 790 can further expedite a touch point, giving the patient peace of mind that they are being monitored closely and a nurse is always there when they need one.

In this way, technology supports—not replaces—the personal touch. A nurse who arrives unhurried and informed about the patient's needs is more likely to have a positive, reassuring interaction. This leads to better HCAHPS scores in communication, courtesy, and respect.

## Supporting Patient Safety and Satisfaction

Patient safety is closely tied to satisfaction. A patient who falls because they couldn't get help in time will not only have a negative clinical outcome but also a poor perception of their care. With audio bath stations, patients can request assistance from and communicate directly with their caregiver.

Advanced nurse call systems often integrate with bed-exit alarms, chair sensors, and other monitoring devices.

When a patient at risk for falls attempts to get up, an immediate, silent alert can be sent to the assigned nurse's device—without alarming the patient or other roommates unnecessarily. This proactive approach prevents accidents and reinforces the patient's sense of being looked after.

Another example is One Touch alerts allow Nurses can quickly notify housekeeping, dietary, or other services directly from the patient's room, improving efficiency and safety.

## Real-World Impact

Consider a 250-bed Canadian hospital that upgraded its legacy nurse call system to an advanced platform with direct-to-mobile alerts, role-based routing, and EMR integration. Within three months:

- Average nurse call response time dropped by more than 50%
- Escalations decreased by over 30%
- Patient satisfaction scores (as reported through provincial surveys) improved significantly in the category of responsiveness of staff.
- Staff overtime decreased, thanks to better task allocation and reduced inefficiencies.

The result was improved patient confidence and operational efficiency, reinforcing that patient satisfaction and staff workflow improvements go hand in hand.

## Looking Ahead

As Canadian healthcare organizations continue to navigate staffing shortages and increasing patient expectations, advanced nurse call systems offer a cost-effective high-impact solution. Their ability to route requests intelligently, integrate with existing systems, and provide real-time transparency addresses two critical drivers of satisfaction: responsiveness and communication.

Investing in these systems is not just a technology upgrade—it's a patient experience strategy. In the end, when patients feel heard, informed, and cared for, their view of the entire hospital stay improves. And that, perhaps more than any single metric, is the ultimate goal of every healthcare provider.

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*Adapted for Canadian readers; core content and insights remain the author's original work.*

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