

Account Profiling Guide

Insights delivers Alarm Analytics as a Service for hospitals. A small server securely collects specific information from the Rauland application server database and other technologies (like RTLS, etc.) and forwards it to a cloud-resident processing center. This data is scrubbed and organized to present a series of custom dashboard views and reports to support nursing staff and hospital management.

Qualifications:

- 250 beds or more
- Rauland Nurse Call (R5, Enterprise) or a mix of Nurse Call vendors through the IDN
- Optional data sources – Vocera badges, one or more RTLS systems, Connexall middleware...



Hospital management generally knows that there is data trapped in various systems to support their quality improvement programs. But they don't have the time, tools or talent to extract and correlate the data into useful information.

Potential Discovery Questions:

Is Nursing Retention and Job Satisfaction a key focus of management?

Insights offers a relatively low-cost tool to help retain nurses. By reducing noise and un-actionable alarms as well as fine-tuning staff assignments, nurses are less apt to leave their jobs.

What Patient Safety Programs are you considering? Fall prevention? Response time?

From identifying high risk-to-fall patients to improving response times, having data at hand to adjust rounding processes, staffing and scheduling reduces exposure to falls and lessens the impact of medical issues.

Do you have an alarm committee?

The Joint Commission National Patient Safety Goal mandates a more structured approach to alarm management and reduction. Having “hard evidence” through Insights meets the requirement.

What quality improvement programs are in place or being considered?

- Quiet at Night Initiatives
- Alarm Fatigue Reduction
- Purposeful Rounding programs
- Time-in-room
- Staff mix and shift change scheduling
- Nuisance Alarm Elimination
- Response Time Improvement
- Fall Prevention
- HCAHPS survey improvement
- Standardizing reporting across systems

Are you interested in any solutions to simplify and accelerate forensic research?

Reconstructing events after a fall or sentinel event involves extracting data and correlating data from multiple systems. Alarm analytics reduces the effort to a few clicks to get the big picture.

Technical Qualification

System Compatibility

The following systems have been tested and implemented with Insights:



- Rauland Enterprise
- Rauland R4 - R5
- Connexall
- Cerner CareAware
- Stanley HUGS
- Sonitor Sense
- Vocera VoicePhilps IEM

The following systems have more limited testing, but need site-level details to assure a perfect fit:



- Capsule
- Ascom Teligence
- Ascom Unite
- Jeron
- Vocera Engage
- Accutech Cuddles
- Westcom

Connectivity could require additional time and effort from engineering:



- Hillrom
- Epic
- Spok

Insights helps Lone Star to maintain control over the customer environment in accounts where the EMR or other vendors have strong influence.

Hospitals and IDNs that run multiple nurse call systems can benefit by unifying the data and reporting across their whole enterprise (vs. being limited to just Rauland data).

Rauland reporting engines like Reports or BI can be rigid and inflexible in meeting the needs of everyone in the organization (that can benefit from data).

The Insights dashboard has options to select different hospitals, units, time slices, alarm types, etc. that allow the customer to address most of their information requirements.

Insights is positioned as a service, where our CAS team is in contact with multiple stakeholders and can quickly (within one week) generate any report or dashboard needed for different programs or initiatives. Our CAS team can also attend alarm committee meetings in support of Joint Commission compliance efforts.

