



# NURSE CALL ADVANCEMENT

Presented by:

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# AGENDA

- Introduction to Nurse Call
- Hot button Issues for hospitals
- Integrations, Layout, Switch and Server Information for I.T.
- Pulse Mobile Solution
- Reports and Dashboards
- New Products
  - RTLS Devices
  - Workflow, Rounding
  - Patient Room Status Board
- Open Discussion

# Austco

Technology for nurses.

## Patient Room



Bathroom Pull Cord



Patient Station

Magnetic bed connectors



## Typical Room Layout



RBG Over Door Light



Patient Information Station & Staff Workflow Station



Nurse Station



Separate Call Buttons

## Common Areas

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Hallway

TACERA OVERVIEW

# Patient Station

(2) pillow speaker inputs

(2) 1/4-in inputs

3 configurable buttons

Buttons are backlit

End-to-end SIP, all the way to the pillow speaker

Built-in room controller (single PoE to support all room hardware)



TACERA OVERVIEW

# Pendants & pillow speakers

## Advanced pillow speakers

IP to the bedside

Multiple skins with more/fewer buttons

Flashlight



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TACERA OVERVIEW

# Specialty Call Cords

Optional

Fully integrated with almost  
any specialty call cords

Patient Station has 2  
1/4-inch inputs



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# Hallway lights and displays

Four segment Dome Light

Nine colors to choose from

Fast, slow and steady flash rates offered

RGB LEDS to allow for extremely long service intervals



TACERA OVERVIEW

# Call Points

Silicone buttons with plastic inserts

Buttons are backlit

With and without pendant input

Available in many arrangements, based on deployment



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TACERA OVERVIEW

# Pull Cords

Snaps off in front to prevent  
ligature with easy  
reattachment

Silicone backing to prevent  
water leaks

Green or red cords



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TACERA OVERVIEW

# Voice Modules

Full duplex audio

True SIP endpoints

Deploy alongside call points, or standalone as needed



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TACERA OVERVIEW

# All call points

Made with polycarbonate blend

Will not yellow over time

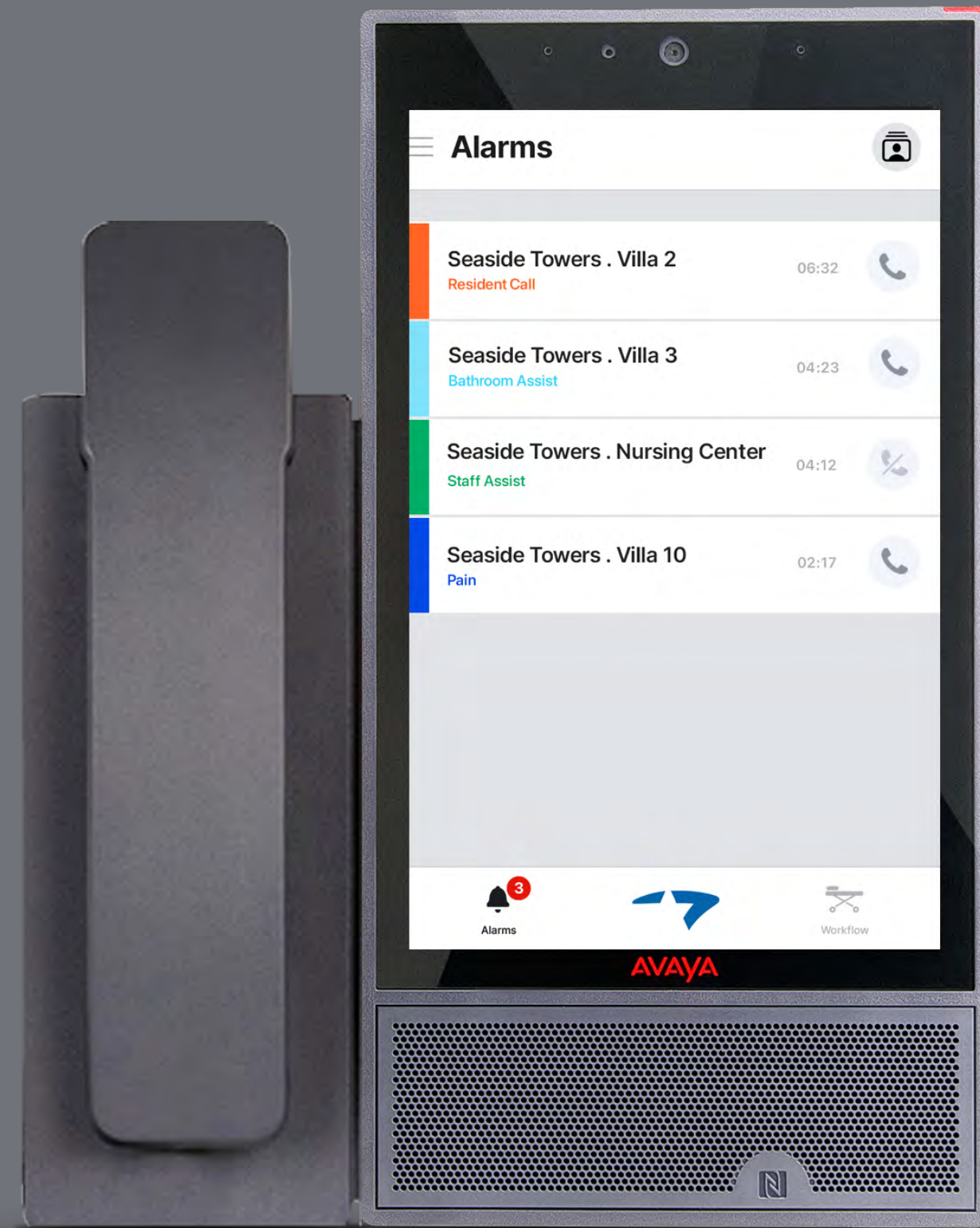
Cleaning Mode

Pillow speakers function when Patient Station in cleaning mode

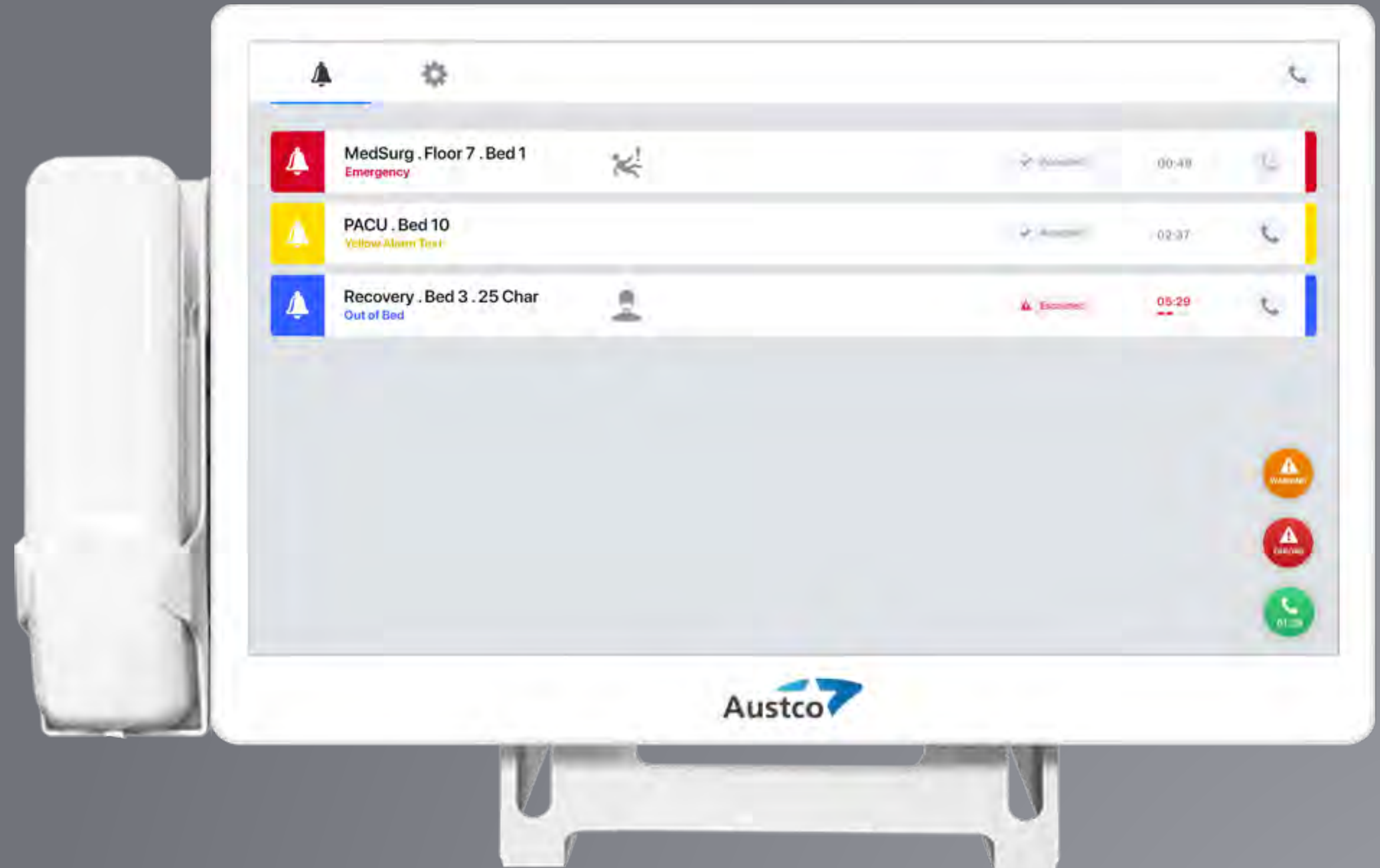
Call Point Cleaning is reportable in Pulse Reports



# Touchscreen Stations



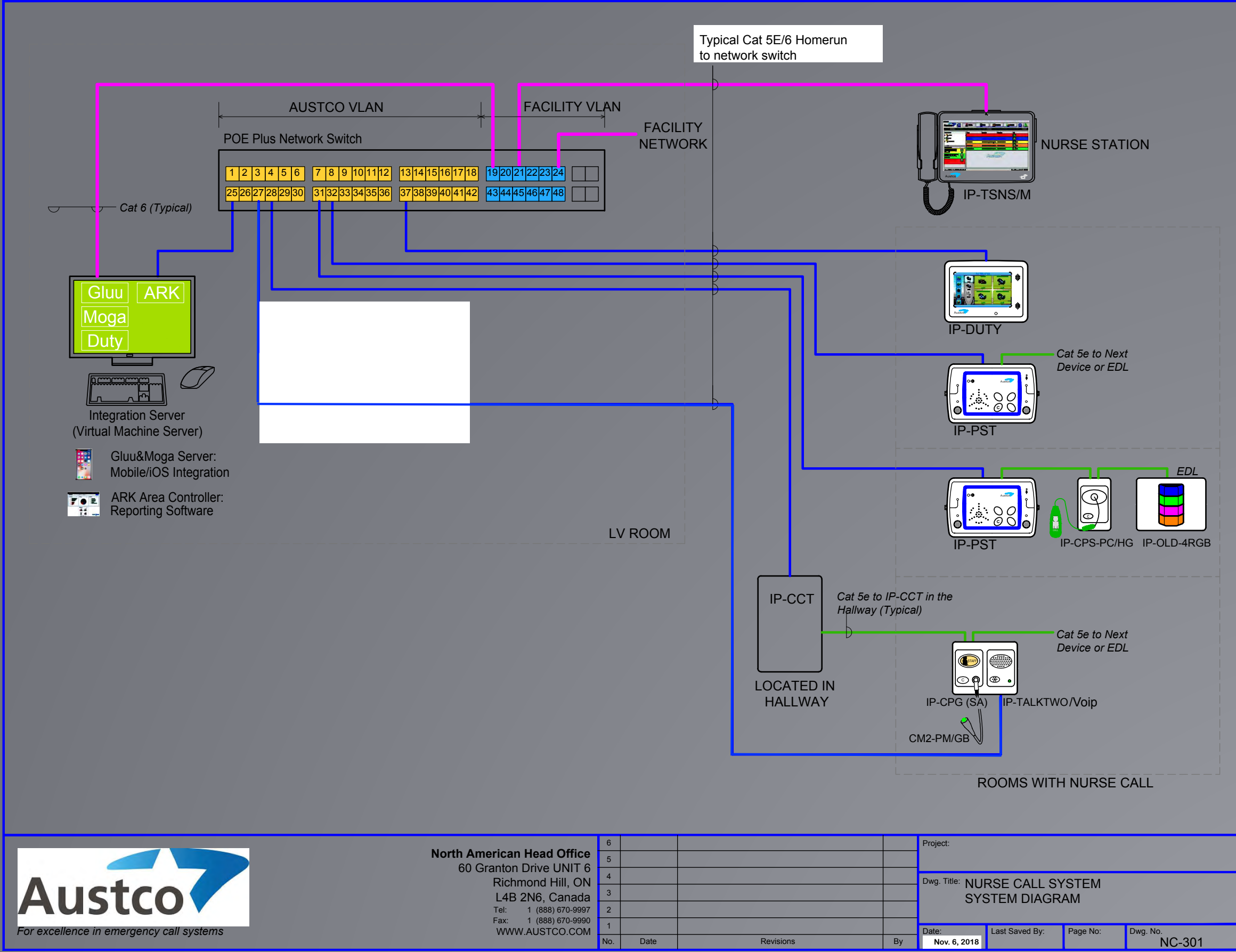
10" Master Nurse Station  
(Release Q2-2022)



18" Master Nurse Station



# Integrations, Layout, Servers and Switches



{ RESTful API }

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**RTLS**

**Room systems**  
(lights, blinds, HVAC)

**Alarms I/O**

**Scheduling,  
assignments**

**EMR**

**Smart pumps,  
telemetry**

**Smart beds**

**ADT, bed management**



**TACERA OVERVIEW**

# Integrations

Open API for nurse call system

RESTful web services, SOAP, JSON, XML, ...

No middleware required

Vendor agnostic – works with everything

Use LDAP for Pulse Mobile

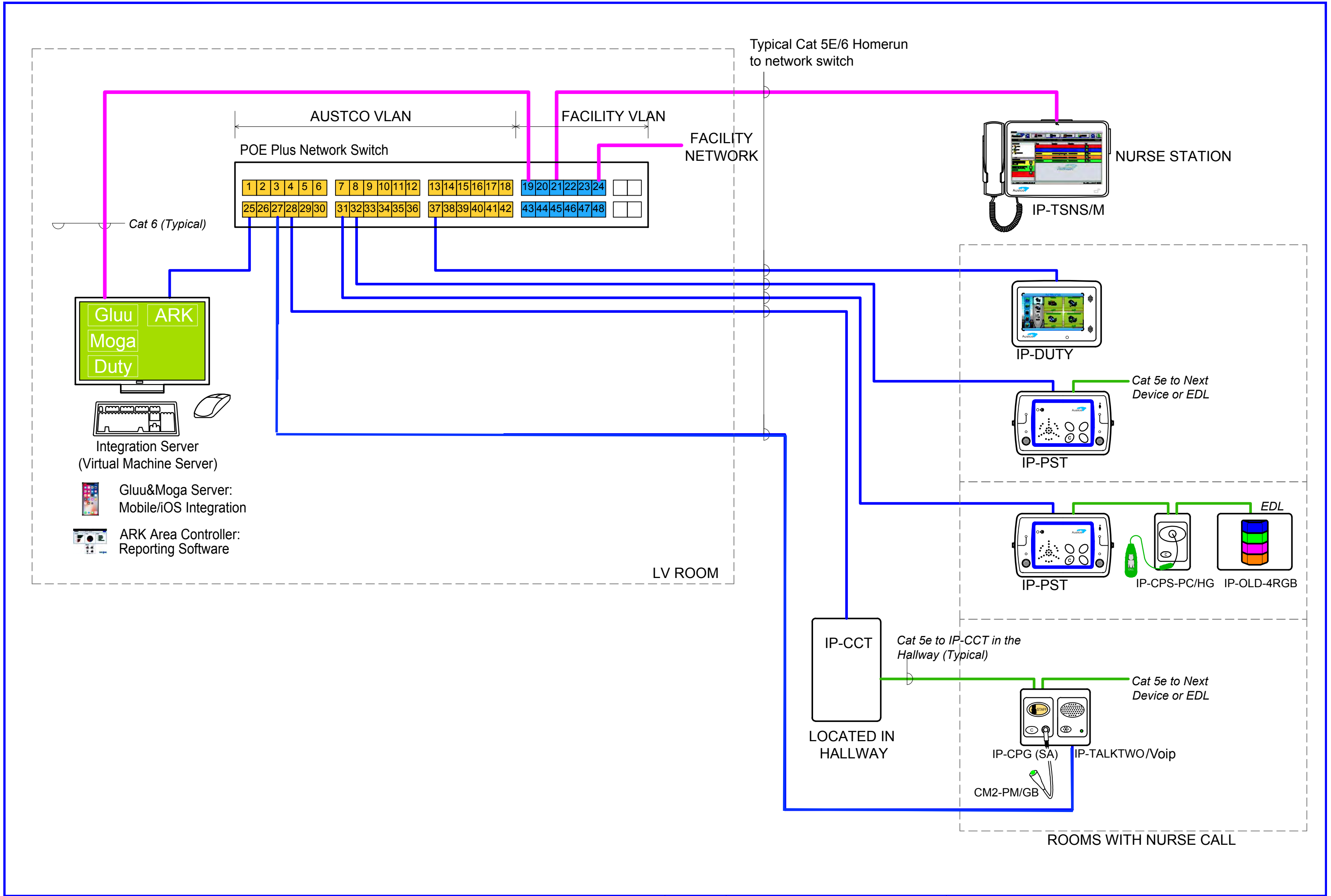


# Flexibility with switches and servers

Austco has certified UL1069 with Cisco, but will work with the client to certify another switch manufacturer as long as it meets the Austco specification.



We can supply our own servers or use the facility servers to run our VM. We just require our specifications to be met



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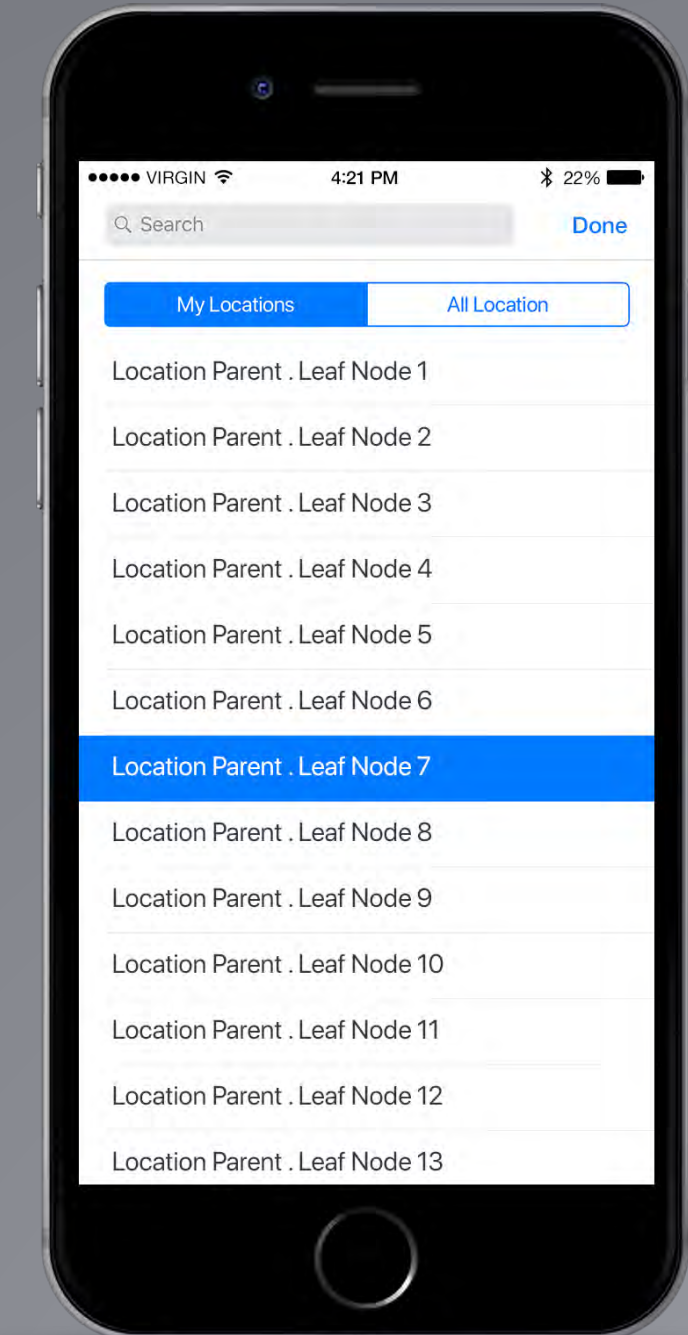
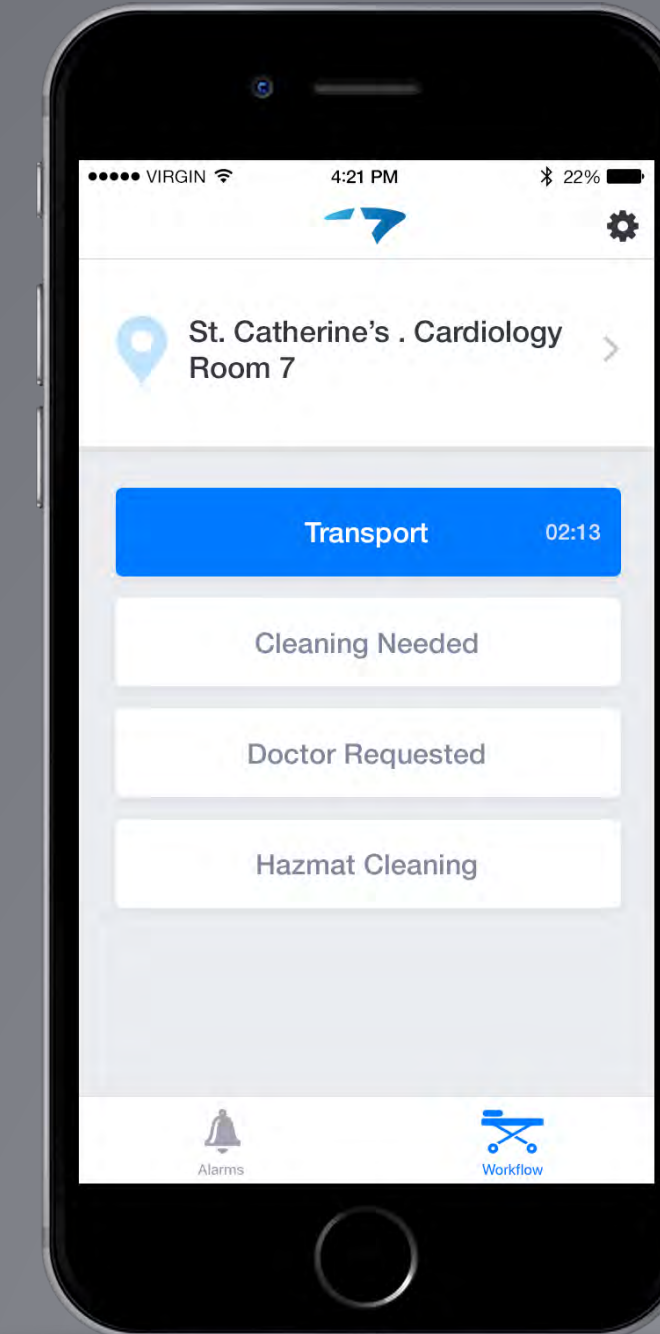
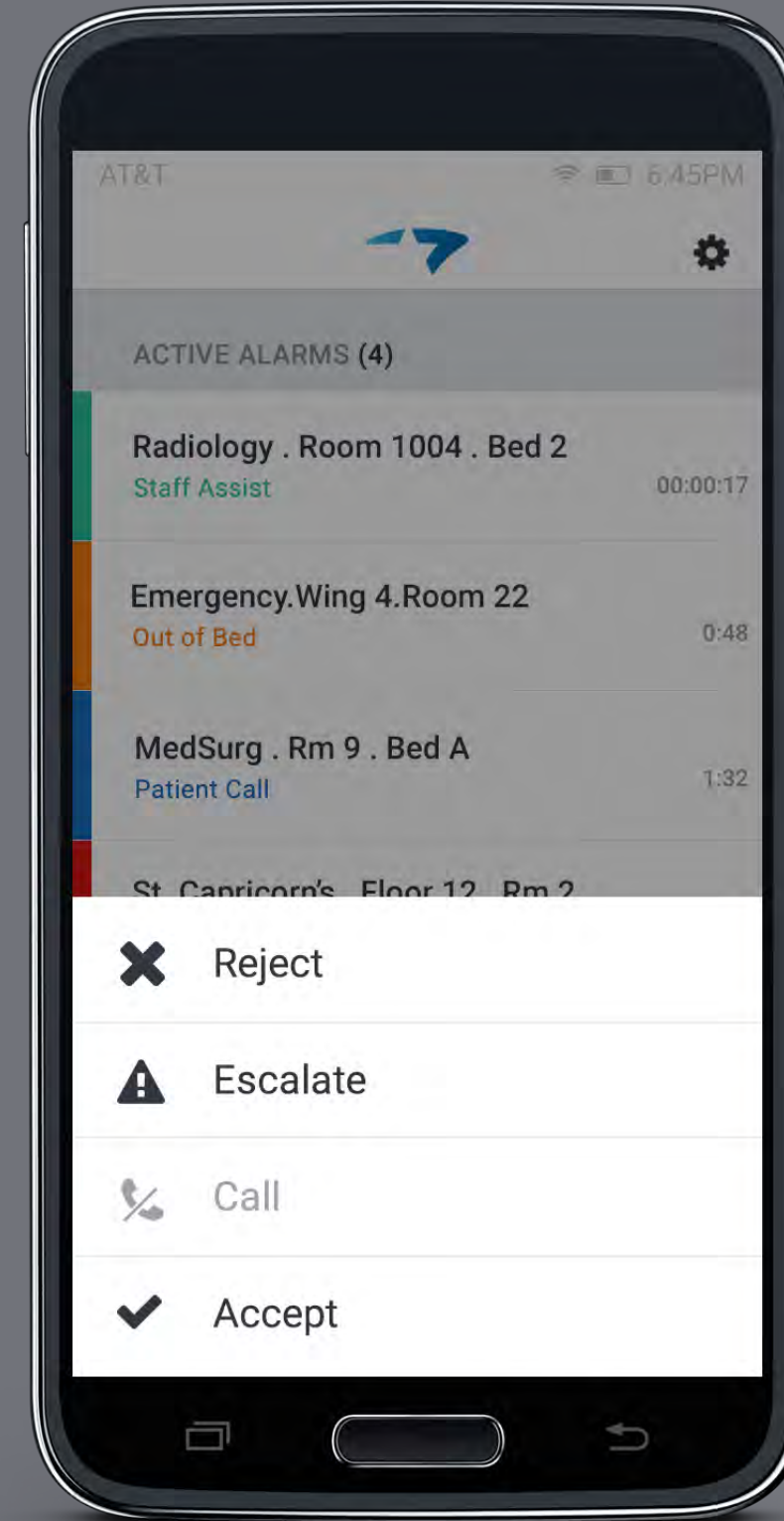
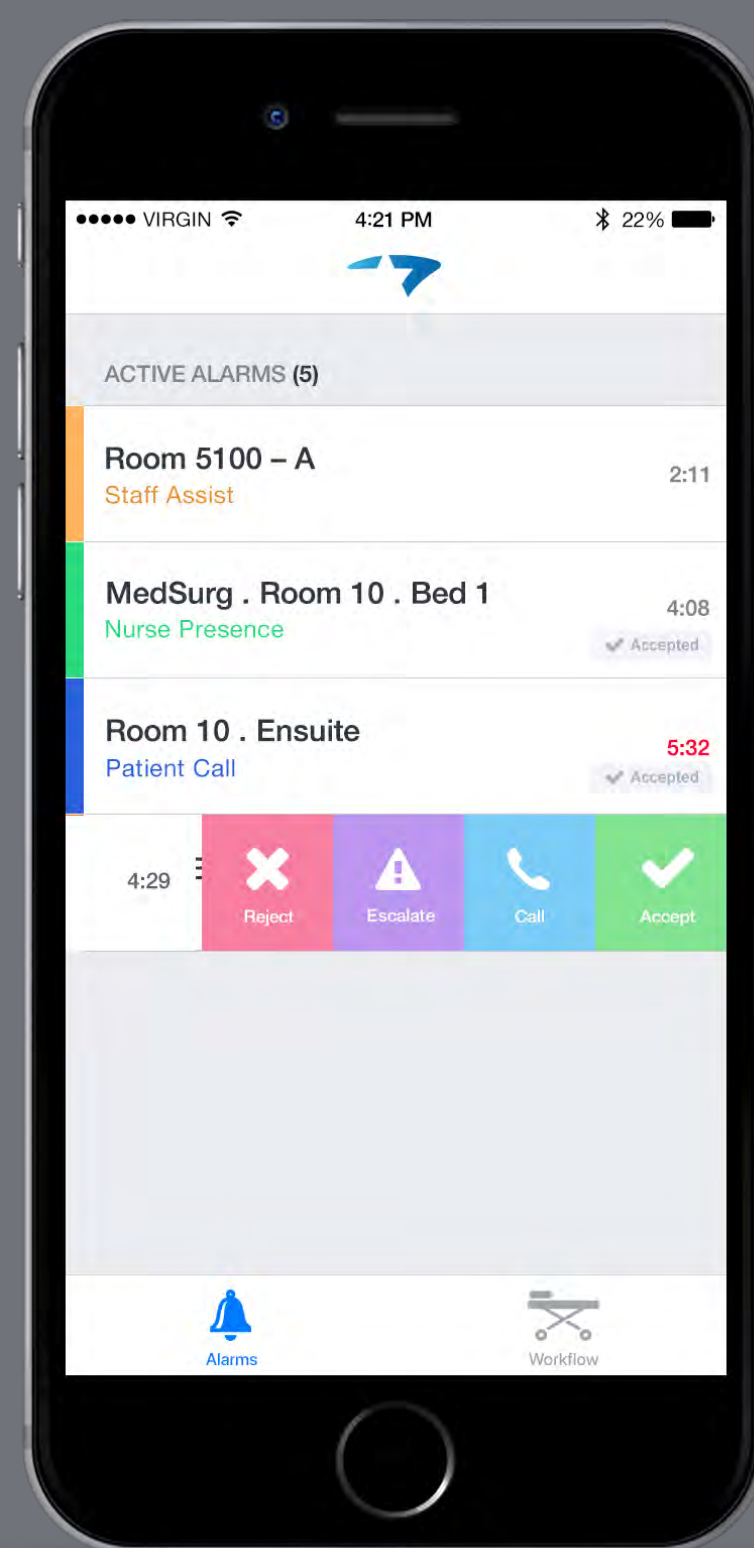
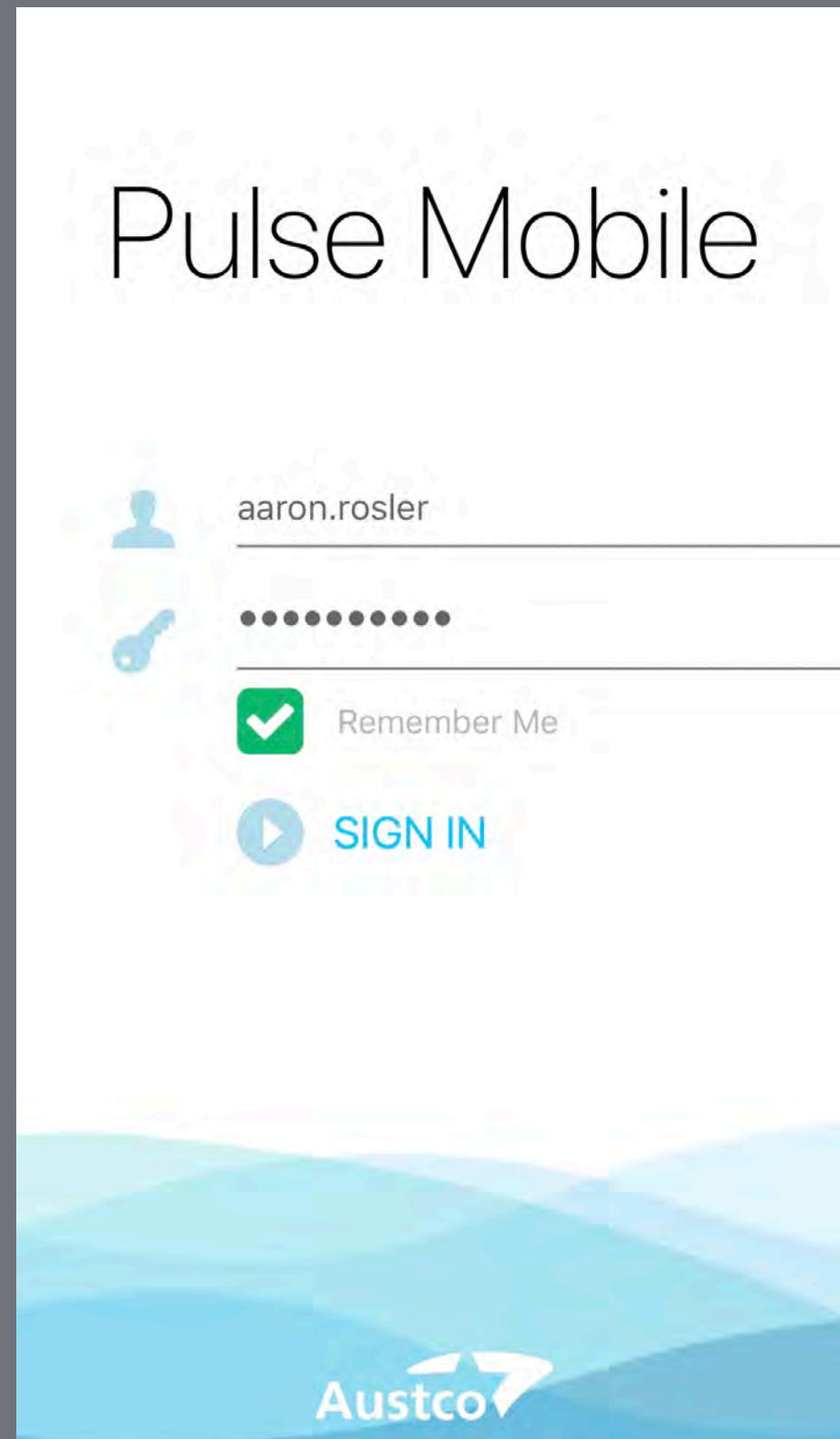
6			
5			
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Project:			
Dwg. Title: NURSE CALL SYSTEM SYSTEM DIAGRAM			
Date:	Last Saved By:	Page No:	Dwg. No.
Nov 6, 2018			NC-301

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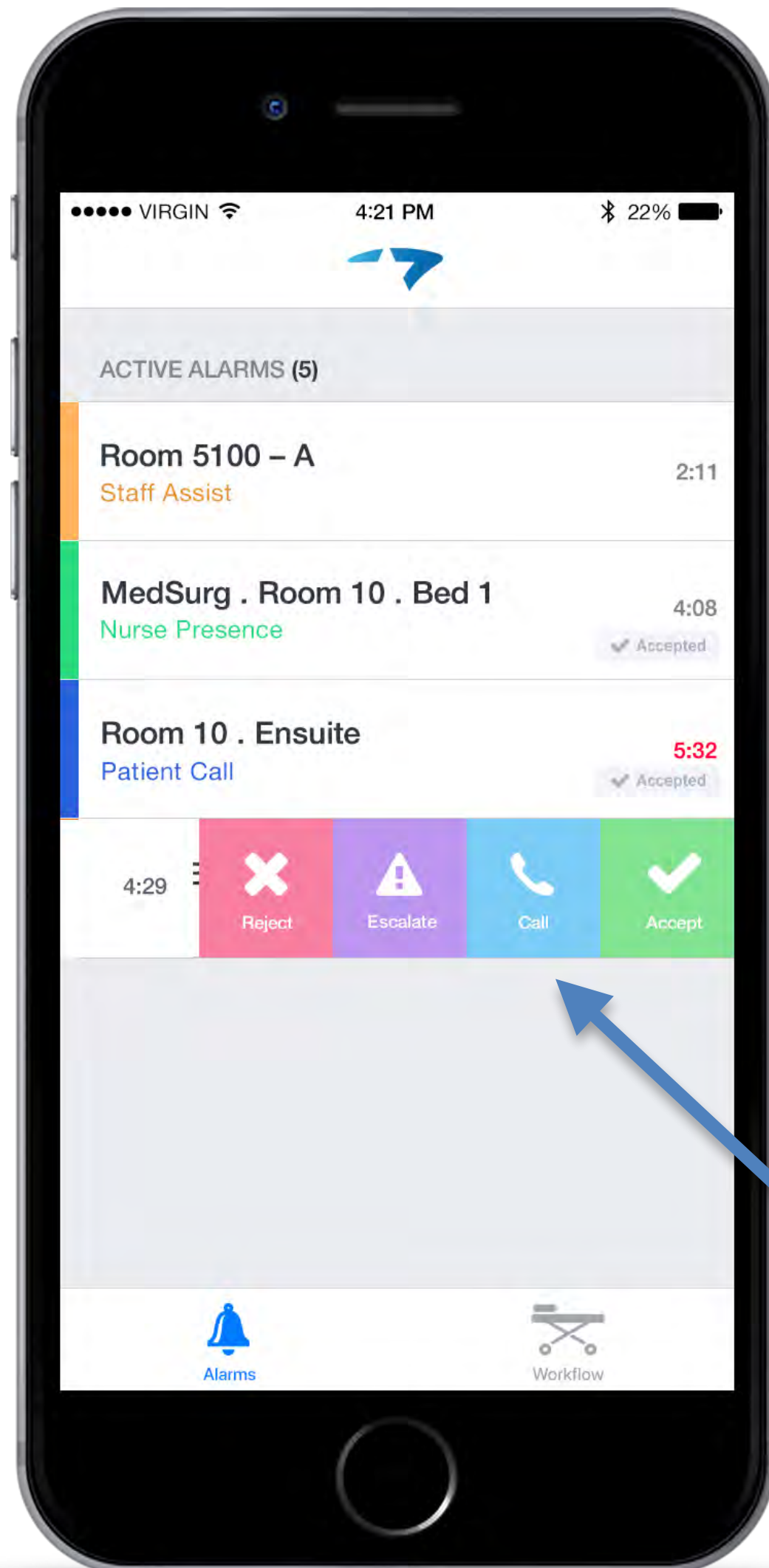


# Pulse Mobile Solution



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# ALARM MANAGEMENT



ACTIVE ALARMS (5)	
Room 5100 - A Staff Assist	2:11
MedSurg . Room 10 . Bed 1 Nurse Presence	4:08 Accepted
Room 10 . Ensuite Patient Call	5:32 Accepted
Ward B . Room 2 . Bed 1 Ensuite	7:08

Location

Alarm Type

Duration

Accepted Status

Escalated Status

Call back to the room with Tacera 3G locations

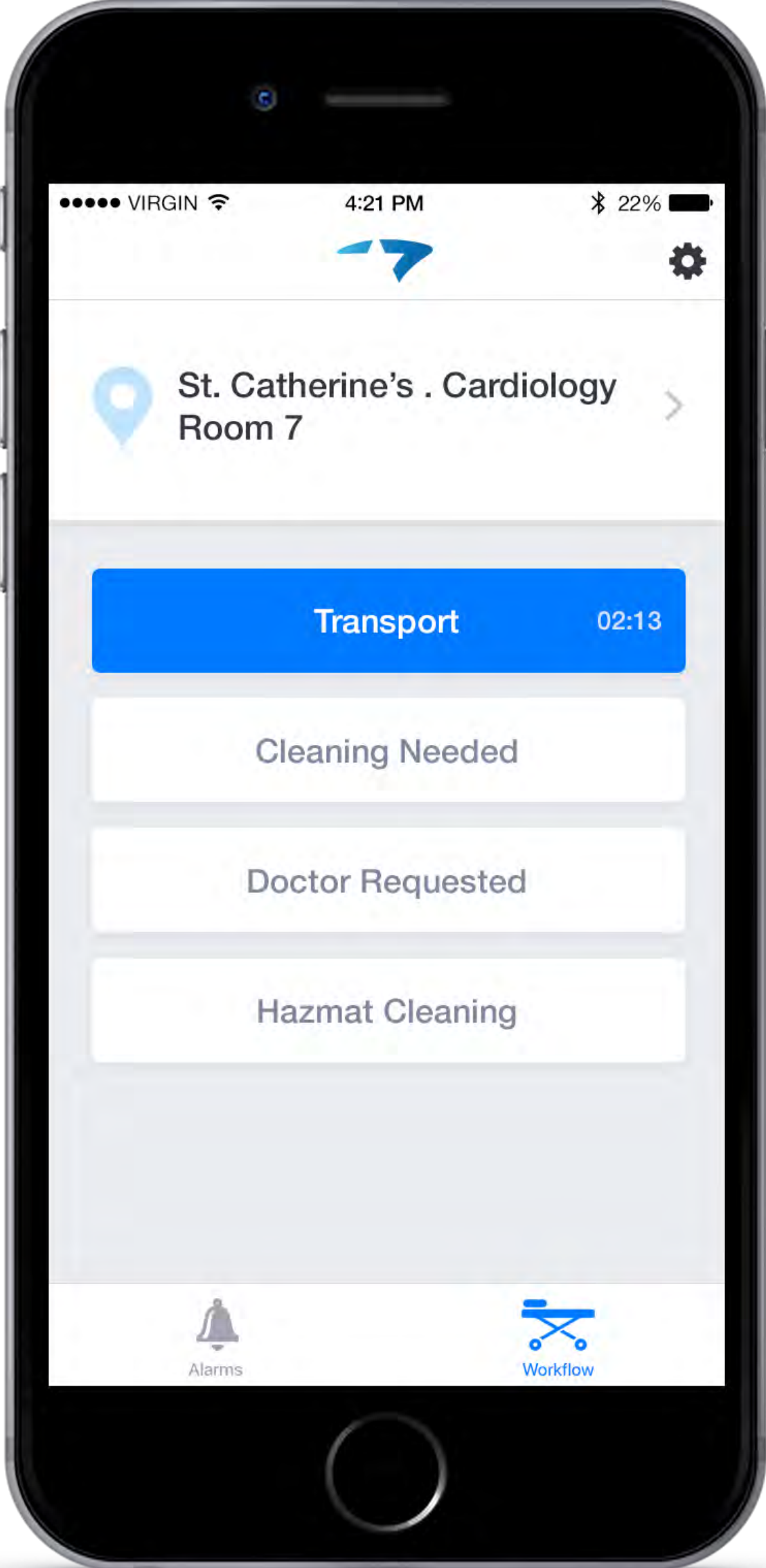
# WORKFLOW

Remotely activate workflow calls

Lights the lights, plays the tones, displays on all configured devices

Profiles attached to individual locations

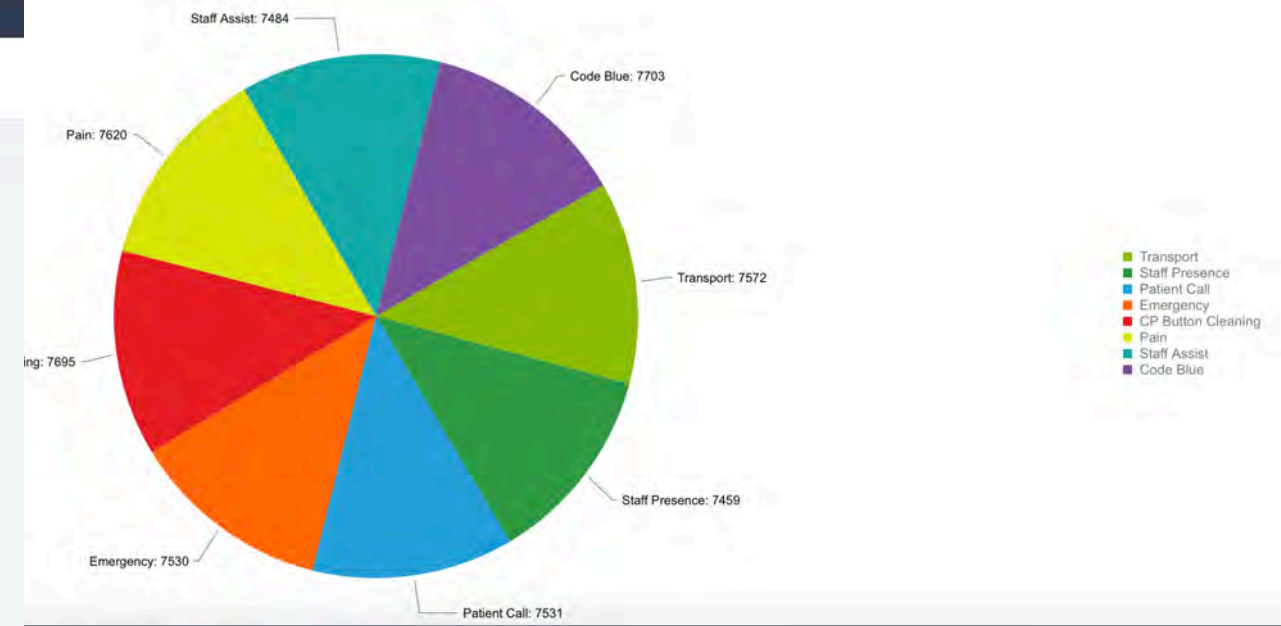
4 buttons / profile



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# Reports & Dashboards platform for Enterprise Data



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Cancel Apply

## PULSE REPORTS

# Advanced reporting engine

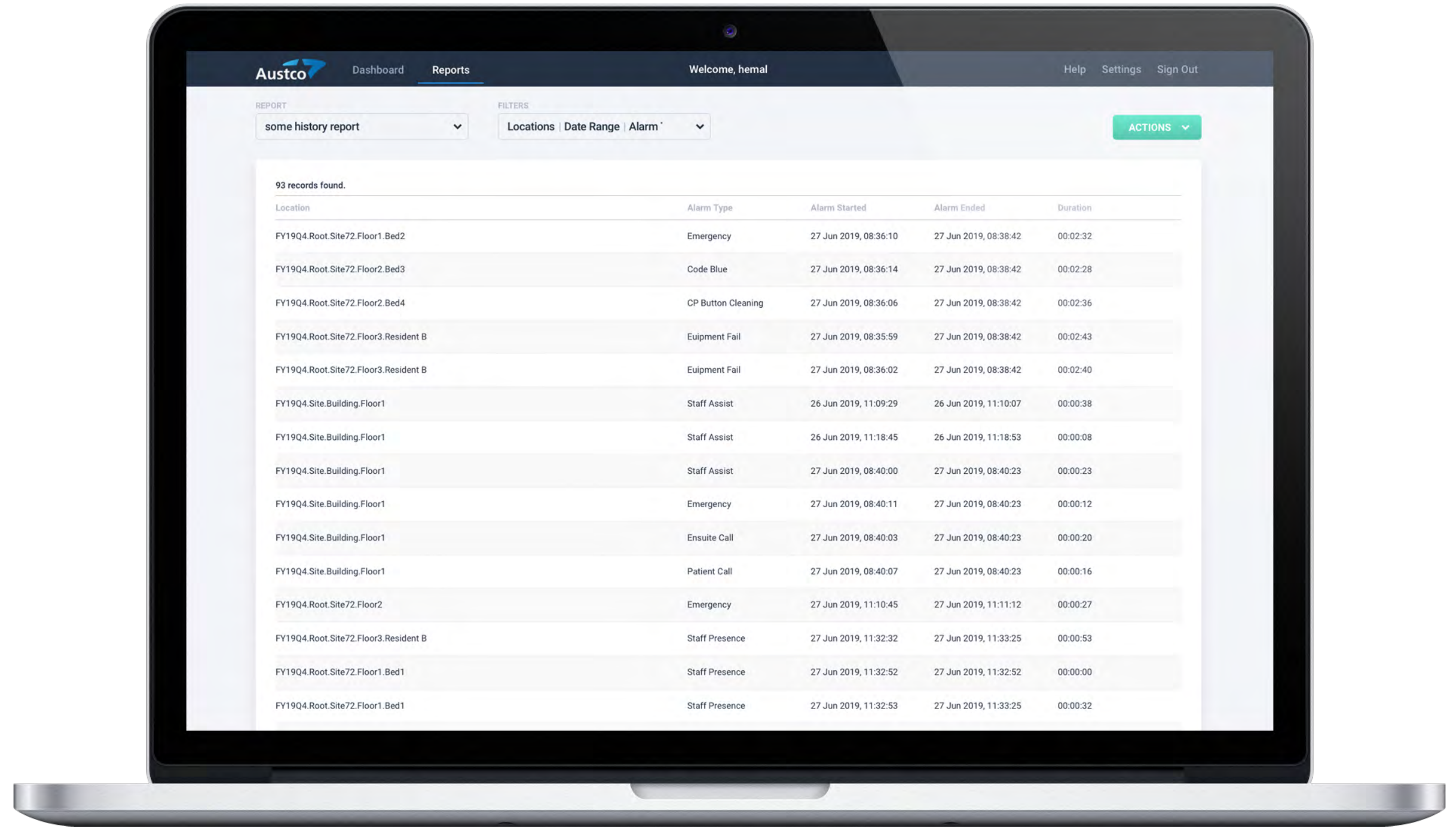
6 report types

Filters to focus data

Export to pdf, csv

Unlimited reports

Scheduled reports



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PULSE REPORTS

# Healthcare Dashboard

Visualize nurse call data

Custom layouts and widget settings

Unlimited dashboards, widgets

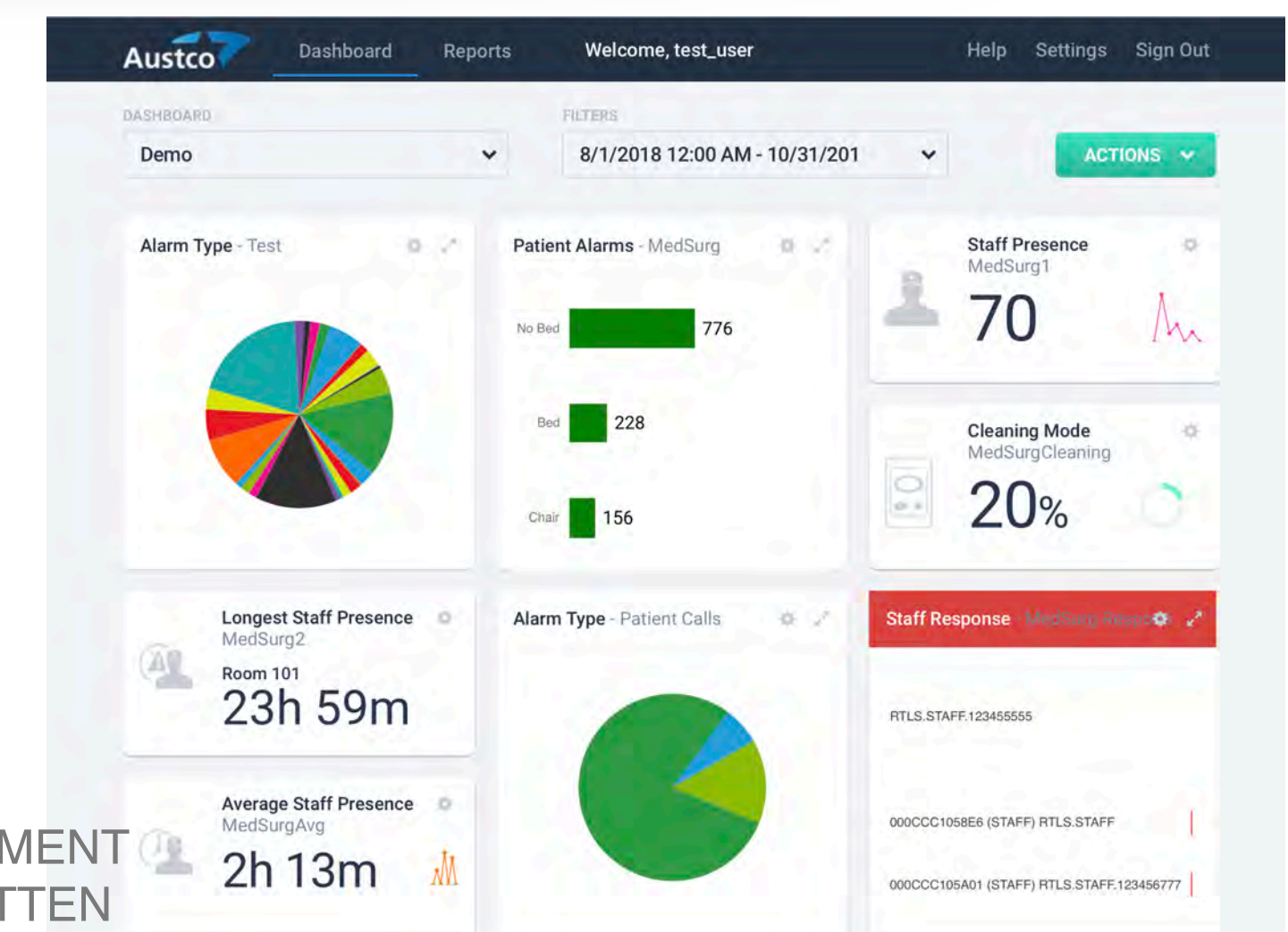
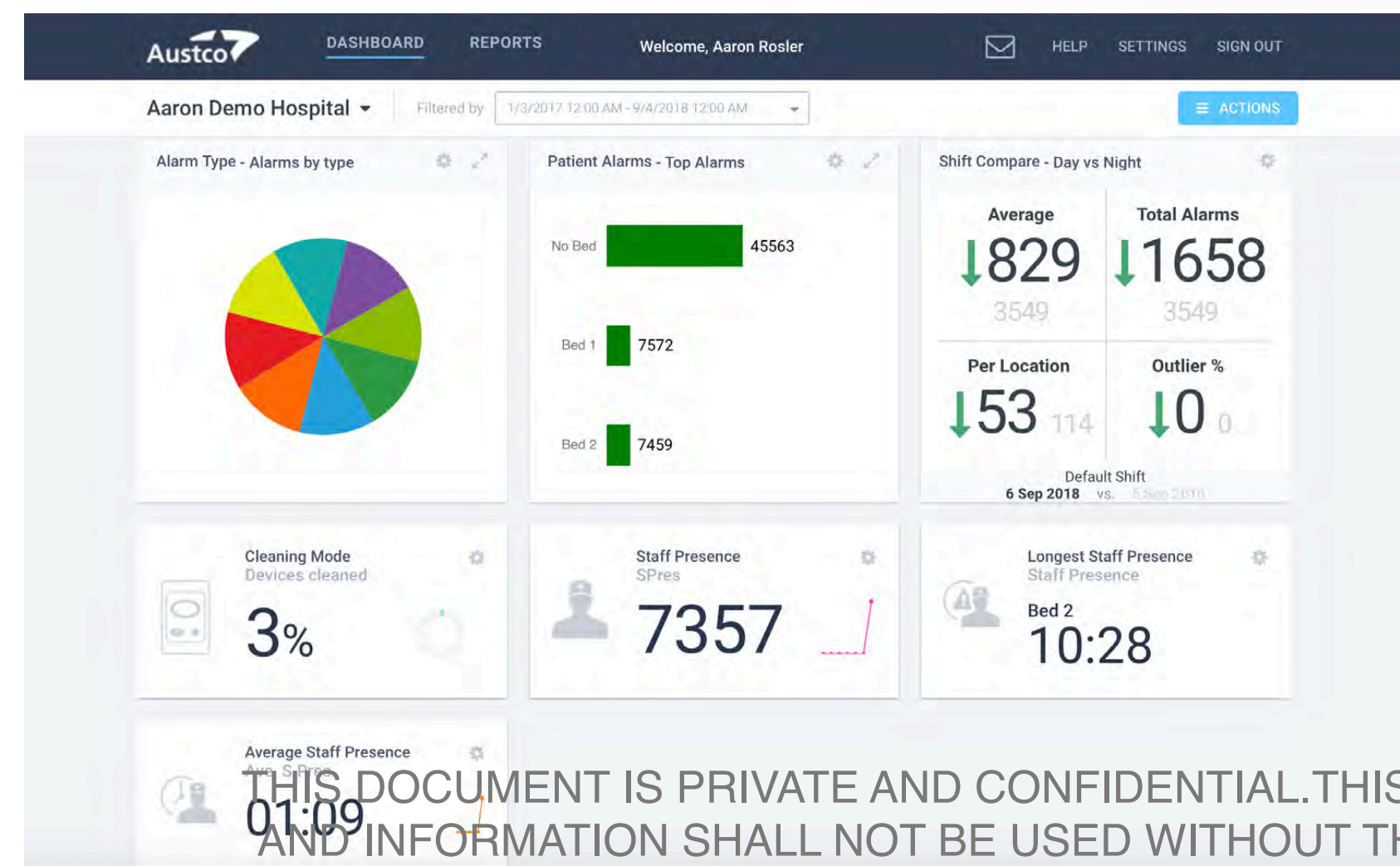
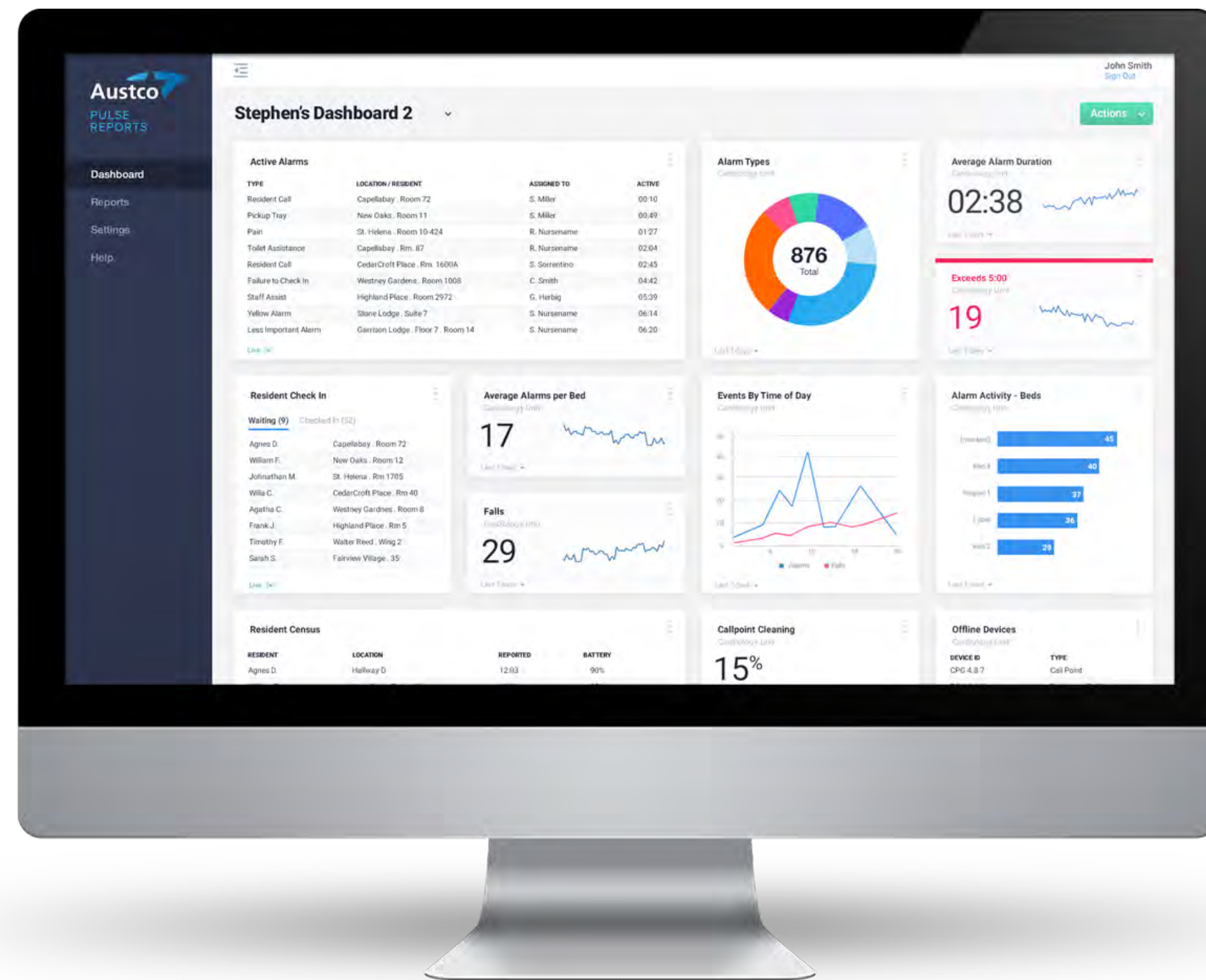
## Benefits

Monitor alarm activity at any level

Identify developing problems

Measure response times

Adherence to protocol



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PATIENT SATISFACTION

# Measure response times

## Dashboard

Widgets show avg and max call duration over time

## Alarm History report

Exact durations for every call

## Response Times report

By staff: how long for staff to arrive in room.

By room: how long did the patient wait until staff arrived.



### Patient Call Duration, PACU

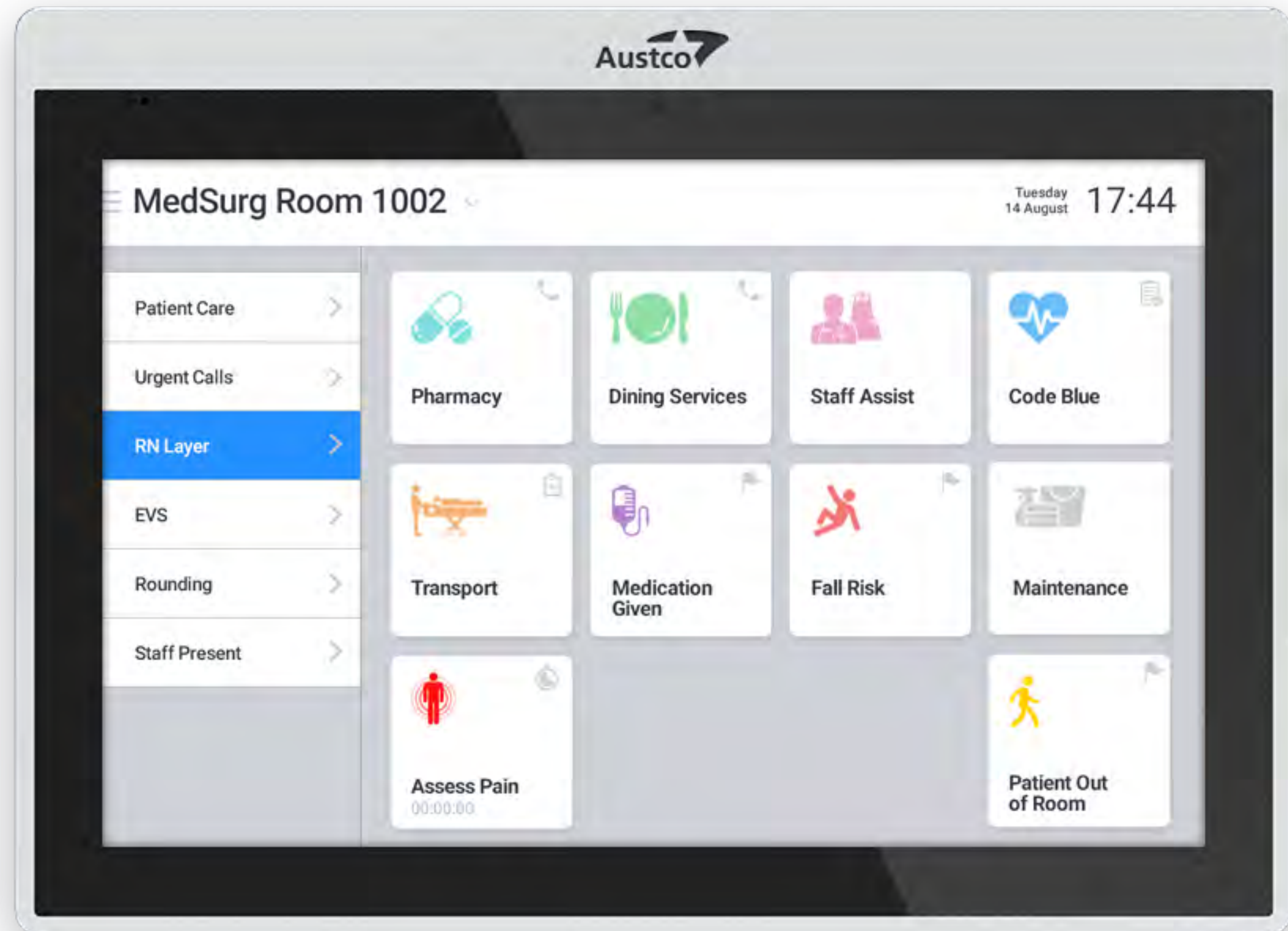
Location	Alarm Type	Start	End	Duration
St Michaels . PACU . Room 1001	Patient Call	09:02 CST	09:04 CST	02:00
St Michaels . PACU . Room 1002	Patient Call	09:08 CST	09:11 CST	03:00
St Michaels . PACU . Room 1005	Patient Call	09:45 CST	09:48 CST	03:18
St Michaels . PACU . Room 1006	Patient Call	09:48 CST	09:59 CST	11:29
St Michaels . PACU . Room 1007	Patient Call	14:48 CST	14:59 CST	11:29
St Michaels . PACU . Room 1009	Patient Call	09:48 CST	09:59 CST	11:29
St Michaels . PACU . Room 1008	Patient Call	16:24 CST	16:45 CST	21:02

### Response Times, PACU

Staff Member	Calls Answered	Average Response	Quickest Response	Slowest Response
Meredith H. (RN) RTLS.STAFF.123	2	10:29	00:19	20:01
Betty D. (RN) RTLS.STAFF.12	4	15:07	04:19	20:01
Angelica M. (RN) RTLS.STAFF.1234	7	05:09	02:19	10:01
Shelley M. (RN) RTLS.STAFF.1	12	03:09	00:49	6:01
Alma G. (RN) RTLS.STAFF.1	12	03:09	00:49	6:01
Brian S. (RN) RTLS.STAFF.1234	7	05:09	02:19	10:01
Rachel G. (RN) RTLS.STAFF.1	12	03:09	00:49	6:01
Holly O. (RN) RTLS.STAFF.1	12	03:09	00:49	6:01

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# PATIENT ROOM STATUS BOARD AND WORKFLOW





# Advanced Application Station

10" Touchscreen Tablet

8 Layers of workflow buttons

Can be used as Workflow and  
Patient Screens at the same time

Buttons Can

Set statuses (fall risk, privacy)

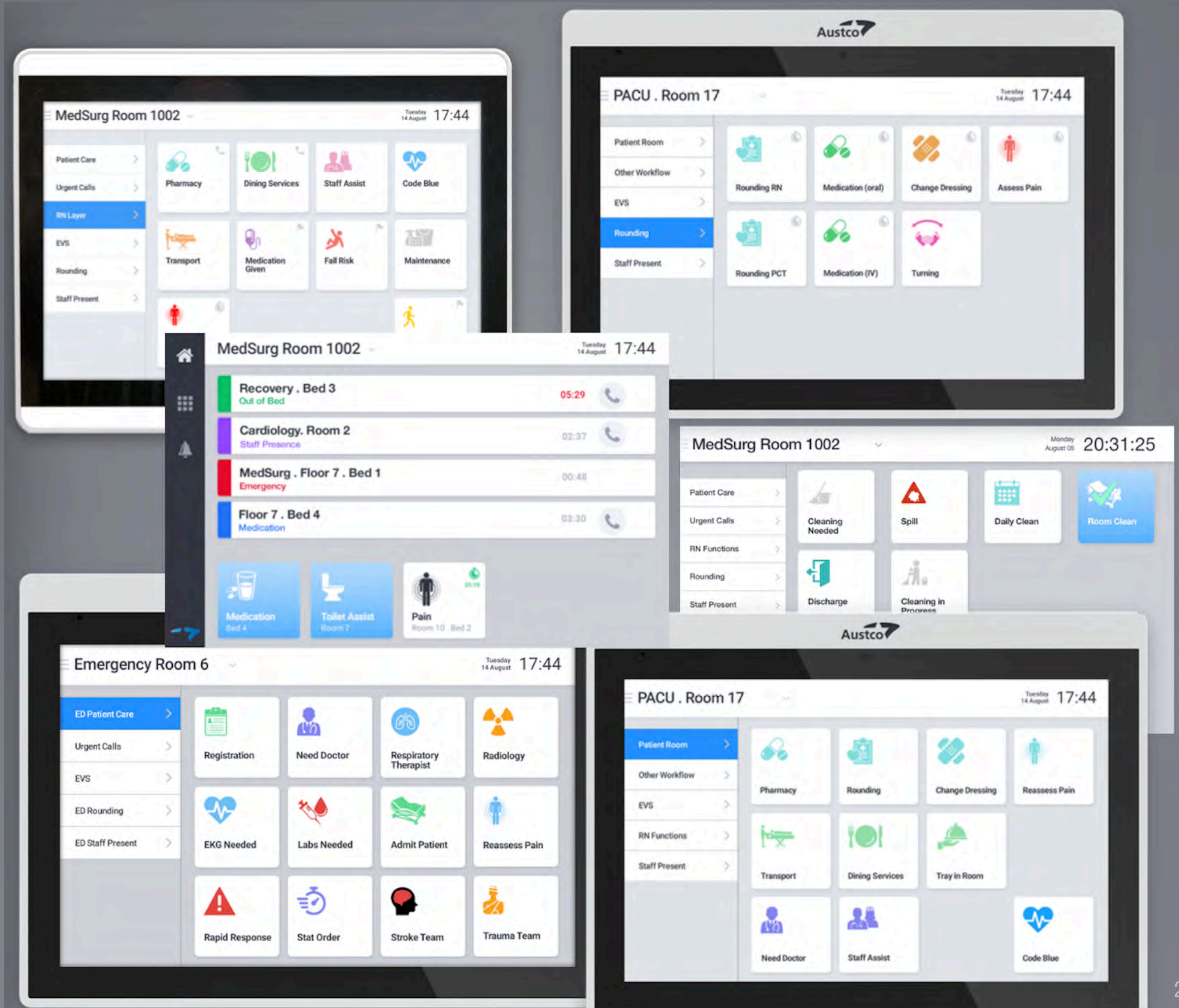
Speed-dial VOIP calls

Push data into the EMR system

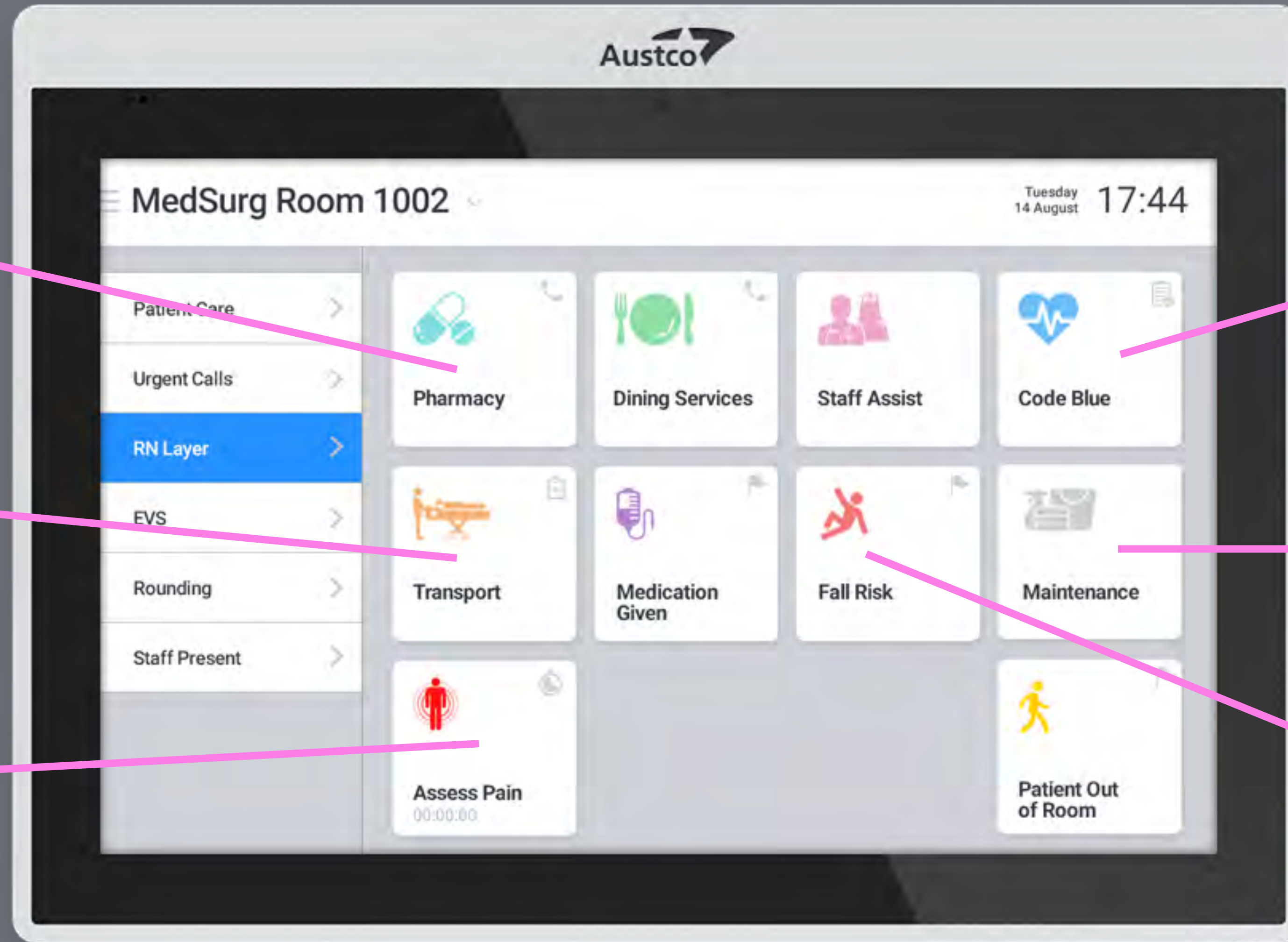
Activate alarms

Start rounding timers

Ability to customize functions



# Alerts go to the right department, team, or person



VOIP Call to pharmacy

Send text to transport team

Pushes record to patient's chart

Crash team

EVS phone, Annunciator

Lights ODL



CLINICAL WORKFLOW

# Virtual buttons do virtually anything

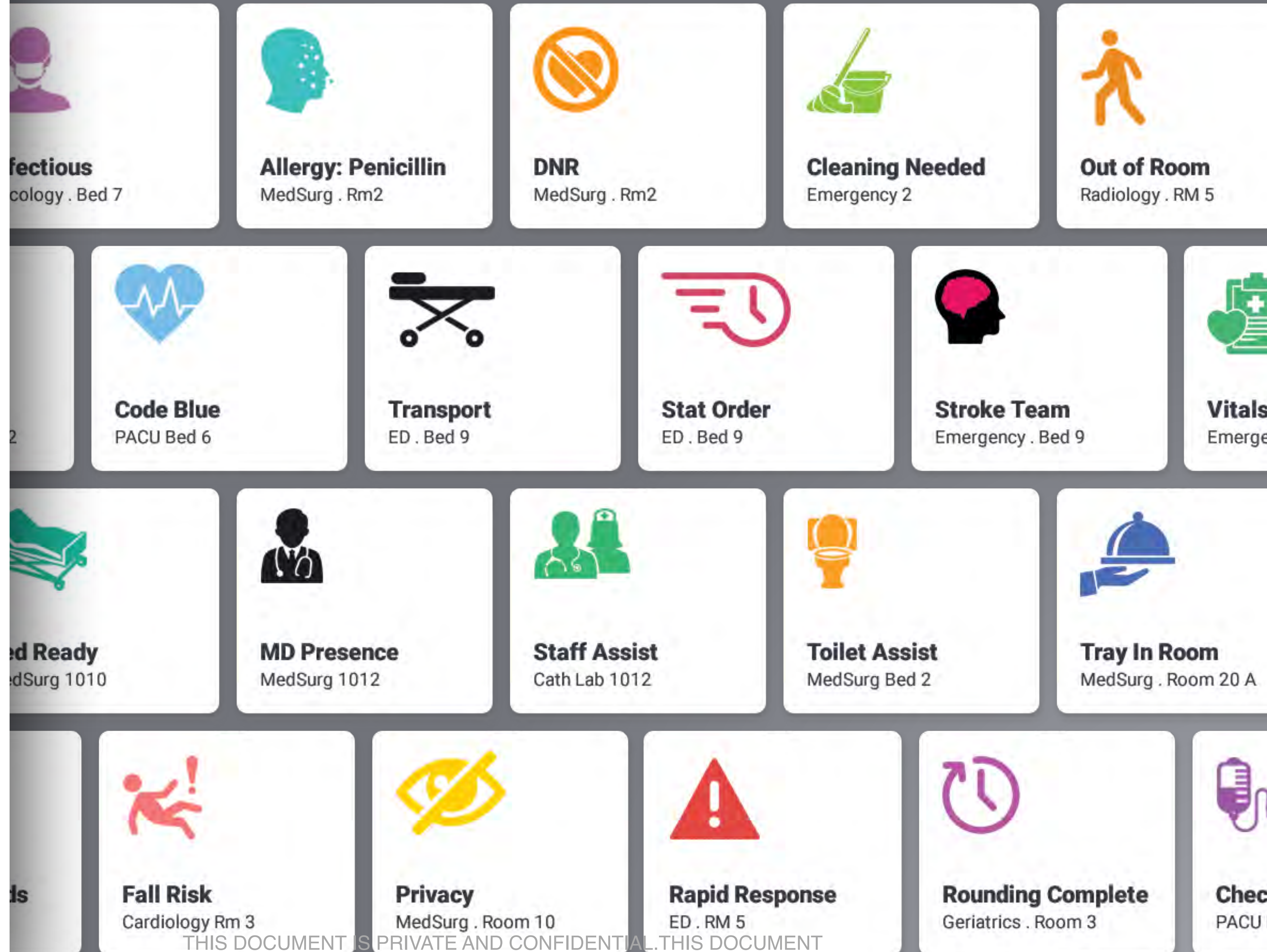
Trigger an alarm

Start a timer

Make a VOIP call

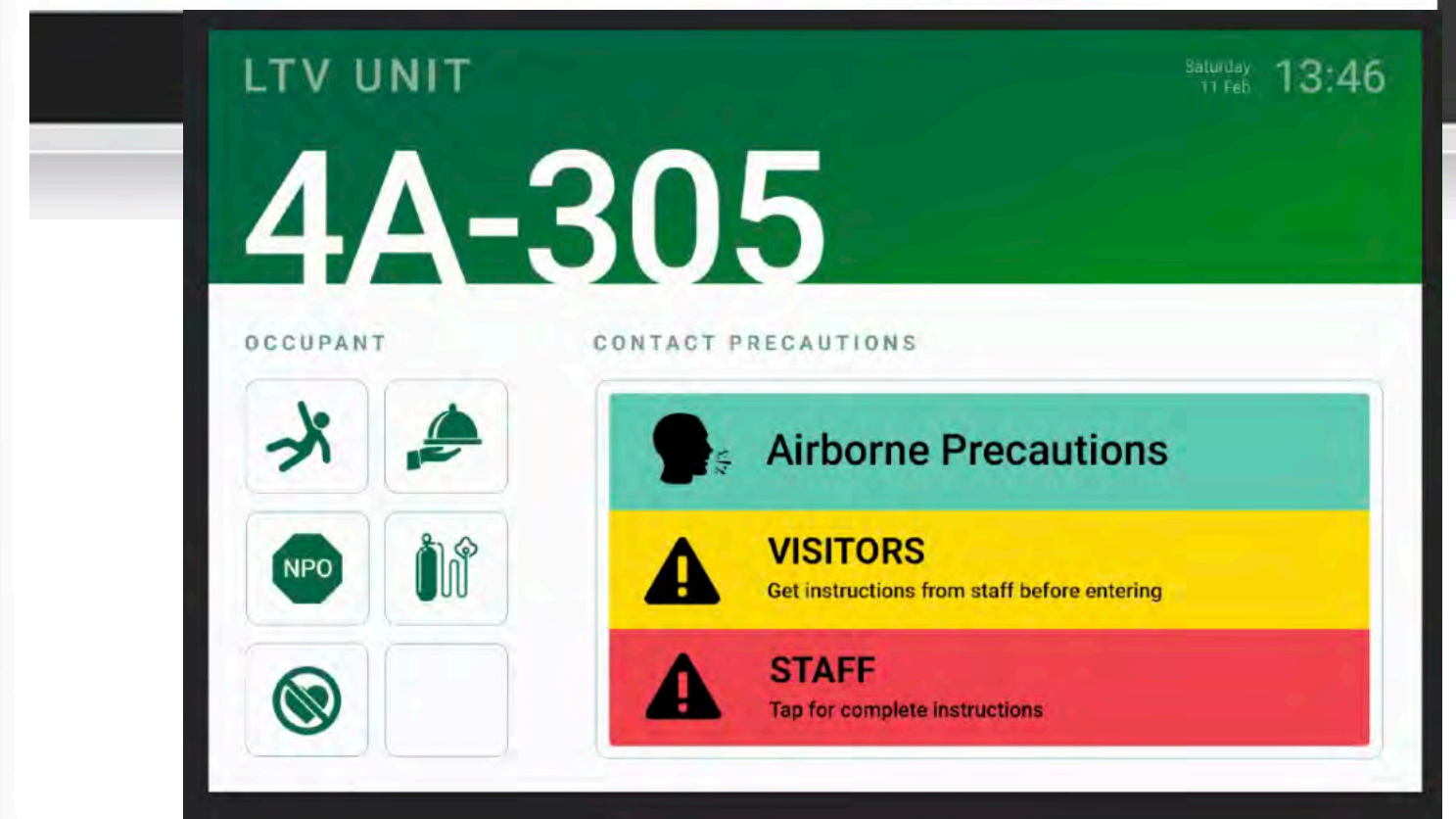
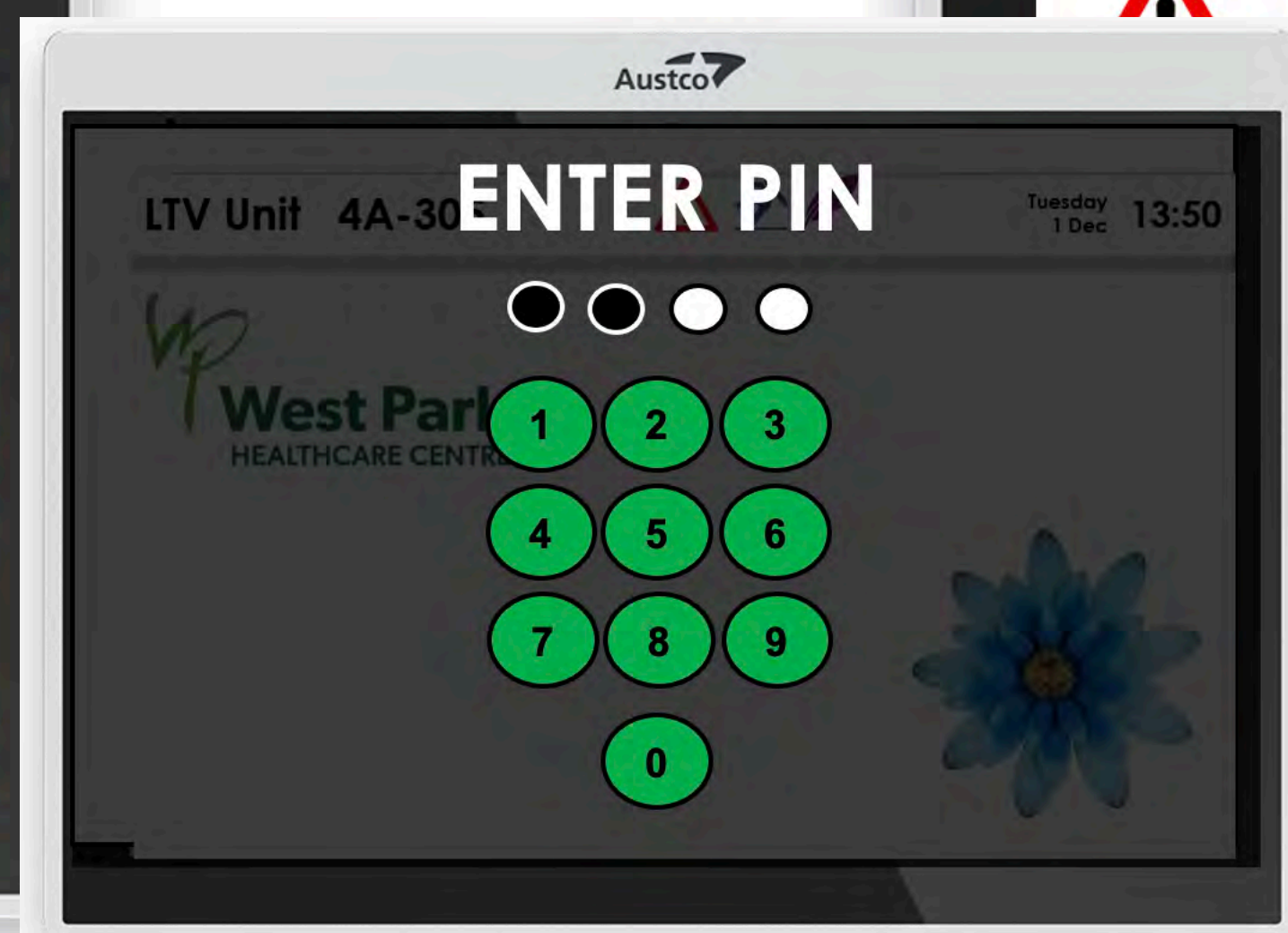
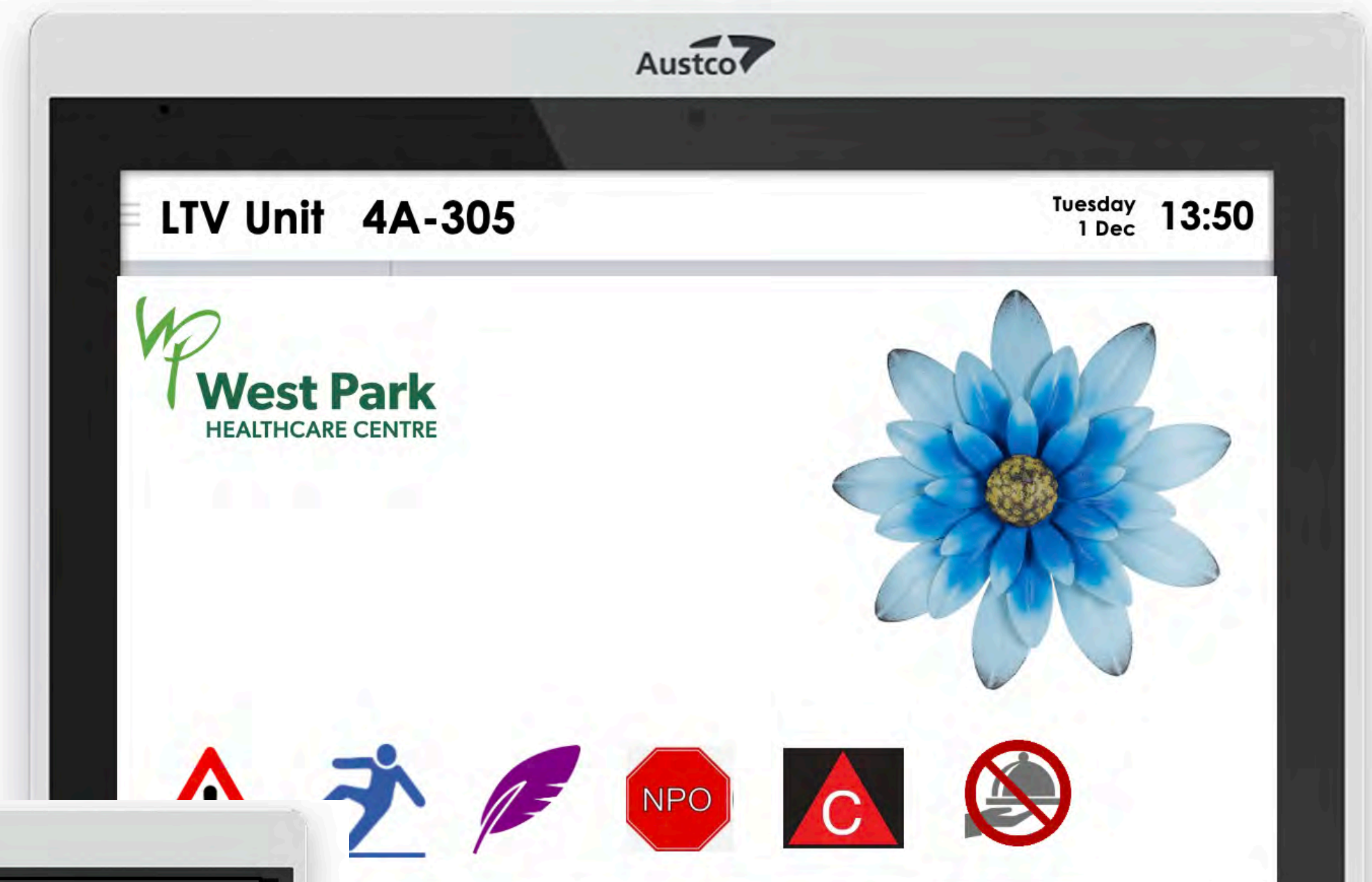
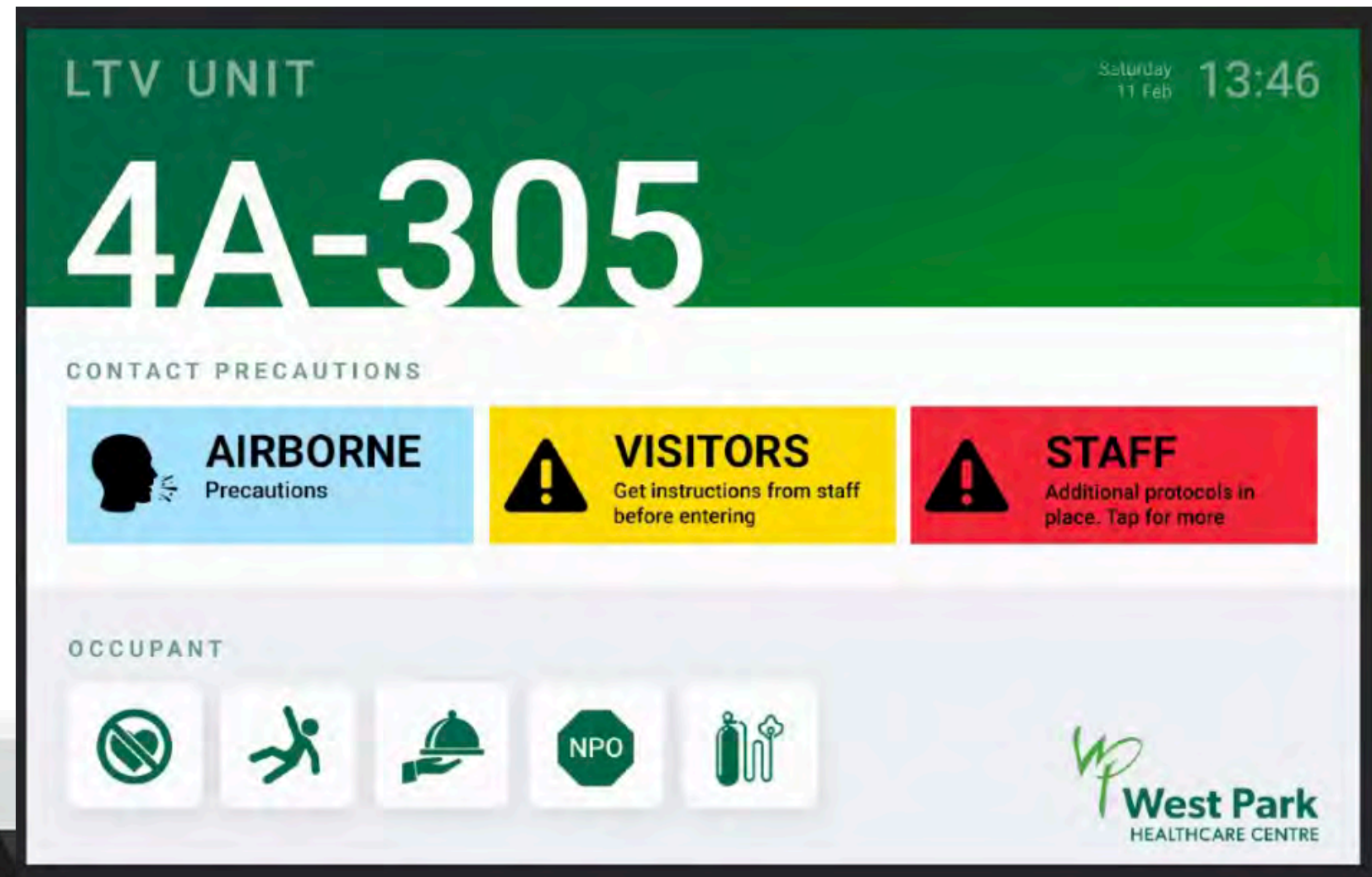
Set a status

Reduce a complex chain of events to a simple button push



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# CUSTOM SCREENS WE ARE DESIGNING

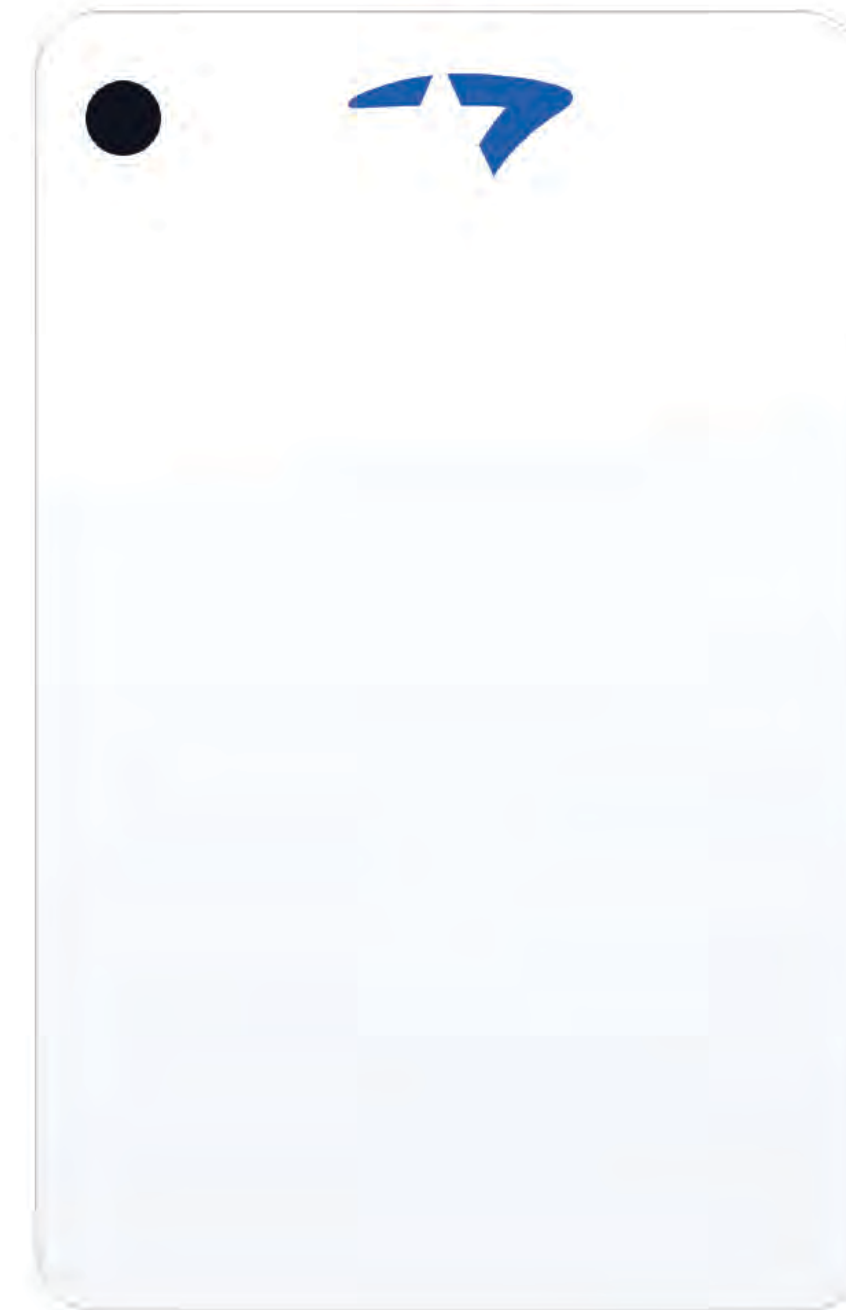


# AUSTCO RTLS OR RFID DEVICES

The smart devices will have two call buttons, multi-tap function (allowing 3 call types per button) and 2 AUX jacks as standard

Option to add RFID card reading for staff presence or RTLS by wearing a staff badge.

Can be added at any time as an addition on the back of the device

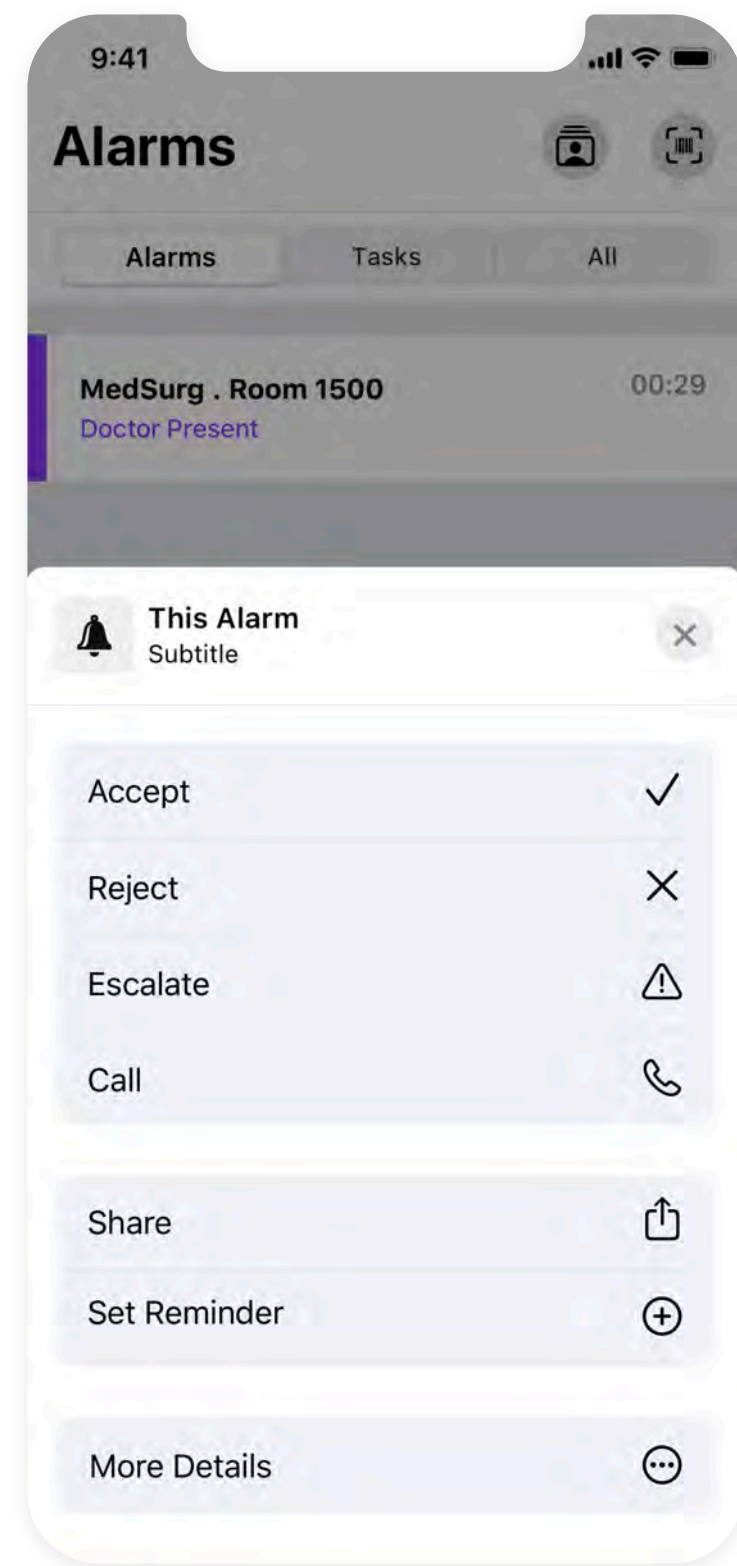


A blank version will also be available for common area RTLS or RFID detection.

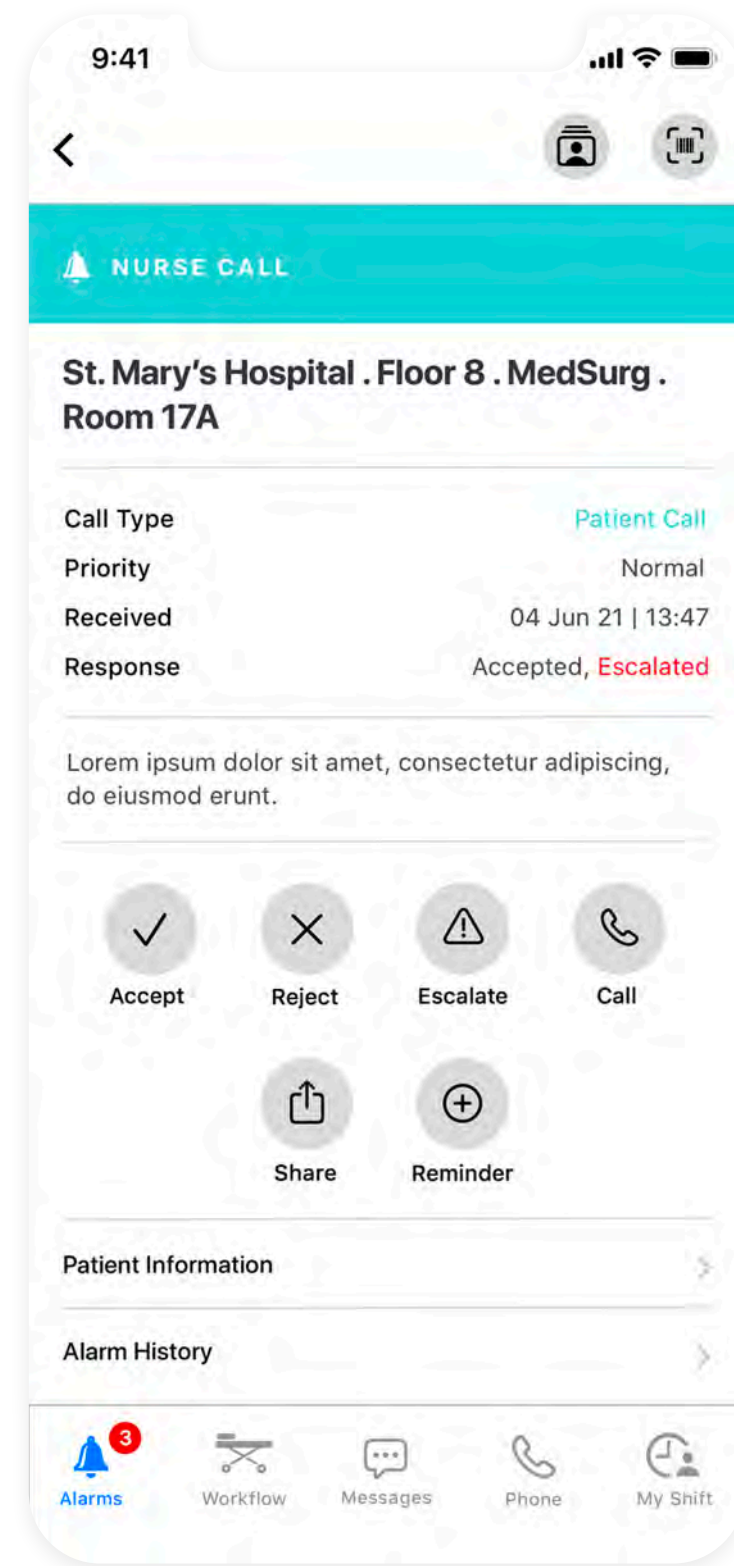
# NEW MARQUEE DISPLAY FOR Q3-2022



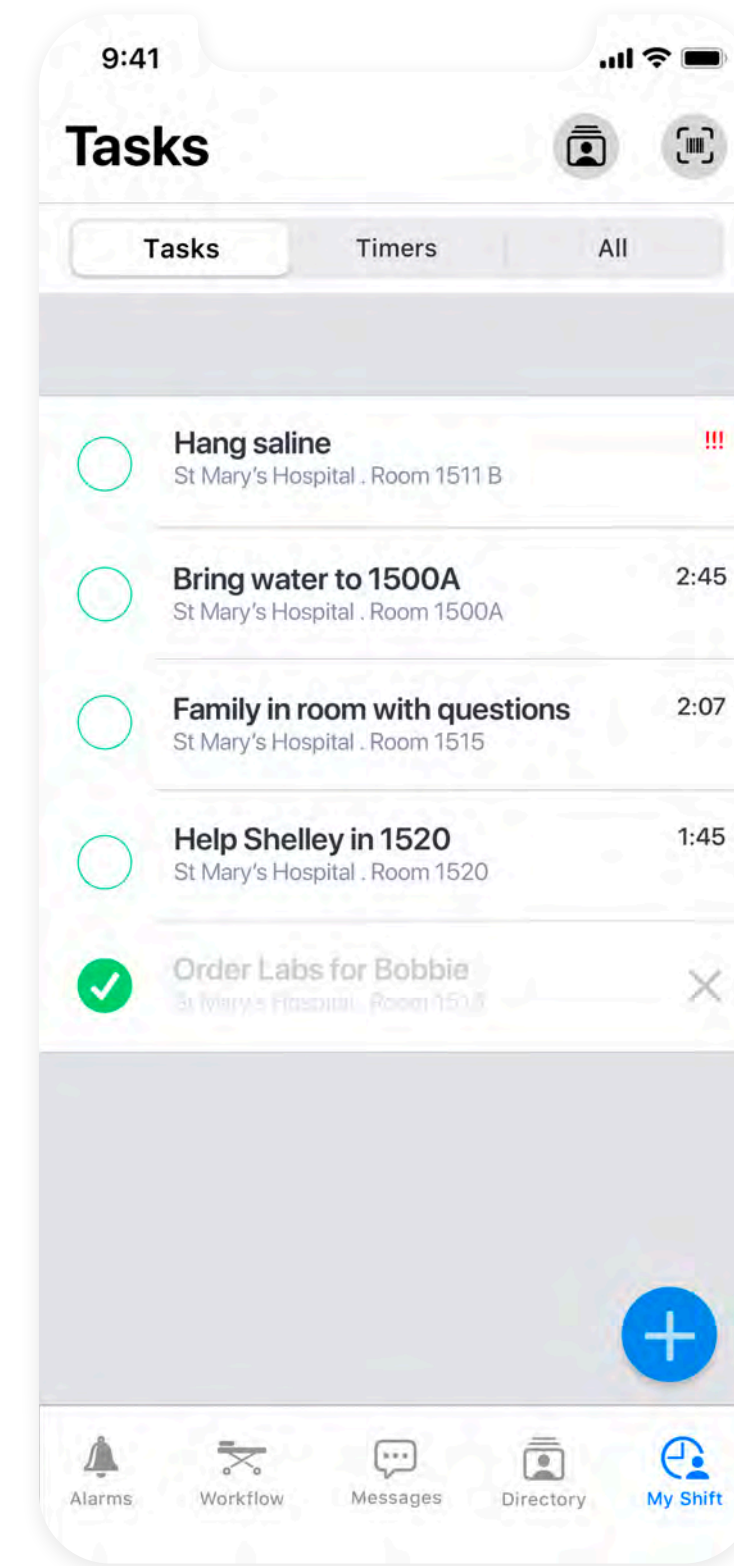
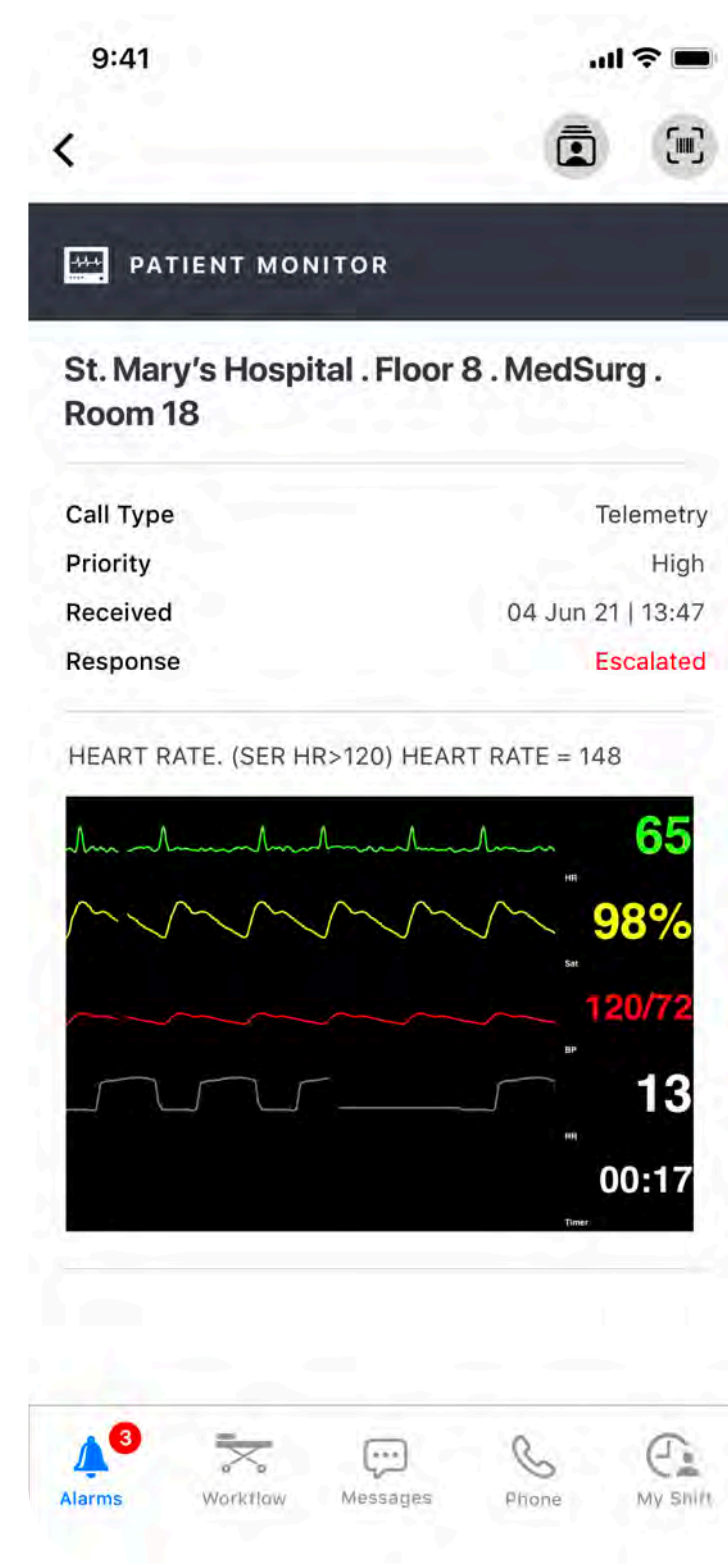
# NEW HANDSET FEATURES Q4-2022



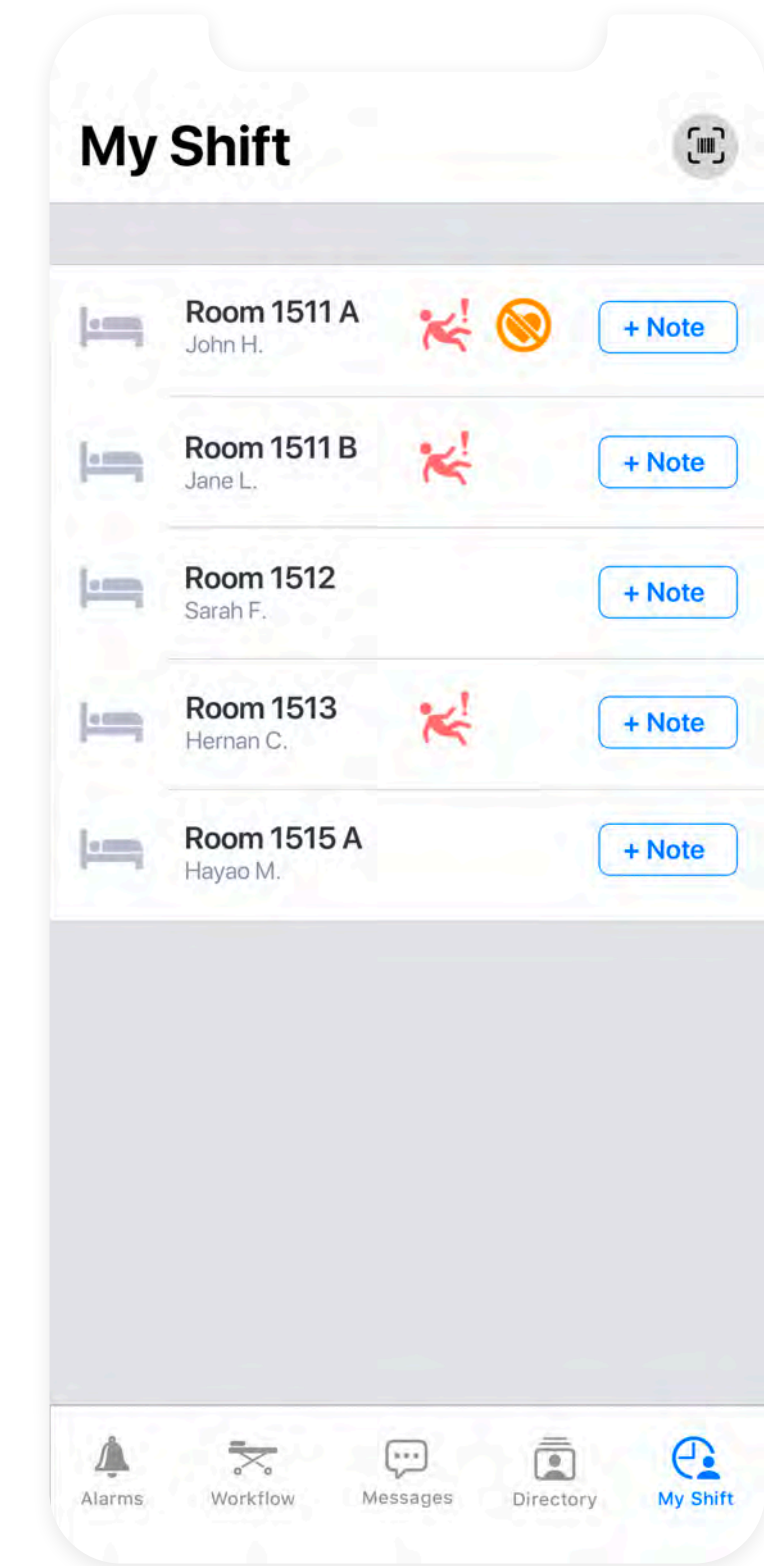
Share & Set Reminders



Alarm & alert notifications from connected systems



Tasks & My Shift settings





**Thank you!**





Questions ??

