**CARECALL GOAL**

**Decrease**
- Response Time
- Patient Falls
- Patient/Staff Stress

**Increase**
- Patient Satisfaction
- HCAHPS Scores
- Hospital Reimbursement
- Hospital Work Efficiency

---

**Buccino Leadership Institute**

**College of Nursing**

- Annemarie Ryan
- Katie Mazzarelli
- Allison Lamoureux
- Isabella Valentino
- Julia Skerratt
- Isabel Finan
- Patricia Esposito
- Dr. Katherine Connolly

---

**THE PROBLEM?**

On average, hospital call response time is **30 MINUTES**

Patients are in need of efficient care, especially those in pain or discomfort

Patient safety & satisfaction are directly related to call response time

Patients deserve to be treated with the utmost care

---

**THE SOLUTION?**

CARECALL is a specialized tablet at each patient’s bedside

A patient can press the on-screen icons for specific needs

The call is streamlined directly to the appropriate staff for each need – RN, nursing assistant, etc.

CARECALL prioritizes & organizes patient care according to level of care

---

**HOSPITAL EFFECT**

A single patient fall costs a hospital an average of **$30,000**

Patient satisfaction is measured through the HCAHPS survey

30% of all Medicare reimbursement is dependent upon HCAHPS results

Only 1 in 5 patients give a ‘good’ rating for call response

Hospitals loose 1% of reimbursement when they fail to meet HCAHPS benchmarks

---

**PILOT/FUTURE PLANS**

PILOT – SETON HALL UNIVERSITY CLINICAL AFFILIATES

HACKENSACK UNIVERSITY MEDICAL CENTER

ST. PETER’S UNIVERSITY HOSPITAL

**COLLECT DATA**

Assess impact on patient satisfaction & safety

Utilize data analytics to attract investors

**EXPAND TARGET MARKET**

Nursing homes, rehab facilities

---