Creating a More Homelike Environment by Eliminating Overhead Paging

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Customer Service Project

Pine Crest — Person centered. Outcome focused.

University of Wisconsin Eau Claire | CHAASE

Background

- Pine Crest Nursing Home is a 120-bed skilled nursing facility specializing in long-term care, short-term rehabilitation, dementia care, and hospice/comfort services.
- An overhead page system was utilized for unnecessary paging creating distractions for residents and staff.
- The idea to eliminate overhead paging at Pine Crest came from discussions with other nursing home facilities, continued research, and receiving complaints from staff and residents
- From *Meeting the Leadership Challenge in Long-Term Care,* David Farrell states "Overhead paging is annoying and unnecessary, and it's part of what makes so many nursing homes feel like institutions, not homes."
- Information will instead be communicated by leaving messages or voicemails, or by walking to unit to find individual if it is that urgent

Goals

- Increase resident satisfaction
- Reduce average use of paging in a day
- Eliminate unnecessary distractions and sounds

Methodology

PLAN
- o Gather information from residents and staff on how they feel about overhead paging
- o Share and discuss improvement plan with administrator
- o Explore the best way to communicate with staff about plan

DO
- o Present plan to management team
- o Create and develop a customer satisfaction survey
- o Send communication alert via OnShift and PointClickCare notifying staff of new customer service initiative

CHECK
- o Compare pre and post survey data
- o Track average use of overhead paging in a month via Excel spreadsheet
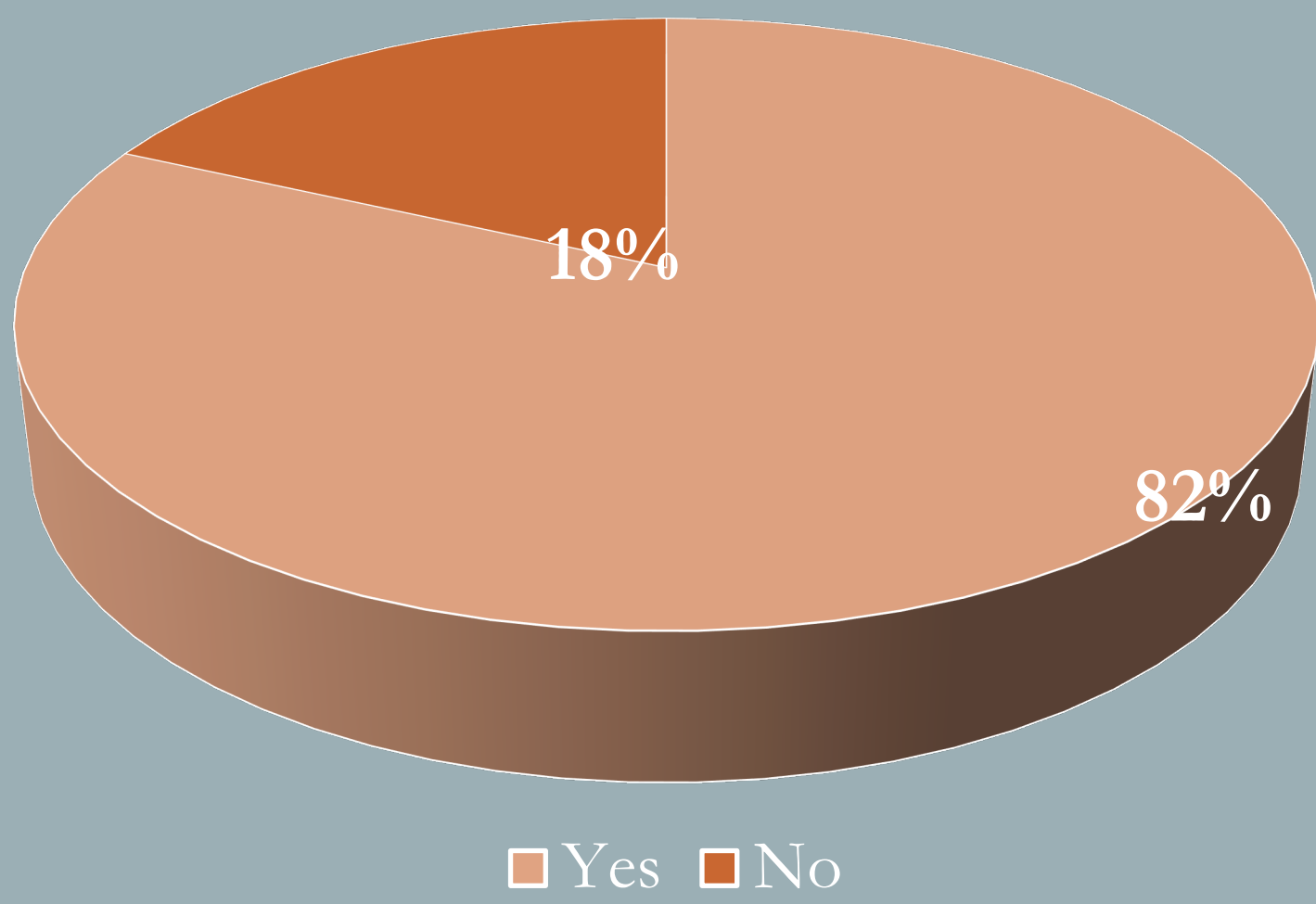
ACT
- o Follow up with staff to ensure there are no issues with the elimination of overhead paging
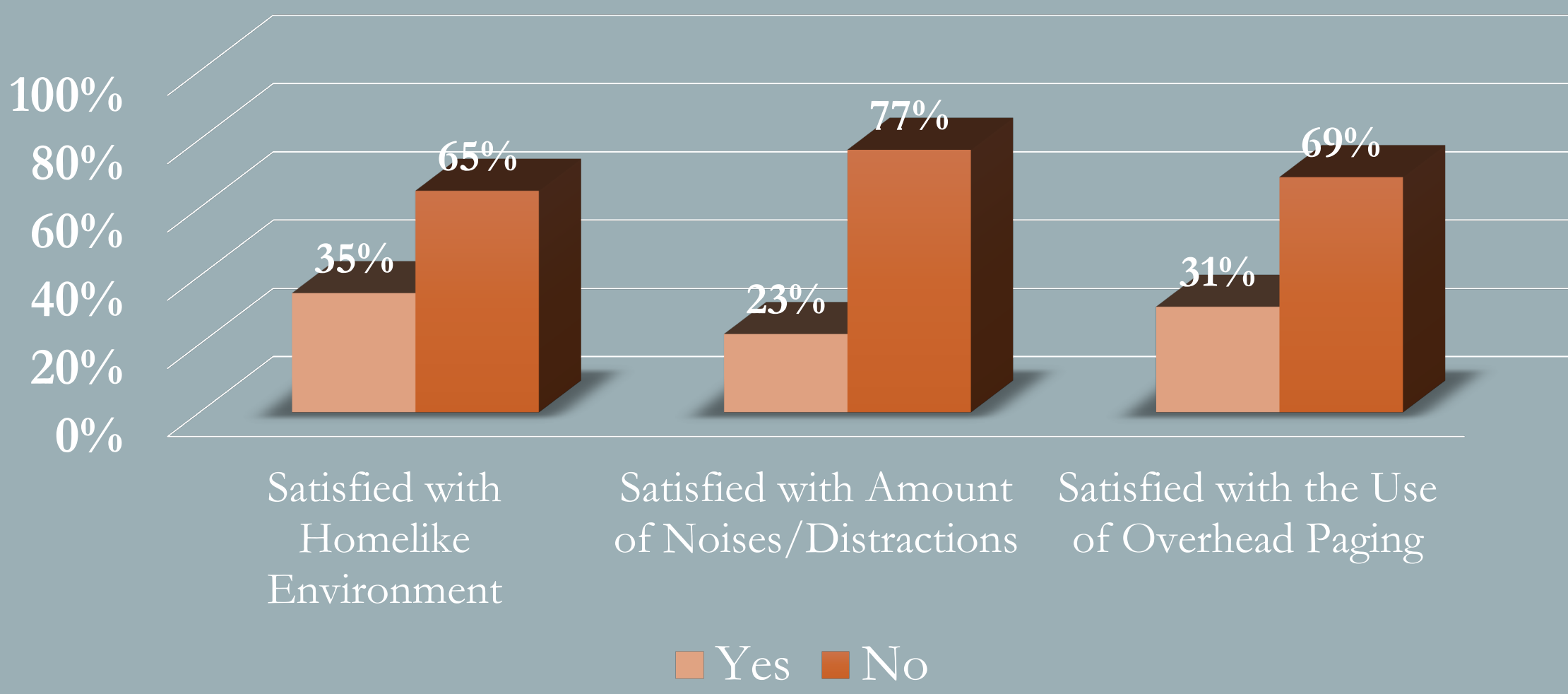- o Provide ongoing education to staff regarding the importance of resident satisfaction
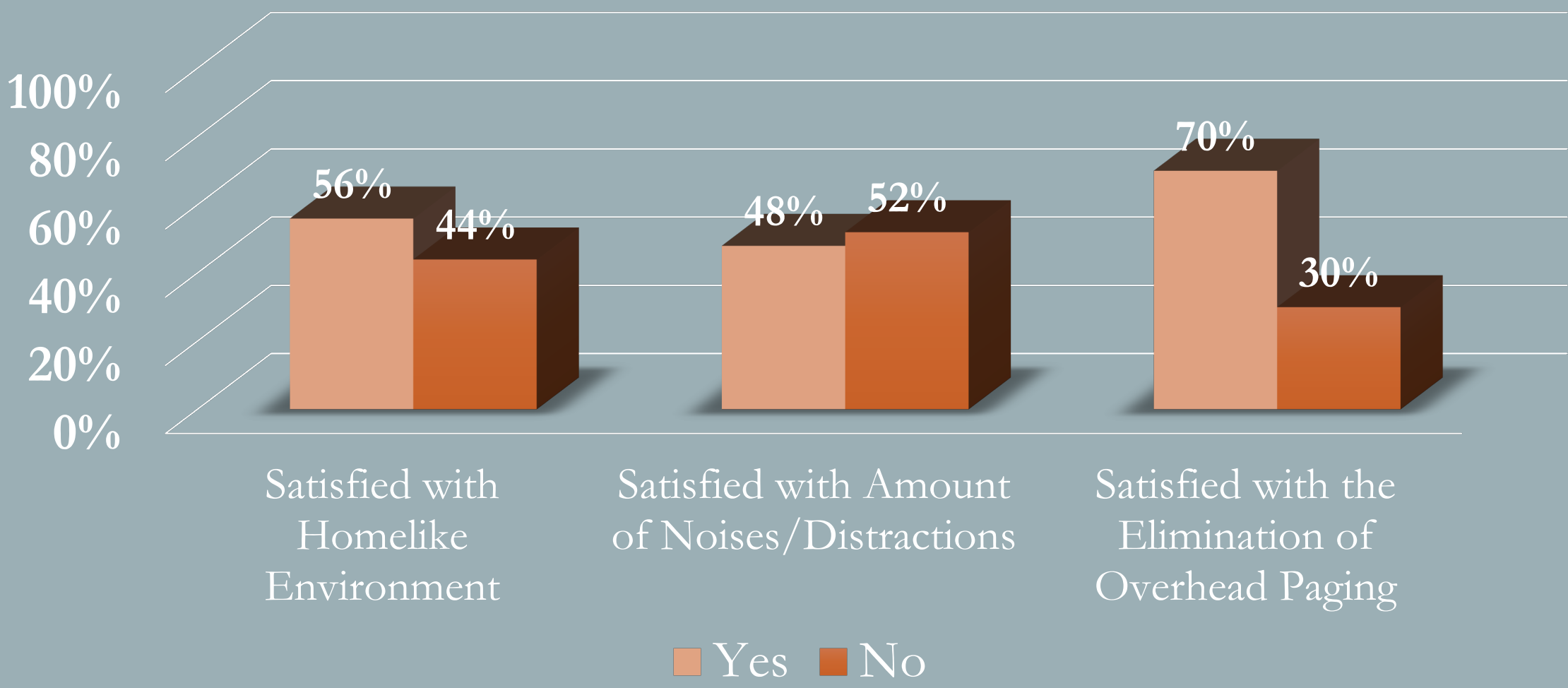
Data

Average Use of Overhead Paging in a Day

Month	Value
November	6
December	6
January	3
February	1
March	0
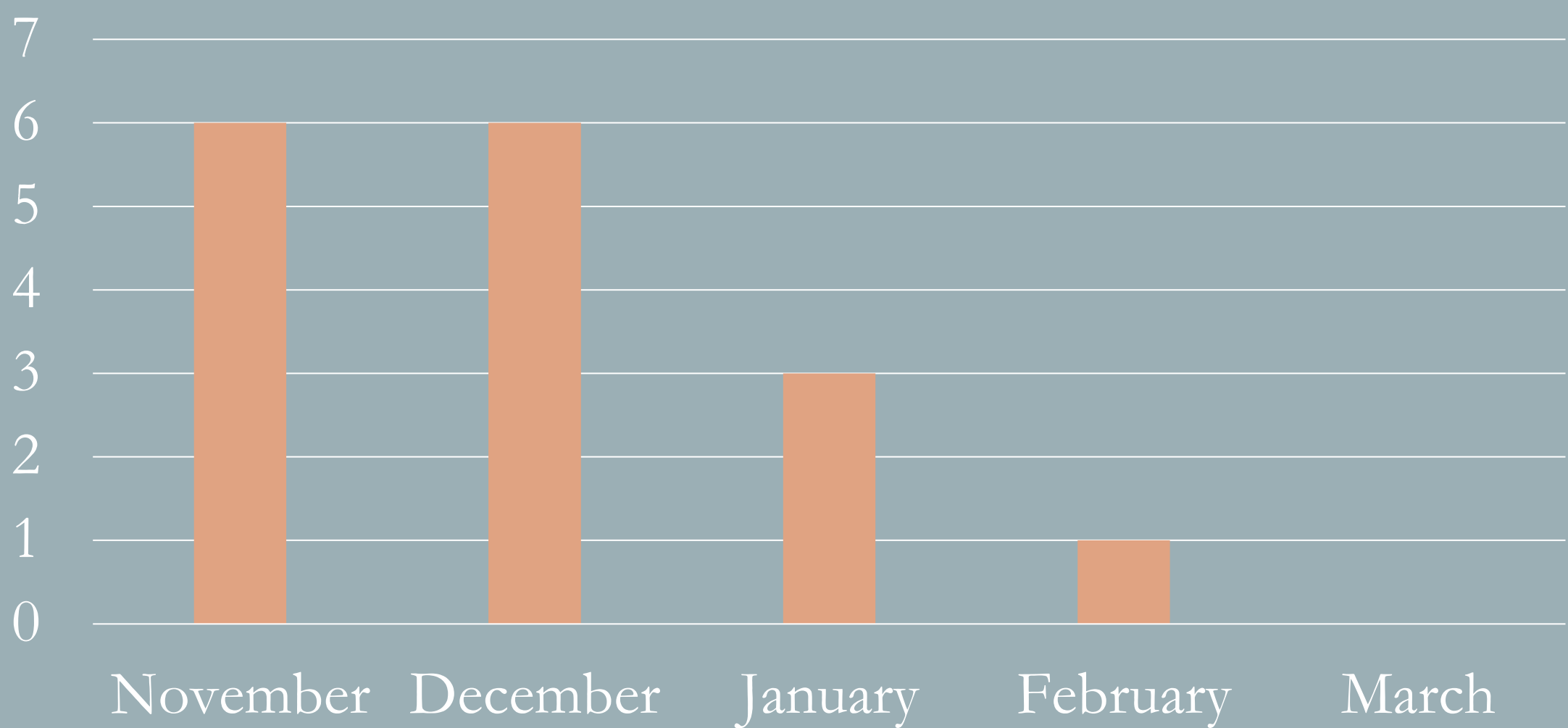
Do you feel the use of overhead paging is distracting or annoying?

- Yes: 82%
- No: 18%

Pre Project Resident Satisfaction Survey Results

	Yes	No
Satisfied with Homelike Environment	35%	65%
Satisfied with Amount of Noises/Distractions	23%	77%
Satisfied with the Use of Overhead Paging	31%	69%

Post Project Resident Satisfaction Survey Results

	Yes	No
Satisfied with Homelike Environment	56%	44%
Satisfied with Amount of Noises/Distractions	48%	52%
Satisfied with the Elimination of Overhead Paging	70%	30%

Results

- The average use of overhead pages saw a a decrease from the beginning of November 2022 until March 2023
  - The number of overhead pages completed each day was recorded in an Excel spreadsheet and then averaged each month
- Out of 54 residents asked, 82% said they were annoyed or distracted by the overhead paging before eliminating it. 18% had no opinion or said they were not annoyed.
- After overhead paging was eliminated, a 21% increase was found with how satisfied residents were with Pine Crest feeling like a homelike environment
- There was a 25% increase with how satisfied residents were with the number of noises and distractions within the facility
- Post project, residents, and even staff, are far more satisfied with the elimination of overhead paging

Recommendations

- Ensure customer service initiative plan continues by having leadership team stay involved to hold staff accountable
- Continue educating staff on the importance of resident satisfaction and person-centered care
- Don't use overhead paging unless necessary
- If you cannot get ahold of someone via phone call, don't page – Either leave a message or walk to their unit they are assigned on

Conclusion

Overall, I learned that when an organization has been doing something for so long, it is difficult to get everyone on board for a new way of doing things, but the changes made have been nothing but positive for the residents, as well as staff. Staff have expressed how nice it is to not be interrupted mid-conversation, as well as how our therapists don't have to redirect residents when they get distracted during therapy sessions by the paging. Residents have stated how they love to not be woken up from a nap anymore, how they aren't disrupted mid-conversation, and just how nice it is to have one less source of noise.