

Critical Alert Nurse Call Adds Unified Dashboard to Help Improve HCAHPS Scores & Workflow Optimization

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Native Integrations with Diverse Systems and Devices Enables Unrivaled Reporting and Workflow Analysis without Middleware

HIMSS16, Las Vegas, February 29, 2016 - [Critical Alert Systems](#), a leading provider of [nurse call solutions](#) for hospitals and health systems, today announced a newly enhanced Workflow Dashboard for its Nurse Call solution that integrates diverse systems and devices into a single unified console for detailed reporting. The Workflow Dashboard provides reporting and analysis for bed-level presence of clinical staff and rounding compliance across all departments and facilities. This enables streamlined clinical communications between patient and staff, softens the impact of clinical interruptions, and enables a more robust [workflow reporting and optimization](#) capability.

Critical Alert's unique and powerful Workflow Dashboard is made possible through native Integration with industry leading clinical communications devices, smart phones, Real-Time Locating Systems (RTLS), and other third-party alarms. Native integration virtually eliminates costly middleware and all its associated hardware, software, and maintenance requirements.

"Our newly enhanced Workflow Dashboard is designed to help organizations effectively analyze and optimize key workflows impacting patient care, patient satisfaction, and staff productivity," said Ted McNaught, CEO for Critical Alert Systems, Inc. "Many of our hospital and health network customers report significant improvements to their HCAHPS scores and dramatic reductions to service and maintenance tickets."

Directly integrating diverse systems and devices into the Critical Alert Nurse Call System enables organizations to more efficiently centralize, triage, and dispatch alerts and patient requests to the most appropriate staff member's pager, cell phone, or other mobile device instead of sending all alerts directly to an RN. Native integration also significantly reduces TCO by eliminating middleware and its associated expenses with additional hardware, software, implementation, support, and maintenance.

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<http://www.criticalalert.com/2016/02/critical-alert-nurse-call-adds-unified-dashboard-to-help-improve-hcahps-scores-workflow-optimization/>

Workflow Dashboard Overview

Critical Alert's reporting solution features a dashboard view providing real-time and historic views of system functionality and staffing performance metrics. The dashboard allow users to select and view detailed metrics based on facility, unit or organizational levels. It provides real data in real time to:

- Simplify processes
- Impact HCAHPS scores
- Track/trace sentinel event timelines
- Measure caregiver to patient time-ratios
- Demonstrate accountability in staff
- Identify training issues
- Enhance workflow/nurse presence
- Track requests by type & response times

Native Integrations with Leading Communications Systems

Critical Alert provides native integrations with industry leading wireless clinical communications devices from Cisco, PatientSafe, Mobile Heartbeat, Spectralink, Voalte, Vocera, and others.

About Critical Alert Systems

Critical Alert Systems (CAS) offers the most advanced, easy-to-use, reliable and secure Nurse Call solution on the market. Our suite of software, hardware products and integrated partner offerings help hospitals drive down costs while improving their quality of care. Our focus on clinical productivity, innovative use of technology and patient safety leads to quieter, more efficient units, improved outcomes for patients and better utilization of nursing resources. For more information, please visit: www.nursecall.com.

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