

# CommonPath™ Patient Care Communications: Transforming nurse call into a strategic asset

Intego Software, an innovator in nurse call solutions since 1983, introduces the CommonPath Patient Care Communications platform, a flexible, software-based system that is changing the way hospitals think about nurse call. CommonPath is the most comprehensive nurse call solution on the market. It is designed to accommodate today's three principal nurse call modes of operation:

- Direct to Caregiver
- Traditional to Nurse Station and
- Our CommonPath Centralized™ approach



CommonPath's software-based technology, combined with our real-time staff locating system, can cut response times to patient requests by half and significantly improves patient satisfaction and HCAHPS scores.

With the highly configurable flexibility CommonPath provides, you can use the nurse call strategy that best fits the needs of each department. You can use a different mode for each unit to accommodate variable staffing or other needs.

## CommonPath's software-based technology can:

- Cut response times to patient requests by half
- Drive more efficient workflow and use of staff time
- Lower noise levels in the hospital setting
- Produce higher HCAHPS scores
- Enhance caregiver retention
- Provide comprehensive data for reporting

**intego**<sup>®</sup>  
software

A Critical Alert Systems Company



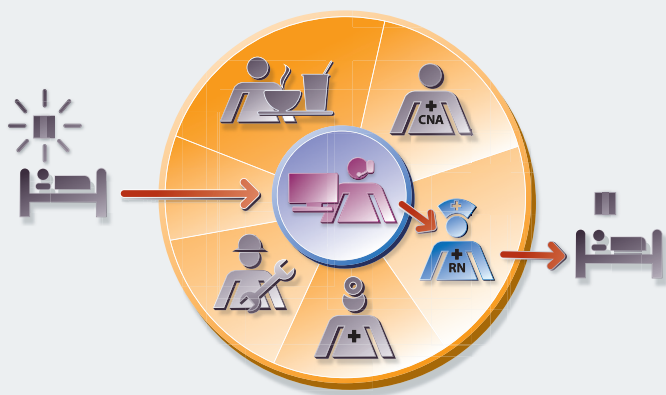
## Enhancing both the patient and caregiver experiences

CommonPath's software-based technology, when combined with our real-time staff locating system, can cut response times to patient requests by half. Plus the care environment is calmer and less noisy, so the patient experience is markedly better. Similarly, clinical staff are not subject to the alarm fatigue often associated with other modes and they are free to spend more time with patients delivering the medically-necessary care they are trained to provide. So their time is used more efficiently and they experience greater job satisfaction. That, in turn, enhances caregiver retention — a benefit that can provide significant savings in recruitment costs.

In other words, in addition to fostering improved care and a better patient care environment, Intego's CommonPath system produces positive bottom line impacts. Thus, your nurse call system becomes more than a patient care communications tool. It becomes a valuable strategic asset.

## CommonPath™ Centralized: Aligning the right staff member for the right response, right away.

With ever-increasing cost pressures and the growing importance of patient satisfaction scores, more and more hospitals are turning to CommonPath Centralized. You see, when operating in Centralized mode, CommonPath helps to optimize response times and patient satisfaction. That's because all patient requests go directly to a central triage operator, who answers within seconds and immediately messages the request to the staff member best suited to respond. So whether the request relates to medication, pain, food, or the room temperature, the right staff member can respond right away.



CommonPath Centralized aligns the right staff member for the right response to patient requests right away, making for both happier patients and caregivers.

In other modes, it often takes several minutes simply to field patient requests, let alone fulfill them. It's no wonder why, since 40 percent of patient requests are not medical in nature. Nurses working under the Direct to Caregiver and Traditional station-based strategies are often too busy chasing lights — for non-medical requests — to answer new requests in a timely manner. They are simply subject to too many unnecessary interruptions.

### Intego and Critical Alert Systems: Charting a new path

Clinicians value CommonPath Centralized for the ways it improves the care environment. Hospital executives value it because it provides ultimate flexibility and workflow. These same benefits are why Critical Alert Systems, a company formed specifically to foster the growth of critical messaging technologies, recently acquired CommonPath's developers, Intego Software. Together, they deliver services to over 500 healthcare organizations nationwide. And through CommonPath, they intend to change the nurse call paradigm.

For a demonstration of this powerful, next-generation nurse call solution, or to set up a meeting, contact Marc Beauchane via email [marchb@csinursecall.com](mailto:marchb@csinursecall.com) or by calling toll-free (866) 507-9938.



Forest Park Medical Center in Frisco, TX went live with CommonPath in July 2012.

### Integrating all care providers, equipment and devices.

CommonPath Centralized provides a flexible pathway that connects patients, monitors, beds and equipment not only to the nursing staff, but to all other patient care providers, even those involved in non-medical care, like dietitians and patient transport staff. Alerts and messages can be configured to transmit from virtually any input to a wide variety of communication devices, including computer tablets, pagers and smart phones. And it can all operate on the hospital's existing network or in a virtual environment, with the ability to scale to meet the needs of any size hospital.



CommonPath is completely equipment-agnostic. If it can send an alert, it can interface with the CommonPath system. Just as important, CommonPath can accommodate any and all communication edge devices for critical message delivery.

**intego®**  
software

A Critical Alert Systems Company

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