

To Assess the Call Bell Response Time In General Wards

INTRODUCTION

This study describes the call bell response time of general ward in kokilaben Dhirubhai Ambani hospital along with reason of call and reason of delay. A paucity of literature is exist regarding delay in response of call. Therefore we sought to analyze the incidence and cause of delay in call bell.

OBJECTIVE

- To assess the average call bell response time in general wards.
- To study the Variation in the call lights / call bells response time from a low of less than a minute to a high of 20 minutes.
- To find the Reason for Delays in getting call lights / call bells answered

METHODOLOGY

Study design: Descriptive

Sample size: 180

Sample type: Convenience sampling

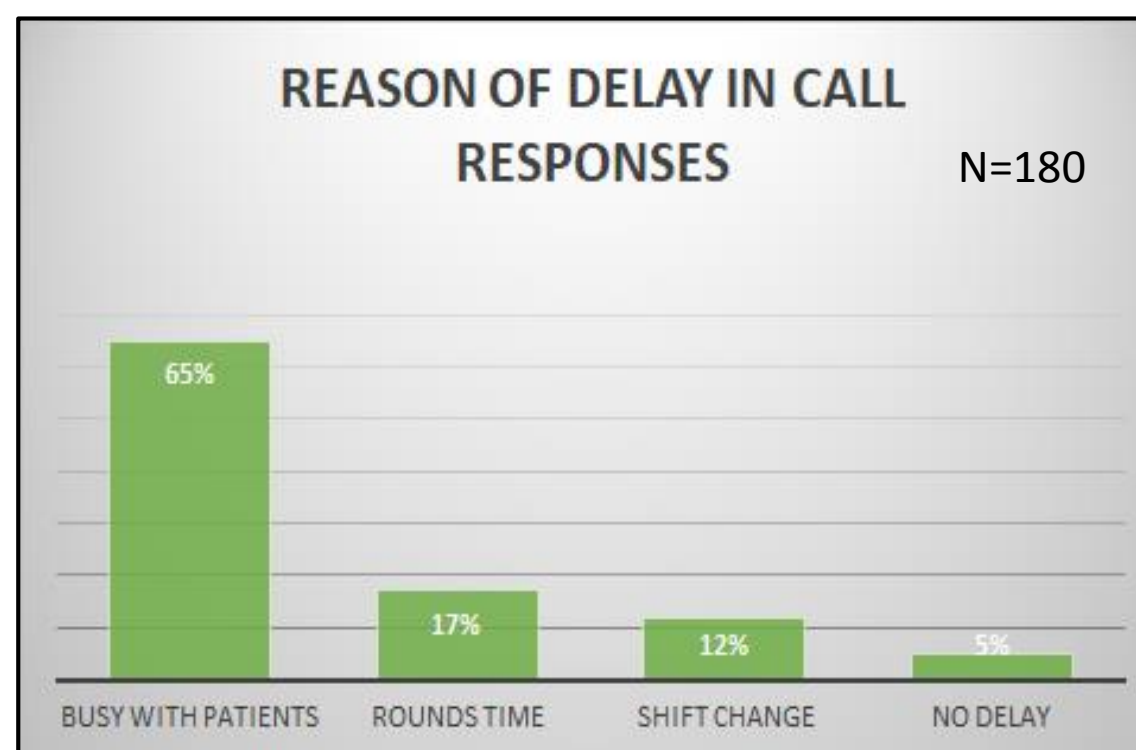
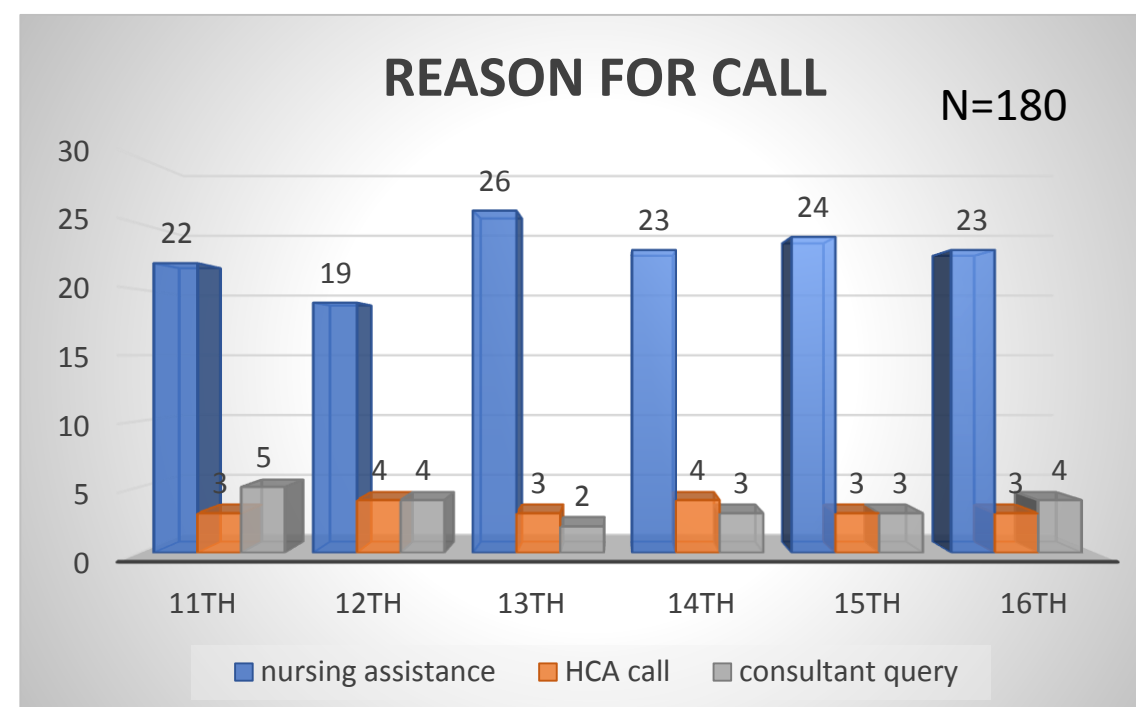
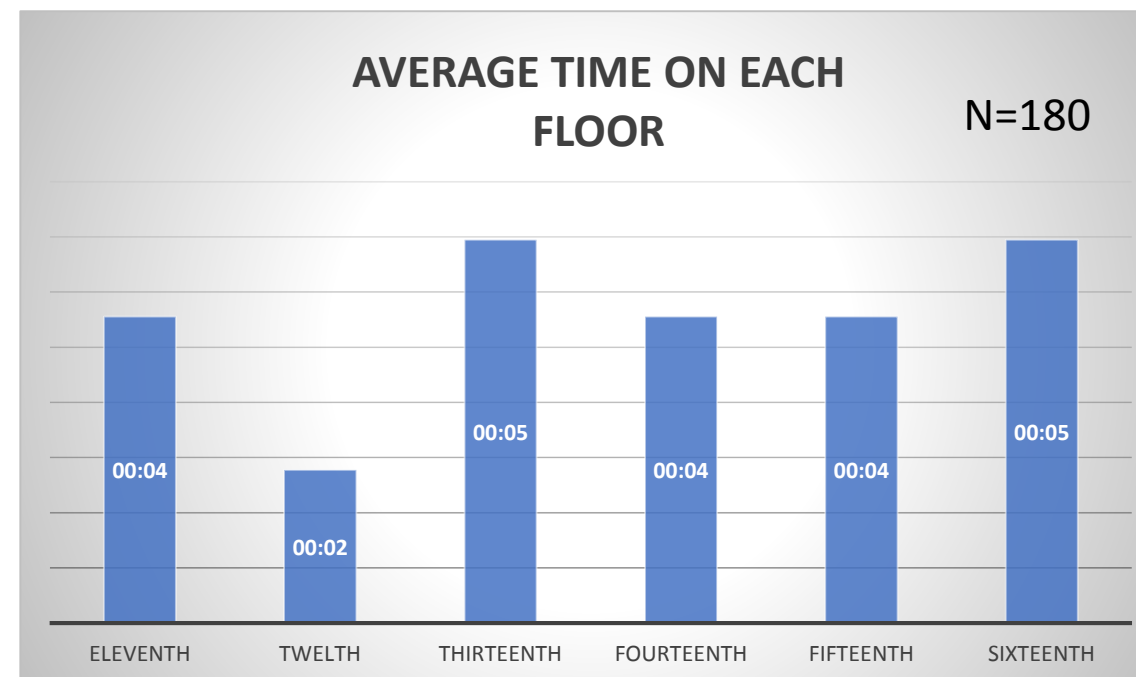
Type of study: Observational.

Study period: April-May(2 months)

Data collection tool : Checklist

FINDINGS

During the study period 180 calls were made from patient's bed side. And the mean time of there is **5 minutes**.



The highest average response time is observed on 11th and 16th floor due to :

- **11th floor** : due to double sharing rooms , more number of patients, large number of surgical patients compared to other floors.
- **16th floor** : frequent calls due to VIP patients, distance between nursing station and wards delays the response

CONCLUSION

- Findings show that delay was caused due to nurses being busy with other patients, rounds time, medication indent, shifts change.
- Morning shifts are the busiest due to medications, dressing and consultation calls which cause delay in response
- Average time taken for response is **5 minutes**, which by rule should be **2-3 minutes**, this creates irritation and dissatisfaction in patients and their relatives

RECOMMENDATIONS

- On shift staff should be made responsible to attend the calls.
- Desktop monitor should be functional to provide better response
- User-friendly communication system to be adopted and used between patients and staff members to promote the efficiency in answering the calls.
- Devices like pagers, wireless phones, walkie-talkie should be used to improve call bell response time .

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