

### Single User (Stand Alone):

Get the power of Management Software in a "value package." Our basic package uses a stand-alone dedicated Windows 95/98 computer and gives you:

- The Basic 8 — Eight essential reports that cover the most common day-to-day call activities
- Call Display capability

### Networked:

Expand the reach of your call activity information gathering to network workstations. Includes all the features of the standalone version, but works on your facility's LAN. Whether you use Windows NT, Netware or Unix, Responder Management Software can be configured to work in your network environment.

### HL-7 (Responder IV only)

Use our powerful network workstation software to bring together Responder IV and your facility's ADT system. Includes all the basic Management Software features and adds:

- ADT system connectivity. Using the HL-7 version, patient information is pulled directly from your facility's ADT system, saving time and ensuring data integrity.
- ADT/Responder Data transfer. Our HL-7 version transfers ADT-generated patient information directly to your Responder IV touchscreen consoles.

# Responder® Management Software

*Providing your nursing staff with the tools they need to maximize efficiency and deliver superior patient-focused care*

Responder's powerful Management Software add-on turns your nurse call system into a powerful call-reporting tool. A specialized database program and diagnostic tool designed to run on a personal computer, Responder Management Software delivers up-to-the-minute information on time-based events like patient call response times. Now nursing managers have a quick and easy way to collect, track, and analyze patient calling activity in a single room, a single zone, or throughout your entire health care

facility. Choose our Network or HL-7 version and get unprecedented information integration within your facility.

When a call comes in to the Responder system, the information is simultaneously displayed on the Management Software computer monitor, typically located at a central answering station, such as the main telephone operator or another continuously manned location.

Management Software's biggest asset to health care facilities and facilitators is its ability to sort and track specific information by hour, date, staff, zone, room, and even patient and then deliver that information in the form of a customized report. These reports range from a complete listing of all call activity in a specific room or zone (or even the entire facility) to a printout of specialized statistics, such as the specific and average response times to patient calls.

Moreover, with vital patient care information now displayed in easy-to-read report form, nursing managers can immediately see where their staffing needs are and can quickly make necessary adjustments to staff assignments. Responder Management Software also provides nursing managers with a complete and accurate record of the care a specific patient received, thereby improving the overall quality of patient care and helping the health care facility meet important risk management goals.

To ensure continued reliability, if any Responder system stops reporting information to the Management Software, the system alerts the user with an error tone and a detailed warning describing the problem.

## The Basic Eight: Information Cornerstones for Total Patient Satisfaction

### Zone Activity

Provides a step by step account of the staff/patient interaction. Includes Call Type (including start time of each call) and Call Response (call answer time, length of call, service requirements, staff room entry).

### Detailed Patient Activity

Similar to zone activity reports, but includes patient activity (requires that patient information be entered in Management Software).

### Summary Patient Activity

Summary patient activity report condenses all call information into a single line showing call placement time, call priority level, call answer time, staff response times to patient rooms, and staff time spent in room. Also details the total and average times for these activities.

### Detailed Room Activity

Like patient activity, this report details call response activity, but detailed by room instead.

### Summary Room Activity

Takes the Detailed Room Activity information and summarizes by room.

### Hourly Call Statistics

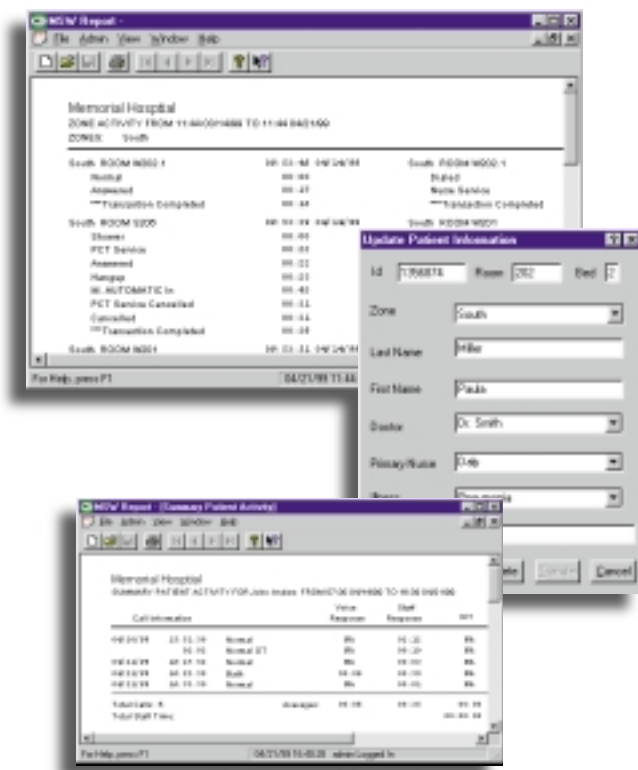
Details hourly calling activities for selected call priorities for each day of the week. This powerful report helps track the busiest times of day and details the percentage of calls that were responded to within the targeted response time set by the hospital. Shows the number of calls made per hour and the percentage of voice and staff responses that achieved the facility's goals.

### Staff Call Statistics

Details the average amount of time taken to respond to each type of call and the percentage of responses that fall within the desired response time parameters. Also specifies by staff level the average time spent in each room.

### Summarized Call Statistics

Provides an overview of calling activities including: the number of calls for each priority level, the average response time from the console or wireless phone, the average staff response time, and the average amount of time spent in each room. Also included is the percentage of calls that succeeded in meeting the time parameters set by the hospital.



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