

No Passing Zone/No Pass Call Light Initiative:



In an effort to provide outstanding service for our patients, we are implementing a “No Pass Call Light” initiative at LMH. With the intention of showing our patients that we want to expediently meet their needs, we are asking for every member of the team to partake in this measure. We want to provide every patient with the best possible experience and outcome in a safe supportive environment while serving all with compassion, competence and respect. We believe these measures will improve patient satisfaction and the quality of care through teamwork and excellent communication with our patients and their families.

When any staff member enters the room of a patient, we want to show that we care by smiling, maintaining eye contact, demonstrating an attitude of concern, and inquiring what we can do to help. We need to introduce ourselves and state the department we are from then say, “I noticed your call light was on. Is there something I can do for you?” Listen carefully to what our patient’s request and try not to interrupt. Ask clarifying questions as needed. Manage up yourself, your co-workers and the hospital and let them know that you are there to ensure they have very good care. Depending on the need, non-clinical staff will listen to the need then explain to the patient/family that they will speak with the nursing staff right away so they can be cared for. If the need is basic and does not require clinical skill, please meet the need for the patient by saying “Sure, I can help you with that.” If the need is clinical, please say “I will be happy to get someone qualified that can assist you as soon as possible. Thank you and I will be right back to let you know who will be in to help. Have a good day.”

Every time you enter a room, please use the alcohol foam and cleanse your hands as you address the patient. Apply a quarter size amount of foam and rub your hands together covering all surfaces of your hands and fingers. Continue rubbing until the alcohol dries (this should take 10-15 seconds). Upon leaving the room, please do the same. If your hands are soiled, please wash your hands with soap and water.

If the patient states they are frustrated by something such as a lack of communication or a delay, please apologize and elevate the concern immediately so it can be addressed.

Following is a list of tasks non- clinical staff can do at the bedside:

- Move a bedside device such as a telephone, bedside table, chair, trash can, tissues or other personal items
- Assist with making phone calls or answering the phone if it is beyond reach
- Change TV channels or turn TV on/off
- Turn bedside lights on/off
- Obtain a blanket, pillow, towel, washcloth, toiletries
- Open/close privacy curtain
- Obtain pen, pencil, book, magazine

The following is a list of tasks that non-clinical staff **can not do** at the bedside:

- Physically assist a patient
- Turn off alarms
- Enter an isolation room
- Explain clinical matters
- Intervene with medical equipment
- Feed patients or give them drinks that are not already at the bedside

In addition to not passing a call light, please also pay attention to the environment. If you see a spill or liter in the hallways please clean it/pick it up and dispose of it.

Please be aware that if you see a yellow smiley face on the door frame of a room that the patient has a heightened risk of falling. They may be confused or non-cooperative at times. Enter the room as you would for any other patient, but keep in mind that they may not be able to express themselves as clearly.

Take note of rooms with yellow isolation carts in the hallway. If the room has an isolation sign on the door frame, only clinical staff can enter that room so please walk on but find a clinical staff member to meet the patients need.

If you come across a visitor who appears lost or puzzled, please inquire if you can help point them in the right direction. If they are not easily oriented to their surroundings, escort them to their destination.

By showing our patients and their family members that we have their best interest at heart and will do what it takes to provide them with outstanding service, we believe we will see better patient outcomes and improved patient satisfaction.

