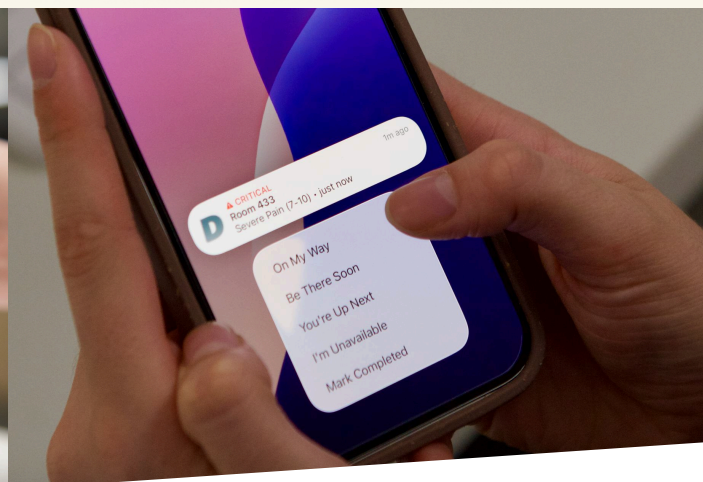




Dispatch

Dispatch Helps Patients Feel Heard



When patients press the call light, they can't see what happens next. They wait, wonder, and press again — and every one of those silent minutes shapes how they'll remember their stay.

Dispatch is an app on a bedside tablet that improves patient communication with their care team. Patients submit requests directly: meals, housekeeping, comfort items, service recovery, medicine. Each request routes to the correct staff member — and patients watch the status update in real time.

19%

of a typical RN's shift spent on direct patient care — Dispatch improves this

65%

of requests don't require an RN

“Since implementing Dispatch on Cardiac/Telemetry, we've seen noticeable improvements in workflow visibility and real-time coordination. Having clearer operational insight has helped us anticipate needs rather than react to them, which directly supports patient safety. It has also reduced some of the communication gaps between roles, improving staff satisfaction and team collaboration.”

— Unit Secretary

How it works

- Patients tap what they need from the bedside tablet
- Requests route to the right caregiver → task/skill alignment
- Patients see live status updates, so they feel heard
- Leaders see request volume, response time, and compliance by unit

Faster response times

Live status updates so patients stop wondering whether anyone is coming — lifting responsiveness and nurse communication, two of the lowest-scoring and highest-leverage HCAHPS domains.

Fewer preventable dissatisfiers

Meals, comfort items, housekeeping, and service recovery reach the right person the first time — eliminating the everyday misses that erode satisfaction scores.

A business case, not anecdotes

Every request and wait time is captured by unit, day, and hour — turning recurring service breakdowns into the documented evidence you need to drive change across departments.