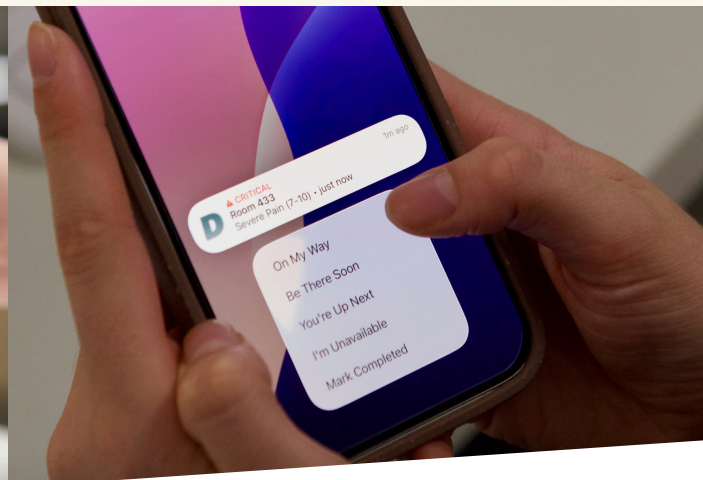




Dispatch

Dispatch Gives Time Back to Busy RNs



When patients press their call light, nurses spring to action – but most patient requests don't require an RN. There's either no way to tell what a patient needs or a scratchy phone call to the RN station.

Dispatch is an app that lives on a bedside tablet that allows patients to communicate with their care team. Patients submit requests directly: pain, meals, housekeeping, comfort items, service recovery. Each request routes to the appropriate member of their care team based on task type and availability.

65%

of requests don't require an RN*

1,220

hours saved on one unit

“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 submit requests via a provided tablet
- **Non clinical requests go to support staff, not nurses**
- Nurses work at the top of their license
- Patients see live status updates
- Leaders get insight into unit operations

Faster response times

Directly tied to lower fall rates and higher HCAHPS scores, which affect up to $\pm 2\%$ of Medicare reimbursement

Real demand data

Request volume, types, and patterns by day and time, so staffing decisions are based on evidence instead of instinct

Patient safety

Less alarm fatigue, fewer distractions, more focus all lead to a safer environment for patients