Improving Patient Safety and Efficacy of Communication Via Bleep/Pager System Via Bleep Directory of Useful Extensions and Numbers

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Abstract

Statement of the Problem: Communication is the cornerstone of healthcare. It must be safe, efficient and effective. Bleeps/pagers lack standardization, content, format, urgency level, and clarity which can pose patient safety risk. Other technology also have significant obstacles to use, therefore crash-bleeps remain integral to emergency care in the United Kingdom. Users often struggle to rapidly identify bleep sender to evaluate likely urgency i.e. delivery suite – emergency delivery.

Methodology: Resident tier 1 doctors were surveyed (baseline) on challenges and confidence in using bleeps and the potential benefit or a bleep directory. A bleep directory was formulated, piloted and a further survey was conducted of version 1.0 on confidence, perceived patient safety, communication and usefulness. A further refined version 2.0 was developed based on feedback and then surveyed. A subsequent version 3.0 in a table format was created and surveyed. 21 respondents of baseline, 15 of version 1.0, 3 of version 2.0, and 4 of version 3.0.

Findings: ***Baseline:*** 100% found bleep identification challenging, 100% considered a directory would be useful and 95% said quick extension loop up aids in sender identification, 76% believed delay in escalation may result in unknown extension mean confidence increased from 6.2/10 8.5/10. Mean rapid department identification 8.2/10, contribution to patient safety 8.3/10, and likelihood to recommend: 9.3/10. Versions 2.0 and 3.0 showed similar results.

Recommendations are made for directory use as simple, inexpensive tool to augment existing technology until better options become available.

