

# Odyssey Plus

## Features Guide

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**REVOLUTIONIZING** *the Patient Care Environment*<sup>®</sup>



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## 1. Odyssey Features:

The West-Call® Odyssey Plus is the top-of-the-line microprocessor-based nurse call system. Developed and manufactured in Northern California, West-Com is able to incorporate the latest technology coming out of the Silicon Valley, such as interactive touch screens, that allow the user to intuitively navigate through the West-Call® Odyssey System.

The West-Call® Odyssey Plus Software was developed with a team of nursing administrators, nursing managers, and LVN's. The resultant product is a nurse call system that is easily adaptable to all areas of a hospital, giving each area the unique features it needs in a nurse call.

The West-Call® Odyssey Plus was designed by engineers and technicians with more than 25 years experience in designing and installing nurse call systems. Everything, from the pillow speakers to the pull cords, is made to withstand the heavy everyday usage that occurs in hospitals. The system comes with special Diagnosis Software that allows technicians to pinpoint any problem that may occur quickly and easily and, at the same time, can be used for preventive maintenance.

## 2. Basic Features:

### 2.1. Call Priority:

All calls are assigned a priority in Odyssey Plus. The system allows up to 25 different call types, which are assigned a call priority by hospital personnel. Code Blue calls are assigned a top priority of 1, meaning that no matter what calls are currently in the system, the Code Blue call will appear as the first call in the system to be answered before the other calls. If a call has a priority of 6, it will show up before calls with a priority of 7 or higher, but after calls of 5 or lower. This is to ensure that the most urgent calls get taken care of first. The calls are also color coded for easy visual recognition. Examples of call types include Bed Exit, IVAC, Fire Alarm, Baby Theft, Staff Emergency, Code Pink, and Bath Emergency.

### 2.2. Interactive Graphics and Information Window:

The West-Call® Odyssey Plus touch screen software is designed for ease of use. Through the use of Interactive Graphics and Information Windows, users can quickly and effectively operate the system.

### 2.3. Call Reminder:

After a call has been answered, a room response is expected in a specific amount of time. The room response time depends on the reason staff is needed in the room. This can be pre-defined in Odyssey Plus by the user. If a call is not responded to in the time allowed, the call will recall back into the call table and will re-ring at the master station. If the system has radio paging, a page will go to the appropriate caregiver.

### 2.4. Elapse Timer:

An Elapse Timer keeps track of how long a call is in a system. It appears on the screen next to the call itself. The timer keeps track of all calls until a room response is given. If a call is recalled, the timer keeps track of the call from the moment it was originally placed.

**2.5. Staff Location:**

The nurse call screen has a locator table that keeps track of where staff members are located. There are two different ways staff can locate in on the nurse call system:

Locator Station. These are in the patient’s room, near the door. When a staff member enters a room, he or she presses his or her locator button and it registers that staff member in the system.

Automatic Locators. These are infrared sensors that are placed in areas of the hospital such as patient rooms, staff lounges, and lobbies. Staff members wearing a locator badge will be automatically registered in the system by name when they enter a room containing a sensor.

This automatic location system can also be used to locate equipment, such as wheelchairs, IV pumps, etc.

**2.6. Staff Paging:**

Audio paging can be done through the West-Call® Odyssey Plus System. Up to four different zones can be programmed. If an audio page zone needs to be changed, just change the setting in the software. No wiring needs to be changed. To help keep the noise level down to a minimum, there is also staff paging options. These options allow the paging of staff members only in rooms where they are located. This feature is not available with Automatic Staff Locator Systems (Infrared).

**2.7. Bed Compatibility:**

West-Call® Systems are 100 percent compatible with Hill-Rom and Stryker Beds. Features of the bed can be reported through the nurse call, including side rail nurse call buttons and bed exit alarms.

**2.8. Manual Call:**

A manual call can be placed from the master station into any room in which there is a patient or staff station. A red audio light illuminates the station to which the call was placed and lets the person know a call is being placed to his or her room. Full duplex voice communication is instantly established.

**2.9. Patient Status:**

Every patient can be assigned status of normal, priority, or emergency. All patients are automatically assigned the status of “Normal” when they first check in. A patient’s call with a “Priority” status will appear before a “Normal” status patient’s call. A patient’s call with an “Emergency” status will appear before a “Normal” or a “Priority” status patient. The priority settings of each call can be adjusted for the facility. The different calls are also color coded for easy visual recognition.

**2.10. Patient Information:**

Patient information is displayed on the nurse call screen when a patient’s call is answered. This allows staff to not only call patients by their names, but also to have a description of each patient that includes the following information listed in table 2-1.

Field Name:	Field Name:
Patient’s Name	Admission Date
Gender	Smoker or Non-Smoker
Status (Normal, Priority or Emergency)	Religion
Age	Language
Diagnosis	Activities
Additional Comment Field	

Table 2-1

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Patient information options also allow the user to view available beds, discharge a patient, transfer a patient, view all patients, view staff members assigned to the patient, and assign staff members to the patients. The patient information can either be entered in using a keyboard, or can be automatically downloaded off the hospital's ADT if it is interfaced with the West-Call® Odyssey Plus (optional).

### 2.11. Radio Paging:

The Radio Page Interface allows patient calls to be sent directly to the correct patient care staff level. The West-Call® Odyssey Plus System can support an unlimited number of caregivers which can all be assigned to each bed. Here are some examples of levels of caregivers:

Staff Level:	Staff Level:
Nurse	Dietician
Aide	Housekeeping
LVN	Respiratory Therapist

Each level of caregiver has a task menu of common reasons why a patient requests their assistance. Here are some sample task menus:

Nurse:	Aide:	Housekeeping:
Pain Med	Assist MD	Change Bed
IV	Assist Nurse	Call Desk
Toilet Assist	Bed Pan	Clean Room
Baby Assist	Toilet Assist	Spill
See Patient	Drink	Clean Bathroom
Call Desk	Monitor Paper	Clean Floor
Assist MD	Call Desk	Room Empty

With alphanumeric pagers, all members of the patient care staff will receive their own pages telling them the room and bed number where they are needed and why. If the staff member does not respond to the room before the call re-calls, the system will re-send the page to the appropriate caregiver.

The West-Call® Odyssey Plus can interface with ASCOM and Scope paging systems or any paging system using TAP Protocol V1.8.

#### 2.11.1. Support Paging:

A page can be recalled to staff member support personnel if the original recipient of the page is unable to take care of the call.

#### 2.11.2. Supervisor Page:

When a patient call has been re-called more times than is acceptable, a page can go directly to the supervisor's pager showing the room and bed number of the patient waiting to be responded to. The supervisor defines the number of re-calls it takes before the supervisor's pager is paged.

### 2.11.3. *Automatic Timer Paging:*

Pages can be sent automatically to any staff member or any group at certain times of the day. This feature is useful in notifying staff members about everything from weekly meetings, to turning in their pagers at the end of a shift.

### 2.11.4. *Emergency Paging:*

Pages are sent automatically to the appropriate groups or teams when emergency buttons are pressed. Teams are notified, by the pager message, of the type of emergency, the bed, and room number of the emergency. For example, if there is a Code Blue in room 301 Bed A, the Code Blue team pagers will sound a distinctive tone and display *Code Blue 301 A*. If it is not necessary to notify every pager of an emergency, for example a bathroom emergency, a page can be sent directly to just the nurse, the assistant, to both, or to any other combination of staff on the patient care team.

### 2.11.5. *Recall Paging:*

If a page is not responded to before the call is re-called back into the system, the staff member's pager is re-paged. Other staff members can be notified when a call has recalled.

### 2.11.6. *Manual Page:*

Radio pages can be sent to any staff member with a pager or to a team with pagers from the Odyssey Plus. This is useful to quickly give staff members a message such as "Doctor is on the phone" or "Come to front desk," without having to know their location. Sending messages via radio page also eliminates the use of audio paging to patients' rooms.

## 2.12. **Staff Assignment:**

At the beginning of a shift, staff members are assigned rooms and a pager. West-Call® Odyssey Plus does the rest. Odyssey Plus keeps track of who is on what shift, which staff member is to receive the different types of calls, which pager numbers to page, when the next shift starts, and which staff members are to receive patient calls directly to their pagers.

### 2.12.1. *Rooms:*

All rooms to which a staff member is assigned will show up in the staff member's file. To change the assignment, just touch on the room and it will add or delete that room or bed from the assignment list. Staff members can also be assigned to a room through patient information.

### 2.12.2. *Pagers:*

To assign a pager to a staff member, just touch on the pager number. If a pager number is black, it is already in use.

### 2.12.3. *Badges:*

To assign a badge to a staff member, just touch on the badge number. If a badge number is black, it is already in use.

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## 2.12.4. *Supervisor:*

To designate a staff member as the Supervisor, just touch on the Supervisor box so that the check mark is on.

## 2.12.5. *Shifts:*

All staff members have their shift times assigned to them. Odyssey Plus keeps track of the different shifts and has options to display only the current shift, next shift, or all shifts. At the end of a shift, Odyssey Plus automatically switches over to the new personnel. This allows the user to set up the staff assignments ahead of time so transition between shifts goes smoothly. At the end of a shift, that day's assignments can be automatically erased to save time during setup for that shift the next day.

## 2.12.6. *Teams:*

If a staff member is assigned to a team, it will be displayed in his or her file. To add or delete a team from a staff member's file, just touch on the appropriate team name. All staff members assigned to a team will receive a page when that team is paged.

## 3. Hardware Configuration:

Odyssey Plus Hardware Configuration contains all the options needed to set up the system's devices. To prevent unauthorized personnel from changing the system configuration files, a configuration code is needed to access these options.

### 3.1. Address Configuration:

All programmable devices are set up in Address Configuration. All call types of a patient station can be toggled on and off in the station masking option. This allows complete control over the type of calls a station can give and receive. All ASD's, such as duty stations and zone lights, can be assigned to signal for all types of calls.

## 4. Programmability:

The West-Call® Odyssey Plus System is designed to adapt to all areas of a hospital where the patient to staff ratio demands it. Table 4-1 is a list of some of the features a facility can select:

<b>Changeable Feature:</b>	<b>Changeable Feature:</b>
Screen Colors	Re-Call Times
Call Types	Call Tones
Floor Map	Call Priority Order
Service Levels	Radio Paging Levels
Task Options	Support Page
Audio Paging Groups	Supervisor Page
Diagnosis Types	Shift Times
Hospital Name	Central Name
Call Setting	Team Names

Table 4-1

## 5. Modem Support:

The West-Call® Odyssey Plus includes a remote access option that allows the system to be accessed by a remote computer terminal.

## 6. Diagnosis Software:

West-Call® Odyssey Plus Centrals can come with an optional Service Display Panel to easily pinpoint any problems that may occur.

## 7. TQI for Windows:

TQI for Windows is an optional software package that downloads all the data recorded by the West-Call® Odyssey Plus Nurse Call System and puts it into a management report. Table 8-1 shows the information in a TQI Report.

Feature:	Feature:
Time a call is placed.	The length of stay in room.
Time a call is answered.	Average desk response time to a call.
Where a call is placed from.	Average room response time to a call.
Why a call was placed.	Average stay in a patient's room.
Type of call.	Number of calls.
Who responded to the call.	Percentage of call types.
When the call was responded to.	Number of recalls.
When the staff entered the room.	Percentage of recalls.
When the staff left the room.	Individual staff member report.

Table 8-1

Each report can be customized and sorted by date, time, central, bed, and call type.  
 All the data downloaded from the nurse call can be archived.  
 Some report features require optional equipment, such as automatic locators.