



REVOLUTIONIZING *the Patient Care Environment*®

West-Call® Odyssey Plus

Features & Benefits

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The West-Call[®] Odyssey Plus

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 technology includes interactive touch screens that allow the user to intuitively navigate through West-Call[®] Odyssey Plus 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 a 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 programs.

Basic Features

Call Priority

All calls are assigned a priority in Odyssey Plus. The system allows up to 16 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.

Interactive Graphics and Information Windows

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.

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 response time allowed, the call will re-call 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.

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 re-called, the timer keeps track of the call from the moment it was originally placed.

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:

1. 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.
2. 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.

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 are also staff paging options. These options allow the paging of staff members only in rooms where they are located.

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 Com nurse call buttons and bed exit alarms.

Staff Follow

The staff follow feature allows staff to hear a call in the system if they are away from the master station. When the follow feature is turned on, the nurse call will chime in the rooms only where staff is located. This is to notify the caregiver that there is a call in the system while keeping the noise level down to a minimum.

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. Two-way duplex voice communication is instantly established.

Patient Status

Every patient can be assigned status of either 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 and a priority status patient. The different calls are also color coded for easy visual recognition.

Patient Information

Patient information is displayed on the nurse call screen when a patient's call is answered. This allows staff to not only be able to call patients by their names, but also to have a description of each patient that includes the following:

- Patient's name
- Gender
- Status (Normal, Priority, or Emergency)
- Age
- Diagnosis
-
- Admission date
- Smoker or non-smoker
- Religion
- Additional Comment Field (The patient is deaf, etc.)

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).

Radio Page (Optional)

The radio page interface allows patient calls to be sent directly to the correct patient care staff. 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:

- Nurse
- Assistant
- LVN
- Dietitian
- Housekeeping

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

Nurse

- Pain Med.
- IV
- Toilet Assist
- Baby Assist
- See Patient
- Call Desk
- Assist MD

Assistant

- Assist MD
- Assist Nurse
- Bed Pan
- Toilet Assist
- Drink
- Monitor Paper
- Call Desk

Housekeeping

- Change Bed
- Call Desk
- Clean Room
- Spill
- Clean Bathroom
- Clean Floor

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 both Ascom and Motorola paging systems.

Support Page

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

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.

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.

Emergency Paging

Pages are sent automatically to the appropriate groups or teams when emergency buttons are pressed. Teams are notified by the pager 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.

Recall Pages

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.

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.

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.

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.

Pagers

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

Supervisor Pager

To designate a staff member's pager as the Supervisor pager, just touch on the Supervisor box. If the box has a check mark in it, it is on.

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.

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.

Hardware Configuration

Odyssey Plus hardware configuration contains all the options needed to set up the system's devices. A configuration code is needed to access these options. This prevents unauthorized personnel from changing the system configuration files.

Address Configuration

All programmable devices are set up in address configuration. Every feature 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 either normal, emergency, code calls, or any combination of all three.

Audio Page

Odyssey Plus allows stations with audio to be assigned to any of four audio page groups.

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. Here is a list of some of the features a facility can select:

- Screen Colors
- Call Types
- Floor Map
- Service Levels
- Task Options
- Audio Page Groups
- Diagnosis Types
- Hospital Name
- Call Setting
-
- Re-call times
- Call Tones
- Call Priority Order
- Radio Paging Levels
- Support Page
- Supervisor Page
- Shift Times
- Central Name
- Team Names

Print Configuration File

Each West-Call[®] Odyssey Plus central can produce a printout of its configuration settings.

Modem Support

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

Diagnosis Software

All West-Call[®] Odyssey Plus Centrals come with Diagnosis Software to easily pinpoint any problems that may occur.

TQI for Windows

TQI for Windows is a software package that downloads all the data recorded by the West-Call[®] Odyssey Plus nurse call system and puts it into a management report, which includes the following:

Time a call is placed	The length of the stay in the room
Time a call is answered	Average desk response to a call
Where a call is placed from	Average room response to a call
Why a was placed	Average stay in a patient's room
Type of the 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 left the room	Percentage of Recalls

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.