



# Is Parent Perception of Call Bell Response Time Accurate? Parent Perception Versus Actual Time

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## Background:

The purpose of this project is to demonstrate the impact that call bell response times have on patient satisfaction scores. Parent perception of the length of time for a call to be answered may be different than the actual time. If nurses are aware of parent perception, actual call bell response time may be improved thus improving patient satisfaction scores.

## Methods:

A literature review was conducted of the following databases: CINAHL, PubMed, and EBSCO Host.

An anonymous parent survey was conducted, using the following two questions:

1. How long do you think it takes for a call bell to be answered?
2. How satisfied are you with the call bell response time?

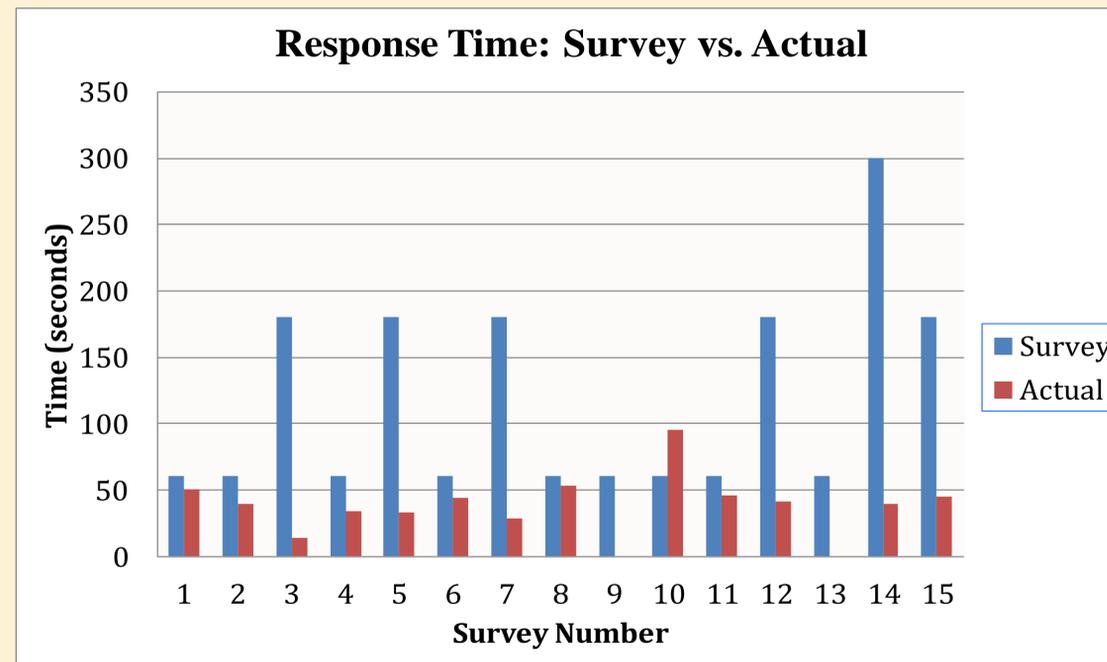
## PICO:

- P – Parents of patients on pediatric acute care
- I – Average time for staff to answer call bell
- C – Actual time to answer call bell versus parents perception of time to answer call bell
- O – Increase patient satisfaction scores

## Results:

### Literature Review

- Longer call bell response times yield decrease in patient satisfaction scores
- Hourly rounding and anticipation of patient needs are key factors in increasing patient satisfaction
- Such practices may not *actually* improve call bell response time, but will improve the *perception* of how quickly a bell is answered



## Limitations:

- Limited time to collect data
- Multiple people collecting surveys
- Limited number of responses

## Recommendations:

- Continue hourly rounding and anticipation of patient needs.
- Encourage delegation to ancillary staff.
- Continue leadership rounds to assess patient/parent satisfaction.
- Quarterly analysis of call bell response times and discussion with staff.

## Conclusions:

As call bell response times decrease, patient satisfaction scores increase. The completed surveys revealed that overall, parents of patients on Pediatric Acute Care are satisfied with the average call bell response time of 37.4 seconds. Most parents perceived the call bell as being answered in less than one minute which correlates with the actual data.

## References:

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