



**For Immediate Release**

## Rauland-Borg Leverages Hospital LAN with New Nurse Call Software

Skokie, IL, September 10, 2004 – Rauland-Borg, the leader in nurse call communications, announces the official release of Responder<sup>®</sup> NET, a user-friendly PC interface designed to enhance the performance of its Responder IV nurse call system while leveraging a hospital's existing local area and wide area network (LAN/WAN). A productivity platform, Responder NET improves workflow on hospital floors including staff sign-on using barcode technology, electronic staff scheduling, staff locating and bed status notification.

Installed sites include St. Francis Hospital, Evanston, IL. St. Francis Hospital is part of the Resurrection Health not-for-profit corporation dedicated to providing the highest level of patient care. Barbara Ruber, Nurse Manager, 4th floor, at St. Francis was the first to experience Responder NET's benefits. "Responder NET is a great addition to the Responder IV system. It allows a quick and easy way to see which caregivers are on duty and which patients they are covering for the day."

Taking advantage of the hospital's LAN, charge nurses can electronically pre-assign staff to patients with an intuitive staff scheduling function, eliminating paperwork. Barbara Ruber of St. Francis commented on how the Staff Scheduler helps with regulatory standards. "From a manager's perspective, the Staff Scheduler can help with regulatory compliance because it provides an electronic record that shows who was caring for a patient on any given day."

Responder NET utilizes barcode technology to speed the staff sign-on process. Staff at St. Francis hospital can sign-on to the Responder system from any PC with a swipe of their badge and wireless device, reducing the sign-on time to seconds. Patient calls are then routed directly to their wireless device. For Barb Ruber, the barcode sign-on feature means a simplified process for staff members. "It has greatly helped compliance with signing on and off duty for the staff because it is easier and faster for them."

Responder NET's bed management solution also offers revenue-generating benefits by automating the bed turnover process. The simple two-button station is activated by transport and housekeeping staff to notify admissions when a bed needs cleaning or is ready for a new patient. Bed turnover analysis is available through a management software report to identify bottlenecks in the process.

The system delivers life-safety reliability. In the event of a LAN/WAN failure, the Responder IV nurse call system remains fully functional, including code blue annunciation and staff/patient assignments.



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“We saw an opportunity”, states Larry Ball, Director of Marketing Manager for the company’s Health Care Communications Group, “to make patient and staff information instantly accessible through a secure system that takes advantage of a facility’s existing LAN. In addition to its patient care and staff benefits, the software provides a system back-up and helps facilities maintain increasing regulatory standards.”

**About Rauland-Borg Corporation**

For over 70 years, Rauland-Borg has been an industry leader in the design and manufacture of communications and life-safety equipment for institutional environments. Rauland’s Responder combines traditional nurse call with the latest technology and management tools. Responder systems offer fast and flexible solutions for staff-to-staff and staff-to-patient communication, resulting in increased productivity and quality of patient care. For more information please visit [www.rauland.com](http://www.rauland.com).



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## Rauland-Borg and Vocera Communications Improve Patient Care at St. Agnes HealthCare with Wireless, Voice Communication

Skokie, IL, July 15, 2004 – Rauland-Borg, the leader in nurse call communications, and Vocera Communications, a wireless voice communications leader, announced the integration of Vocera’s voice-activated communications badge and Rauland-Borg’s Responder® IV nurse call system. Unveiled at St. Agnes HealthCare, a leading healthcare facility dedicated to advanced health care technology in Baltimore, MD, the hands-free Vocera badge offers caregivers instant communication with patients and staff when integrated with any new or existing Responder IV nurse call system.

Since its debut at St. Agnes HealthCare in July 2003, the Vocera Communications System has provided small, wearable badges for St. Agnes nurses that are voice-controlled with naturally spoken commands broadcast over the hospital’s wireless local area network (WLAN). Now that Vocera is integrated with the Responder IV nurse call system, the calls of St. Agnes patients are routed directly to the appropriate caregiver’s badge, allowing instant communication between patient and caregiver. Patients’ needs are addressed more quickly, improving patient response times and patient satisfaction.

Providing the “gateway” for the Vocera/Responder integration is Emergin, the leading provider of messaging and notification software. Using Emergin’s Notification System allows for instant, wireless messaging and event notification from the Responder IV nurse call system to the Vocera Communications Badge.

When the Vocera/Responder integration was completed at St. Agnes, positive feedback from staff was instantaneous. Kathi Diver, Nurse Manager Six North, a medical/surgical teaching unit, commented, “The staff loves it. They enjoy having direct contact with patients while saving time and steps.”

Direct communication and time savings are not the only reasons St. Agnes chose the Vocera/Responder integration. Kathi Diver explained, “The staff are able to wear the light-weight badge while they work, allowing for hands-free communication without having to dial or remember extension numbers.”

Streamlining communications systems is a growing trend in the healthcare industry. Rauland-Borg recognized this trend and designed the Responder IV nurse call system for interoperability with other communications systems.

Larry Ball, Marketing Manager for Rauland-Borg, commented on the integration, saying, “Responder’s flexible integration capabilities allowed St. Agnes to choose the wireless communications platform that best met their needs. The improved communications between patient and caregiver will benefit the entire hospital community.”



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Vocera has also recognized the healthcare industry’s need for interoperability. “Vocera is committed to supporting the needs of our healthcare customers through integration with industry leading vendors such as Rauland-Borg,” said Julie Shimer, CEO of Vocera Communications. “Our platform is server based which allows us the flexibility to integrate through Emergin to the Responder IV nurse call system.”

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For over 70 years, Rauland-Borg has been an industry leader in the design and manufacture of communications and life-safety equipment for institutional environments. Rauland’s Responder® combines traditional nurse call with the latest technology and management tools. Responder systems offer fast and flexible solutions for staff-to-staff and staff-to-patient communication, resulting in increased productivity and quality of patient care. For more information please visit [www.rauland.com](http://www.rauland.com).

**About Vocera Communications**

Vocera Communications has created a wireless communications system to enhance customer service productivity and teamwork throughout organizations by enabling instant voice communication among mobile workers. The company, headquartered in Cupertino, Calif., was founded in March 2000. For more information, please contact the company at (408) 790-4100 or visit the Web site at [www.vocera.com](http://www.vocera.com).

**About Emergin, Inc.**

Emergin is a leading provider of messaging and notification for healthcare enterprises. Emergin designs, develops and markets packaged solutions to help organizations alert employees of alarms and events in real-time, resulting in increased productivity, cost savings and operational efficiencies. For more information, please visit [www.emergin.com](http://www.emergin.com)

**About St. Agnes HealthCare**

St. Agnes HealthCare is a 299-bed, full-service community teaching hospital located in Southwest Baltimore with residency programs in a number of medical/surgical specialties. Key services at St. Agnes HealthCare include: The St. Agnes Cancer Center, The Chest Pain Emergency Center, Cardiovascular Services, Women’s Health Services, The Joint Connection, The Center for Minimally Invasive Surgery and Telemedicine and the St. Agnes Emergency Department, which includes Pediatric, Adult and Urgent Care Emergency Centers. St. Agnes is a member of Ascension Health, the largest non-profit healthcare organization in the nation. Ascension Health is dedicated to reaching new heights in health care and service to communities, as well as serving as a model for faith-based health care throughout the world.



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## Rauland-Borg Addresses Patient Safety Concern Over Pillow Speakers in Oxygen-Enriched Healthcare Environments

Skokie, IL, July 13, 2004 – Rauland-Borg, the leader in nurse call communications, offers pillow speakers for the Responder® nurse call systems that are approved for use in oxygen-enriched environments by Underwriter Laboratories in accordance with the Hospital Signaling and Nurse Call Equipment standard (UL-1069). Rauland-Borg is the only nurse call vendor to currently offer this safety feature to healthcare facilities.

One of the primary patient safety issues when using non-approved pillow speakers in an oxygen-enriched environment is a fire hazard. This creates a potentially unsafe environment for patients in a healthcare facility.

Pillow speakers not deemed safe in oxygen rich environments contain the following caution: “CAUTION – Not For Use By Patients Undergoing Oxygen Therapy – Hang On Hook When Not in Use.”

The National Electrical Manufacturers Association (NEMA) states the following when considering patients receiving oxygen:

“Regardless of the method of oxygen administration employed, electrically operated pendant controls and call cords, including but not limited to those that carry the above caution statement, should not be used by patients undergoing oxygen therapy, unless the pendant control is specifically labeled for use by patients undergoing oxygen therapy.”

From a risk management perspective, Carl Cox, Vice President of Engineering for Rauland-Borg states, “Rauland-Borg’s unique ability to offer this feature addresses an important patient safety concern. Hospitals have the reassurance that their patients who are receiving oxygen treatment can safely use the pillow speakers to control the television, lights, and call and speak to the nursing staff.”

Rauland-Borg is the *first and only current* manufacturer of health care communications products to obtain this UL approval.

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