

Patient Room Control

Patient control of the patient room environment including temperature, lighting, window shade position, and ambient audio improves patient satisfaction, reduces staff workload for mundane activities, and increases patient safety by providing both comfort and control.



Comfort and control of their environment is a significant patient satisfier. Being able to adjust the systems in their room reduces the feeling of helplessness that many patients feel when in a hospital.

—PHIL CROMPTON, PARTNER

NEED

Traditionally, the patient room environment is controlled via light switches and thermostats with rudimentary controls for lights (on/off) offered by the pillow speaker. Modern building automation systems allow the patient to adjust (within code limits) the temperature, lighting, shade position, ambient audio, and other systems within the patient room using the patient television and/or the patient's smart device.

BENEFIT

Giving a patient and their family the ability to control the lighting, shade, temperature, and ambient audio in their room increases patient satisfaction and provides comfort and control of their environment. Patient room control also reduces the number of mundane calls made to nursing staff, in turn saving staff time and increasing staff satisfaction. Automated configuration of the room's settings in response to an alarm/code in the room improves patient safety and supports clinical staff.

RISK

Room environment control is limited by code requirements and other factors –the temperature can only be adjusted by a few degrees, lighting can only be so bright, etc. – and these limitations may be a source of dissatisfaction to patients. In addition, increasing the sophistication of the room may confuse or irritate certain patients. Simple default controls must be in place for those patients who cannot or do not wish to control their room environment through a sophisticated interface.

Value



Staff Satisfaction



Patient Engagement



Clinical Outcomes



Risk

