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**October 2002**

**Title: Evaluating the effectiveness of the “Nurse Call Communication System”:  
from patient’s perspective**

## **ABSTRACT**

The nature of the relationship between nurses and patients depends on the effectiveness of communication (Stein-Parbury, 2000). Technology communication was identified as one of the important means to effective communication. (Marquis and Huston, 2000). A culture of quality service and individualized care called for the installation of a Nurse Call Communication System (NCCS), which was a phone call system enabling patients and nurses to communicate directly. An exploratory study was designed to evaluate the effectiveness of the system. Research questions focused on accessibility, efficiency and satisfaction. A stratified, proportionate sample of one hundred patients meeting the criteria participated in the study voluntarily. A questionnaire was designed and tested for validity and reliability. Ten subjects were invited to participate in a pilot study. Ethical considerations were attended to. The results indicated NCCS was an effective communication tool. It enabled patients to communicate effectively with nurses. It was accessible to all units of the organization. 84% respondents thought it efficient as a communication system. 86.2% were satisfied with the system. The majority was most satisfied with the speedy response from nurses. However, there were concerns over the reception of messages over the system, inconvenience of communicating needs by using NCCS, and dissatisfaction regarding the location of the speakers. It was recommended that proper use of NCCS should be explained on admission and special holders for speakers should be considered. Data source triangulation, assessing cost-effectiveness and minor changes to questionnaire were also recommended for studies on the system in the future.