Many tertiary care centers utilize alphanumeric paging systems. According to a review of the literature, the results of switching to a message-based paging system have been extremely positive. The process of text-paging sends a message that includes pertinent information to allow the recipient to triage the page appropriately - subsequently improving patient care.

**Objective**

➢ To implement an alphanumeric paging system for the Royal Alexandra Hospital Labour and Delivery unit and wards
➢ Streamline communication between nurses and residents
➢ Enhance patient safety by improving resident: efficiency, response time to emergent situations, triaging abilities

**Progress and Results**

➢ Pre and Post-intervention survey results collected from residents and nurses (L&D and wards)
➢ Feedback for potential improvements to paging process obtained; integrated into second QI cycle.

**RN Data:**

- How often does the time it takes to communicate with the resident negatively impact patient care?
- How often do you feel that your pages to the residents are responded to in a timely manner?
- Would sending a page including reason & urgency improve efficiency in communication?
- Do you think that text paging has improved resident response time to urgent/emergency situations?

**Resident Data:**

- How often do you feel you interrupt patient care in order to answer a page which is non-urgent?
- How often must you call back in order to completely understand the reason for the page?
- How useful is text paging in your ability to respond to emergencies?
- How useful is text paging in your ability to triage?

**Feedback:**

➢ “It is a good way to quickly get orders for silly things such as tylenol. Allows residents to go directly where needed in the event of an emergency. Faster response to events where a resident is needed quickly”
➢ “Love it, able to update, easily get analgesic orders or inform of deliveries, etc”
➢ “I love it and hope it is a permanent change. I think it is helpful in communicating information appropriately and allows for better time management of the Dr’s”
➢ “It is awesome. I think they should be short and brief, sometimes they are too long and give patient history. The shorter and more concise the better.”
➢ “Non-urgent issues classified as urgent or STAT”

**Major themes noted in RN and Resident feedback of the Text Paging Intervention:**

- Confirmation of text pages received by residents
- Triaging classifications; re-education required
- Length of text pages; too long!
- Overall positive change and improvement to patient care.

**Conclusions**

➢ As demonstrated by the figures and comments, the alphanumeric paging system has improved efficiency of resident-nursing communication, response to emergency situations and triaging.

➢ Plans moving forward:

- Re-education regarding responses to non-urgent pages (ex FYI) by residents → discuss at academic day
- Re-education of triage classifications: STAT/Urgent vs ASAP and FYI → plan for inservice
- Expand to staff OBGYN physicians → discussed at recent business meeting