

STANDARDIZING MAGNET EXCELLENCE

Advanced Nurse Call Technology Supports Magnet Nursing Excellence

Executive Perspective

Healthcare organizations, and, in particular, Chief Nursing Officers pursue Magnet Recognition to demonstrate nursing excellence, improve patient outcomes, and support professional practice. This type of transformational leadership focuses on creating vision, driving change, and and improving organizational performance.

A key goal of a Magnet organization is to foster innovation and continuously provide high-quality, cost-effective care for patients through evidence-based decision-making. As part of the Magnet journey, many organizations explore innovative technologies such as artificial intelligence and predictive analytics to anticipate patient needs and staffing requirements. The latest generation of advanced nurse call systems can support Magnet by generating valuable operational and clinical data for quality improvement projects, nursing research, and evidence-based practice initiatives.

Empirical outcomes are a foundation of Magnet recognition, because they demonstrate nursing structures and processes that result in measurable solutions. Advanced nurse call like the Jeron Provider[®] Nurse call system provides everywhere-access, logs activities such as call response times, and indicates fall risk patients to reduce falls. All of this leading to enhanced patient satisfaction while also improving nurse engagement, stronger teamwork, and greater operational efficiency.

Looking Beyond Communication

Many healthcare organizations already possess technology capable of supporting these Magnet priorities including advanced nurse call like the Provider nurse call system. While traditionally used as a communication tool, nurse call platforms have evolved into connected clinical technologies that include communication, workflow optimization, interdisciplinary collaboration, and operational visibility.



Nurse call technology has also evolved into strategic platforms that directly impact multiple Magnet Sources of Evidence (SOE). By improving communication, generating actionable data, and reducing caregiver burden, nurse call technology can provide meaningful evidence across all five components of the Magnet Model.

Timely communication remains an essential part of nurse call, but today's care environment requires much more. Care teams work across electronic health records, mobile devices, real-time location systems, smart medical equipment, and virtual care environments. Communication delays can influence patient experience, staff workload, throughput, safety, and interdisciplinary coordination.

Advanced nurse call systems provide nursing leaders with real-time and historical data on response times, call volumes, workflow bottlenecks, and staffing demands. With an informed approach, leaders can use objective data to identify opportunities for improvement and measure the effectiveness of interventions.

For nursing executives, the discussion is shifting from 'How quickly are we responding?' to 'What do our communication patterns tell us about how care is being delivered?' Instead of relying solely on anecdotal feedback, solutions can be put into place to positively affect patient satisfaction and care.



From Communication Data to Leadership Insight and Nursing Excellence

Every interaction captured by a nurse call platform, from a patient request to an escalated response, creates operational data. These interactions provide insight into workflow variation, communications, staffing demands, and opportunities to improve care coordination.

When incorporated into leadership review, shared governance, and performance improvement activities, the data becomes objective evidence for evaluating nursing practice and operational performance. Nurse call can be applied directly to the five Magnet Model Components.

MAGNET COMPONENT	NURSE CALL CONTRIBUTION
TRANSFORMATIONAL LEADERSHIP	Workflow analytics, staff insights, leadership decision support
STRUCTURAL EMPOWERMENT	Shared governance, nurse engagement, mobile connection
EXEMPLARY PROFESSIONAL PRACTICE	Faster response times, improved collaboration, patient-centered care
NEW KNOWLEDGE & INNOVATION	EBP projects, AI, predictive analytics, quality improvement
EMPIRICAL OUTCOMES	Falls reduction, patient satisfaction, workforce engagement, efficiency

Nursing excellence has always been demonstrated through professional practice, leadership, innovation, and measurable outcomes. Increasingly, technology influences each of these domains. Advanced nurse call systems generate a continuous stream of operational data that, when combined with leadership oversight, shared governance, quality improvement, and evidence-based decision making, helps organizations better understand how communication affects workflow, coordination, and patient care.

What This Means for Chief Nursing Officers

Beyond Magnet, as healthcare organizations continue to invest in digital transformation, nurse call technology should be evaluated alongside other clinical technologies rather than as a standalone communication system. Jeron's Provider nurse call approach reflects this evolution by integrating workflow management, interoperability, mobile communication, and reporting capabilities into a connected clinical environment that supports nursing operations.

- Improve patient responsiveness
- Enhance interdisciplinary communication
- Reduce workflow variation
- Support workforce engagement
- Strengthen shared governance
- Advance evidence-based practice
- Evaluate performance improvement initiatives
- Demonstrate measurable nursing outcomes

Conclusion

As healthcare organizations continue to invest in Magnet Recognition for nursing excellence, the greatest opportunity may be leveraging the full value of the technologies already in place. Advanced nurse call systems are uniquely positioned to support communication, generate operational insight, and strengthen professional nursing practice. Organizations that recognize this opportunity will be better equipped to improve patient care, support their workforce, and demonstrate measurable outcomes. When implemented thoughtfully, nurse call serves as more than a communication tool and supports all five Magnet Model Components, demonstrating the impact of professional nursing practice.

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