
DESIGN GUIDE

FOR

PATIENT INFORMATION WHITEBOARDS

The logo for Murerase is centered within a white rounded rectangle with a double-line border. The word "Murerase" is written in a large, black, cursive font with a registered trademark symbol. Below it, the words "printed whiteboards" are written in a smaller, blue, sans-serif font, and "by DDS" is written in a smaller, black, sans-serif font at the bottom right.

Murerase[®]
printed whiteboards
by DDS

OK, where do you start planning a custom printed whiteboard? It might be for patient rooms, nursing stations, surgeries or some completely different application. It really only requires your ideas and some guidance from us. We've made thousands of whiteboards for hospitals, nursing homes and every type of medical facility since 2007. In a few pages and after a few decisions you will be on your way. We can help, so give us a call if any of this needs explanation or input.

What's the Criteria?

1. Is the board for a patient room? – the patient needs to be able to read it
2. It needs to be updated – a staff function
3. How about in a surgery? – data and accuracy are essential

We have experience for over 10 years addressing these questions. See our examples or give us a call.

The Highest Quality Whiteboard – and the Best Option Package

We use only the best dry erase/printable surface available. Easy to clean, erasable with no ghosting, permanently fastened aluminum framing OR Changeable that is magnetic and with options to fit your requirements. We wrap them and crate them to arrive in great shape and with the hardware to easily and securely fasten them to the wall.

What's Best for Your Facility?

1. You will usually want the company logo displayed clearly or maybe as a watermark.
2. Does the text need to be multi-lingual?
3. How about each board with specific room and/or telephone numbers?
4. Some balloons for the Pediatric department? Sure, why not!

Art costs nothing extra. Variable data adds very little. We put the customer into our custom boards.

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Start the decision making process

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PATIENT INFORMATION BOARDS: - SOME THINGS TO CONSIDER!

Key Points of Communication BOARD

Best Practice!

Do you have reservations about the effectiveness of your patient communication boards? Have you ever wondered whether communication boards actually improve the patient experience?

Imagine your hospital using communication boards 100% every day. They can be significant factor in improving patient satisfaction. A lot has been written about, and trialed, using patient communication boards.

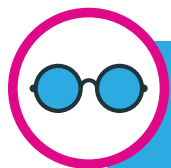
As far as a patient satisfaction strategy, ***the wrong information is worse than no information.***

LOUD AND CLEAR

Patient communication board designs are often too cluttered and unintentionally designed in a manner that practically guarantees the process will fail. We hope to provide some guidelines that you can use to determine the content of an effective patient information board. We also will give you some suggestions from our perspective that makes a good, long lasting result. Good boards are used consistently.



7 Key Components of a Patient Communication Board



1. READABLE

Some boards are so cluttered they are simply not readable. Considerer what is on the board. Is it of value to the patient, family, and friends? Is it of value to the hospital care team, nurse, physicians, therapists, and support staff AND will they keep it updated? The content may need to be reduced or the size of the board increased. The board should be ideally placed in the direct line of sight of the patient and be able to be read by the patient from that location.



2. MARKERS AND TRAYS

Ensure that dry erase markers pens are affixed to the board. Staff with good intensions bypass the communication board simply because the pen was not available! Erasers can also be purchased with magnetic strips so that they can be left on the board. We believe that it is so good to avoid marker trays in medical environment. They collect dust, require cleaning, and protrude into what is becoming a cramped space where they can scratch folks who rub up against them.



3. APPOINTMENTS LIST

A list of appointments is a constant moving target. It is difficult to keep the list up-to-date. Consider adding an appointments list if you are sure it will be maintained, or make it obviously optional in an area like "Other notes".



4. HOURLY ROUNDING

A communication board should track hourly rounding. (In some cases, every two hours during the night.) This activity is very difficult to conduct consistently. The upside is that when a communication board is presented well, your patient, family, and friends feel comfortable knowing that the patient is being checked on regularly. On the other hand, if this is not done, they will be complaining that you don't care. Remember, there is not much to look at in a patient's room so your patients will know if you use the board or not. They may not comment if you don't use it, but this will add to their perceptions of their hospital experience. Don't try and document hourly rounding anywhere else than on the patient information board. Rounding is an important habit to train and require. If it is there it is very important that it is consistently used. A check mark on the board, and the task is done.



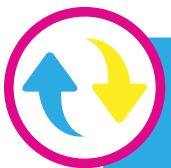
5. PATIENT FEEDBACK

Patient and family feedback needs a place on every patient information board. A board that offers 2-way communication is much more effective. All caregivers must be required to note and answer patient and family questions and requests either verbally on the board. During daily patient care rounding, patients must be asked about their communication board standard question.



6. UPDATE THE BOARD IN THE AM

Ensure you build into the nursing team, the task of updating the entire board first thing each morning. This should not be done at 10 a.m., but early. Out-of-date information indicates to your patient that you are not paying attention and affects their perception of their care. For example, Thursday CANNOT be board when it is Friday.



7. CHANGEABLE

The only thing constant in this world is change. When determining your need for a patient room whiteboard, you may need alternative layouts right from the beginning OR you may want to consider the need to change the layout down the line and purchase a "Changeable Whiteboard" initially. The difference is the frame that is supplied initially. This option may not cost more than ordinary framing depending on that way it is constructed. There are many options and different configurations available.

The 5 Maybe Nots'

For many of these Maybes there is a case for including them on the patient communication boards. In many cases though, the probability that you will be able to keep it current is low. Ensure you have a very basic approach and a fixed nursing routine before attempting to expand the process.



1. CARE TEAM

Don't increase the number of positions shown for the care team on the board to more than a nurse, a doctor, and a nursing assistant. It would be great if you included the respiratory therapist and social worker. However, what is the likelihood that you will ever keep the additional members of the team on the communication board up-to-date on a daily basis, particularly early in the morning?

2. AMBULATION/TURNING WHEEL



Ambulation and a turning wheel is great if you use it and keep it up-to-date, and this pertains to other "specialty" lists, modules or icons that CAN be included on a patient information board. We created an entire board for an ambulatory unit where it was needed and certain to be used. If it is a speciality outside of a speciality unit, it probably will be left unused - not a good application.



3. PATIENT GOALS

Again, a 'patient goals' section is great if you can complete it every day. Example question: "What is the most important thing we can do for you today?" This is very hard to keep up-to-date daily. Because, once it is on the board, you have to do it.

4. SAFETY



Some boards have warnings to the staff such as "Wash your hands". On a patient information board it is more important to make the warnings that apply to the patients. "Call, Don't fall" icons are frequently included and there are others.



5. PATIENT

SOME BOARDS INCLUDE THE PATIENT'S name, ID number or the names of other members of the family. What you include will probably be dictated by the institution's policy. The patient should not have to tell you his name, but it is a good idea to confirm what he wants in that posting and who, if anyone, he wants under family.

A MANUFACTURER'S INPUT



Fonts
Fonts
Fonts



1. HOW BIG A BOARD?

Certainly, the wall space will be a factor and we have made some very specific custom sizes to accommodate that requirement. THE SIZE, HOWEVER, WILL DETERMINE the amount of content, the size of the copy, and overall the ability of the patient to read the preprinted information as well as the notations by caregivers. We can talk with you about these issues if you wish.

2. FONTS, COLOR AND ICONS

The institutions' logo may look great in aqua but that doesn't mean the type can be easily read in that color. Fonts that are exotic or that look great on the printed page are not necessarily right for a board that needs to be read from 10 feet away. Simple fonts work best. Icons are great UNLESS they take up space that really isn't available such as when the board is bi-lingual.



3. LOGOS

We love to print your logos and make the boards personal. While your company may use a ".jpg" to create its stationery, that format does not convert well to a large 24" x 36" image on a patient information whiteboard. When space is an issue, consider "watermarking" the logo into the background of the board, or keep it in the corner of the board.



4. CLEANING THE BOARD

Every manufacturer of dry erase boards has cleaning instructions that are readily available. It is important to make them available to the cleaning staff at least. In a medical environment it is very important to recognize that disinfectant wipes are the most frequently used "cleaner". Many, not all, disinfectant wipes contain surfactants (soap) or other chemicals that clean and disinfect, but also leave film on the surface. The film "collects" dry erase ink and some of it doesn't clean off. Over time the ink collected causes the boards to turn gray. The persons responsible for cleaning often resort to drastic measures to clean off the ink and the boards surface is scratched, and the scratches REALLY hold the ink. Clean with the manufacturer's recommended cleaner. We, for instance, recommend cleaning with isopropyl alcohol. We know that staff will use the disinfectant wipes anyhow - they are right there. The cleaning staff can use the alcohol when they clean and get everything off and back to square one.

CONCLUSION

There are many studies that confirm the value of the effective use of communication boards to improve patient-staff communication. We want to make you the patient boards that YOU want. We may be able to help you get a good result, so give us a call or email, and we'll do our best.

Use your hospital communication boards 100% every day.
They can be a significant factor in improving patient satisfaction.



We thank the blogs from Readiness Rounds for much of the information as presented in their blog - www.readinessrounds.com/blog/patient-satisfaction-communication-boards. Some of their inputs is used here verbatim.

Murerase® Whiteboards - Types and Categories Used in Medical Facilities

Types: All of the examples in every category of Murerase® whiteboards are available either in standard format or as changeable format.

Standard Format:

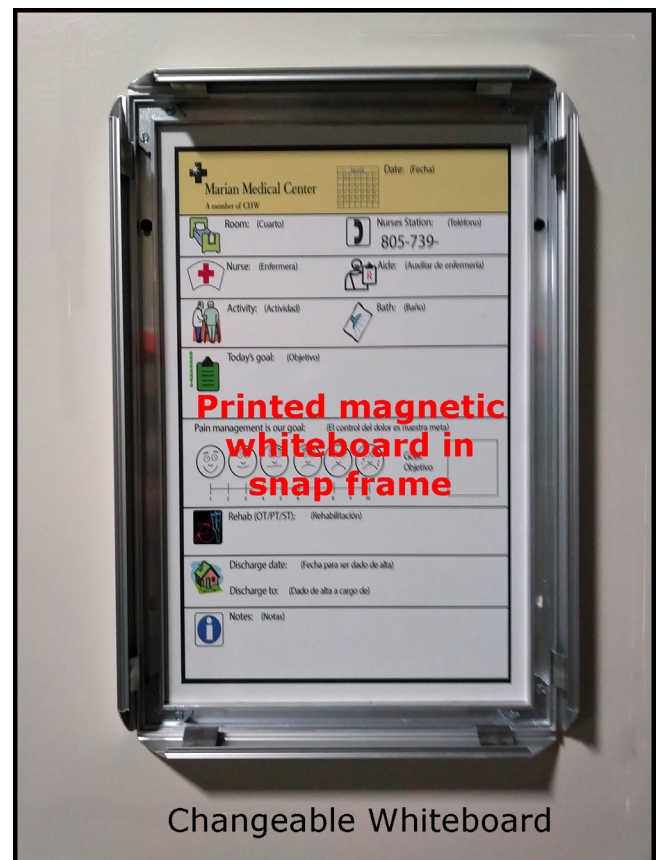
Standard or custom sizes
Magnetic receptive
Fixed aluminum framing

Changeable Format:

Standard or custom sizes
Magnetic receptive
Snap frames - permit insertion of alternative layouts
One piece inserts



Marian Medical Center
A member of CHW



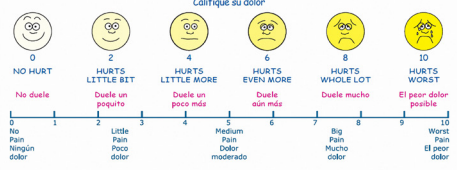
Room: (Cuarto) Nurses Station: (Teléfono) 805-739-
Nurse: (Enfermera) Aide: (Auxiliar de enfermería)
Activity: (Actividad) Bath: (Baño)
Today's goal: (Objetivo)
Pain management is our goal: (El control del dolor es nuestra meta)
Rehab (OT/PT/ST): (Rehabilitación)
Discharge date: (Fecha para ser dado de alta)
Discharge to: (Dado de alta a cargo de)
Notes (Notas)



Categories of Uses in Medical Facilities:

Patient Information Boards: By far the most typical application and one that is used in most hospitals as well as other nursing facilities, clinics and anywhere that communication with the patient is critical. We are showing 6 different patient information boards. All are framed with aluminum framing except the Austin Lakes boards. They are non-magnetic and are fastened to the wall at the black circles in the corners. They vary in size from 18”x 24” to 36”x 48”. All are on our website with additional information about each board www.ddscustom.com/products/hospital-patient-whiteboards

YOUR CARE TEAM		SAFETY	
Nurse _____			
Tech _____			
Doctor _____			
Therapist _____			
MEDICATIONS		COPING SKILLS	
Anticipated Discharge Date _____		Family Session _____	
		Transportation _____	
TODAY'S PLAN			
Goal _____			
Questions _____	AUSTIN LAKES HOSPITAL continuum of care		

Date: Fecha	 dell children's medical center of central texas <small>A member of the  Baylor Family of Hospitals</small>		My Room #: Número del cuarto
Parent(s)/Guardian(s): Padre(s) o tutor(es)	Care Plan: Plan de cuidado		
Phone: Mi Teléfono	Today's Goal: La meta de hoy		
My Nurse: Mi enfermera(o)	Pain Medications: Medicamentos para el dolor	How often can I have it? ¿Con qué frecuencia puedo tomarlo?	When did I have it last? ¿Cuándo fue la última vez que lo tomé?
Phone: Teléfono	Rate Your Pain Califique su dolor  0 NO HURT / No duele / No Pain / Ningún dolor 2 HURTS LITTLE BIT / Duele un poquito / Little Pain / Poco dolor 4 HURTS LITTLE MORE / Duele un poco más / Medium Pain / Dolor moderado 6 HURTS EVEN MORE / Duele aún más / Big Pain / Mucho dolor 8 HURTS WHOLE LOT / Duele mucho / Worst Pain / El peor dolor 10 HURTS WORST / El peor dolor posible		
My Clinical Assistant (CA): Mi asistente clínico			
Phone: Teléfono			
My Charge Nurse: Mi enfermera(o) supervisor(a)			
Phone: Teléfono			
My Attending Doctor: Mi médico a cargo			
My Doctor(s): Mi(s) doctor(es)			
My Other Providers: Mis otros proveedores			

Federal Medical Center Butner

Today's Date:

Monday Tuesday Wednesday Thursday Friday Saturday Sunday
RN:

Physician:

Diet:

Restrictions: Y/N:

Today's Goals/Activities

PT	OT
SLP	RT/MT

* Clean only with soap & water, Expo cleaner, Windex or isopropyl alcohol. Do not use any other cleaners or disinfectants!

CATHOLIC HEALTH INITIATIVES

St. Clare Hospital

A Part of Franciscan Health System

Day/Date:

Room:

Nurse:

Doctor/ARNP/PA:

Care Tech:

Charge:

Diet:

Activity:

Lift Plan:

Goal for the day:

Tests/Procedures:

Your pain is our concern!



Patient / Family Concerns:

Anticipated discharge:

CALL DON'T FALL

WE STRIVE TO PROVIDE EXCELLENT CARE

Today's Date:

Nurse:

Tech:



Pain Scale



Mercy San Juan Medical Center
CHW

Welcome to the Cardiac Telemetry Unit

Date:	Patient's Name:	Call Me:
S M T W T H F S	Room: 8401	Telephone: 916-864-8401
Nurse:	Phone:	Desired Pain Level: <input type="radio"/> 10
Nursing Assistant:	Phone:	Next Pain Medication Time:
Respiratory Therapist:	Phone:	
MD Notes For You:		
When can I go home?	Plan of Care:	What's important to me:
Manager: 537-5486	Family or Friend contact:	
7	8	9
10	11	12
1	2	3
4	5	6

Nurses' Station Tracking Boards: Almost all these boards are larger and don't have the logos or decoration common to the patient information boards. They typically have room numbers running vertically on the left edge with the information on each room tracking along the top horizontally.


Charge RN:		Manager:		Census:
Room	Patient	Physician	Nurse	DC Target Date
733				
734				
735				
736				
737				
738				
739				
740				
741				
742				
743				
744				
745				
746				
747/748				
749/750				
751				
752				
753				
754				
755				
756				
757				
758				
759				
760				
761				
762				
763				
764				

SICU		Hallway Locator Board							Miscellaneous			
Bed/Rm#	Patient Last Name	Team	Doctor	Nurse	Social Worker	D	DT	TDD				
1-4532												
2-4532												
3-4532												
4-4532												
5-4532												
6-4532												
7-4532												
8-4532												
9-4532												
10-4552												
11-4555												
12-4557												

D = Discharge date
 DT = Discharge with travel
 TDD = Tentative departure date

Initials Age Gender	Room #	Information	Initials Age Gender	Room #	Information

Surgery Tracking Boards: These boards range from PreOp control to Count Boards inside the surgery. They are generally very plain, utilitarian whiteboards, and can have very extensive content.

 Oklahoma *Surgicare*

ROOM#	TIME	SURGEON	IV	ATTENTION	ROUNDING	NURSE
1						
2						
3						
4						
5						
6						
7						
8						
PACU						
PACU						

NAME:		PREGNANCY TEST <input type="checkbox"/>		ROOM IN:			
PROCEDURE:		SITE MARKED <input type="checkbox"/>		TIME OUT:			
ALLERGIES:		H&P <input type="checkbox"/>		START:			
ANTIBIOTIC:		METAL:		STOP:			
RN:		SCRUB:		RM OUT:			
SURGEON:		ANES:		TOURN ↑		↓	
LAPS		RAYTEC		NEEDLES		BLADES	
						COTTONOIDS	
						MISC	
TOWELS	BOVIE TIPS	HYPOS	VESSEL LOOPS	SUTURE BOOTS	UMBILICAL TAPE	CLIPS	REELS

PREOP HOLDING

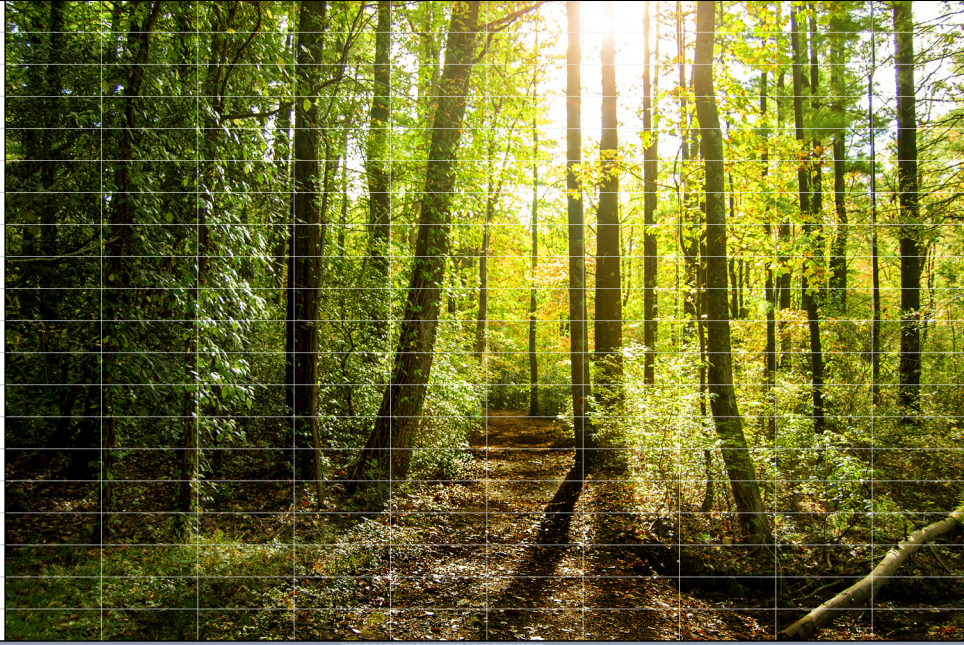
PREOP ROOM	PATIENT NAME	SURGEON	RN	OR TIME
1				
2				
3				
4				
5				
6				

 <h2 style="margin: 0;">TIME OUT</h2> <p>Final Verification immediately prior to procedure</p> <p>NAME: _____</p> <p>MRN: _____ (Confirm 2 Pt. identifiers on ID band, Consent, films, etc)</p> <p>PROCEDURE SIDE/SITE: _____ (Read aloud procedure on Consent)</p> <p>ALLERGY: _____</p> <p>Implants, Blood products, supplies available: yes / na</p> <p>PreOp Antibiotic administered: yes / na</p> <p>VTE Prophylaxis discussed, INITIATED: yes / na</p> <p>Beta Blocker Prophylaxis confirmed/initiated: yes / na</p> <p>For Spinal Surgery Level confirmed by: _____</p> <p>For Cadaveric Transplant Surgery ABO & UNOS # confirmed by: _____</p> <p>Surgeon giving "go ahead" _____</p> <div style="border: 1px solid black; padding: 2px; margin-top: 10px;"> Specimens confirmed at end of case: yes / na </div>	 <h2 style="margin: 0; color: red;">COUNTS</h2> <p>BLADES:</p> <p>RAYTECHS:</p> <p>LAPS:</p> <p>BOVIE TIP:</p> <p>SCRATCH:</p> <p>NEEDLES:</p> <p>OTHER:</p>
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Miscellaneous Boards: We supply custom printed whiteboards in medical facilities for many applications from training, to maintenance tracking, ambulatory progress boards and even organization charts. Every size and type of content that would appear in any large facility.

Walking the Trails of North Georgia





Room #	50 ft	100 ft	150 ft	200 ft	250 ft	300 ft	350 ft	400 ft	450 ft	500 ft
										

High Reliability Organization (HRO) Learning Board

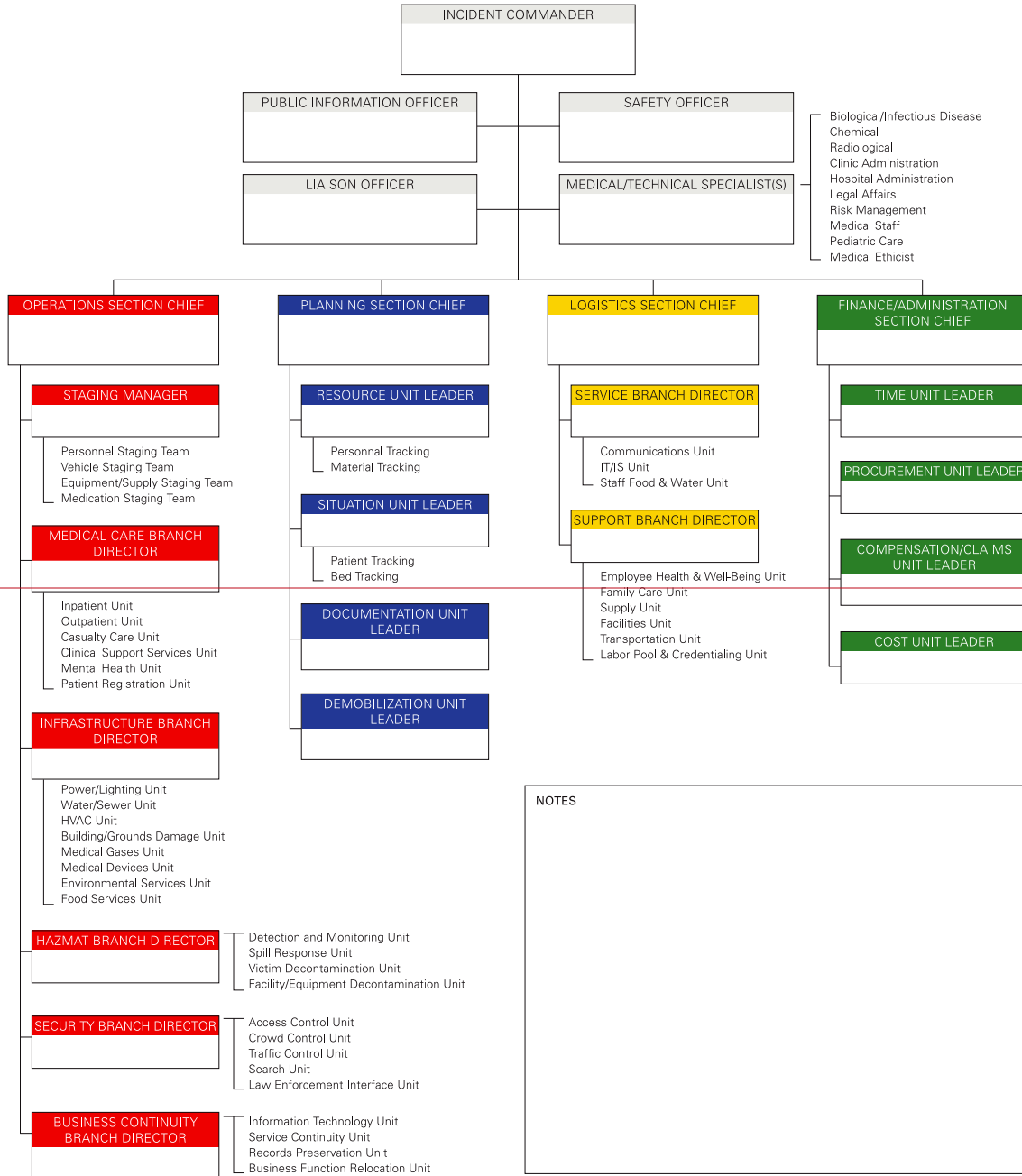
Aims	Progress / Take Away	Staff Action	HRO Safety Behavior

Opportunities Identified from Huddles and Debriefings:				Staff Recognition
Opportunity	Owner	Status	Next Steps / Results	

HOSPITAL ICS ORGANIZATION CHART

DATE PREPARED	TIME PREPARED	OPERATIONAL PERIOD DATE/TIME
---------------	---------------	------------------------------



Data Sheet

This data sheet may not address all the specifications that you may need on your board – especially when it comes to the specialty boards. If, however, you fill out the basics, we can get you a quote and ask whatever questions may need to be addressed.

Type of Whiteboard: Standard Framing Changeable Framing Unframed
Magnetic Non - Magnetic

Size: (check all to be priced/considered) 18"x 24" 24"x 36" 36"x 48"
48"x 48" 48"x 60" 48"x 72" 48"x 96" Custom Size: Width _____
Height _____

How many boards: _____ Which size: _____

How many boards: _____ Which size: _____

How many boards: _____ Which size: _____

Special Considerations: (Check any that apply)

Logo (Please supply a vector image of your logo)

Watermark of Logo or any image

Multilingual – Specify languages _____

Variable Data – This is the placement of specific room numbers or phone numbers on each board
Variable data costs \$1.00 per board per type of data

Safety Notification – (ie. "CALL DON'T FALL") _____

Pain Scale Accessories: Dry erase pens _____ Erasers _____ Cleaner _____

Magnets: We can supply magnets in color, printed and with a dry erase surface. Please note

Size and application: _____

Digital Designed Solutions can supply your specialty applications such as mobile boards, freestanding boards, oversized boards, and rail systems to mention only some types of configurations. We put the customer into custom printed whiteboards. Give us a call with any special applications.

Modular Layouts

Many layouts for Patient Information Boards have been modular design. The difference between modular and non-modular design are shown in the example below:

WIPE ONLY WITH A SOFT CLOTH AND WATER. DO NOT USE PAPER TOWELS.

MIAMI CHILDREN'S HOSPITAL

Today is (Hoy es):

My Doctors are (Mis médicos son):

My Nurse is (Mi enfermera es):

My Nurse's telephone number is (El número de teléfono de mi enfermera es):

My Care Assistant is (Mi asistente es):

Messages (Mensajes):

WIPE ONLY WITH A SOFT CLOTH AND WATER. DO NOT USE PAPER TOWELS.

MIAMI CHILDREN'S HOSPITAL

Name: _____ Date: _____ Day: _____

Nurse: _____ Goal for Stay: _____

Physician: _____ Goal for Today: _____

CNA: _____

Team Members: _____

Plan of Care after Discharge: _____

Discharge Planner: _____

Anticipated Discharge Date: _____

Will You Need Additional Care after Discharge?
 Yes No

Pain Scale:

Patient or family notes to physician or nurse: _____ Family/Significant Other: _____

Pain Scale: None 0 1 2 3 4 5 6 7 8 9 10 Worst Possible

Acceptable Pain Level: _____

Pain Rating Now: _____ Time: _____

Hourly Round Log

	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	02	04	06	Bath
Management																						
Nurse																						
CNA																						

The list below are some examples of modules that we see frequently.

Header:

1. Hospital logo
2. Today's Date and Day
3. Room and phone number

Care Team: (many others can be included, but make sure that they will be updated)

1. Head Nurse or RN
 2. Physician
 3. Tech
 4. Therapy (type)
- Hourly Rounding Log

Discharge:

1. Discharge Date
2. Discharge plan

Notes section:

1. Family notes and contact information
2. Language Preferred
3. Physician notes
4. Nursing care notes

Today's Plan or Activities:

1. Goal for today
2. Goal for the Stay
3. Activities - Lab, Xray, PT

Diet

1. Mobility/Safety/Call Don't Fall
2. Pain Scale
3. Medication/Dosage

There are certainly other types of special modules that might apply such as DNR/Organ Donor/Palliative care in an ICU unit. Separate boards are sometimes used for Vitals, Ambulatory levels and others. We hope this gets you thinking content. See "Some Things to Consider" for guidelines from others.

Custom Printed Whiteboards - THE PROCESS

With many of our customers, we are able to get their project into production in a matter of hours or days. Yet for others, unfortunately, the process can linger on for months. What is the difference? In our experience, if we follow the process it helps us to work together to create the best board that we can for your facility.

Start by reading “Some Things to Consider” on page 3. What is the content?

- Look at our website at all the examples of boards that might come close to working for you.
- What ABSOLUTELY must be on the board?
- Who needs to be able to see what’s on the board?
- How far from the board are they when they are reading it? Classroom; patient room?

Questions?? Ask us - we can help AND want to!

- There is a right size board for every purpose
- Need a sample? We’ll send you a generic one, or if you send us your logo and pick a board from our website that is similar to what you are looking for, we’ll make you one that’s more appropriate

The Quote:

- Size - we can quote a couple sizes
- How many? - any number is OK, but multiple boards are less costly than one
- Magnetic? - we strongly suggest magnetic. It allows the use of magnetic clips for pens and erasers and magnets to edit content at very little cost
- More than one layout - no problem, just let us know
- A zip code allows us to quote freight

Any Accessories?

- Markers - dry erase only
- Erasers - eraser cloths are better
- Chalktrays - we hope not. There are lots of better solutions.
- Cleaners - Whiteboard cleaners are the best. Disinfectant wipes are NOT good

Place the Order -- what happens now!!

- Art/layout is created
- Go here to get what we need - www.ddscustom.com/wp-content/uploads/2017/09/Art-Spec-5-17kxehid.pdf
- There is NO charge until YOU are satisfied and approve the layout
- Nothing goes to production until the customer approves the FINAL layout
- Be careful; take your time
- If you don't like ANYTHING - tell us; we'll fix it

Production - Thanks, but we've got it covered from here!

Shipping / Receiving / Install

- If it's on a pallet, it needs to go to a loading dock
- If you don't have a loading dock, you need to tell us.
- If you can carry it (smaller than 36" x 48"), the trucker will bring it to the back of the truck
- Hardware to install the board will be included. You still need a level and some basic tools. We have installation instructions on our website - www.ddscustom.com/wp-content/uploads/2017/07/Bracket-Hanger-Installation-2017new.pdf
- PLEASE don't sign the bill of lading when receiving your boards without taking a close look at the packages. If they show signs of damage, sign the bill of lading damaged to preserve your ability to make a freight claim. We'll do it for you if it turns out that there are damaged boards. If you sign a clear bill of lading and there is damage, there is nothing we can do about it.

We hope to be very competitive in our effort to obtain your business for printed whiteboards. We've been at it since 2007, and we can make you the best boards available. We look forward to hearing from you and working with you to get you the boards you need.



1101 Sussex Blvd., Suite 5, Broomall, PA 19008

“Manufacturers of Murerase® custom printed whiteboards” and “Made in the USA”.