

The Two-Aspirin Headaches of Tomorrow's Clinicians

...and how today's healthcare technologies are already relieving the pain

Headache #1 Staffing Shortages

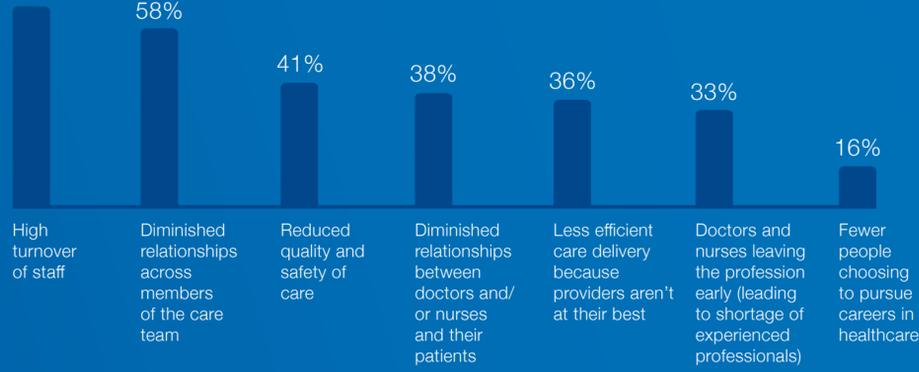
Symptoms

Understaffing contributes to burnout, which can hinder clinician effectiveness and patient care.

Treatment

Help clinicians reduce complexity and scale better with communication solutions that integrate patient information into workflows.

The most critical symptoms of burnout at organizations



Headache #2 Blending Operational Efficiency with Clinical Quality

Symptoms

Workflows are increasingly dependent on IT. Making the right choice about technology investments, and working with IT teams to ensure success, can be a burden for clinical leaders.

Treatment

Tap the expertise of a clinical communication solution provider that can work with your clinical and IT teams to make technology fit your workflows and transform existing processes.

Workflow Example: Doctor Returning a Page

Traditional workflow

- 1 The nurse looks up the right doctor to page using a call list, page and wait, or answering service.
- 2 The doctor receives the page, which may or may not include the phone number for the nurses' unit or the nurses' station landline.
- 3 The doctor calls and might find the nurse unavailable, and might leave a message with a request to call back. The nurse is not immediately aware that the doctor has called.
- 4 The doctor calls and might wait on hold while someone locates the nurse who sent the page.
- 5 The doctor might not be able to wait on hold, so the cycle repeats.

With Vocera

- 1 The nurse pages the doctor by name or role and sends a secure text with a read receipt. The doctor answers or, if busy when the page arrives, returns the call directly to the nurse.

The existing workflow takes five or more steps. Using the Vocera badge and/or a personal or hospital-provided smartphone, the workflow is "one and done".

Headache #3 Delivering an Exceptional Patient Experience

Symptoms

Manual, paper-based rounding processes made it hard to ensure that patient needs are addressed promptly. It can also be difficult to track patient requests and feedback, and recognize trends.

Treatment

Streamline patient rounding by equipping nurses with on-the-go access to data and systems that help them improve interventions, identify gaps in care, recognize top performers, and more.

↑ ↑ ↑
35%
HCAHPS rating

Genesis Healthcare System used Vocera rounding software to increase its overall HCAHPS rating by 35%

El Camino Hospital in California improved key HCAHPS domain scores by 25 points using Vocera rounding software

↑ ↑ ↑
25 points
HCAHPS score

↑ ↑ ↑
11.8%
HCAHPS score improvement

Guadalupe Regional Medical Center increased HCAHPS scores across multiple units, with an overall improvement of 11.8%

Headache #4 Getting Physicians to Adopt New Technologies and Protocols

Symptoms

Busy physicians can be reluctant to change their established ways of working, even if the change will benefit them.

Treatment

We've outlined six steps to help clinical leaders ensure successful physician adoption of new technology solutions.

“ Through this project, we learned that using smartphone technology significantly reduced response time and the number of interruptions physicians experience when caring for patients. ”

Dr. Sean Spina
Clinical Coordinator for Pharmacy,
Vancouver Island Health

Learn more about these pain points and how you can ease them within your organization with this eGuide from Vocera



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