

Vocera Integration with Electronic Health Records

Improving care coordination by extending the power of the EHR

The adoption of Electronic Health Records (EHRs) has revolutionized the way health information is generated and accessed, resulting in improved healthcare quality, patient safety, and care coordination. The EHR automates and streamlines many aspects of the clinician's workflow, and supports important care-related activities including evidence-based decision support, quality management, and outcomes reporting.

EHRs are also changing the way caregivers access information and communicate with one another, and not always for the better. For example, with the transition to computerized provider order entry (CPOE), care team members must regularly log into the EHR or check printers to be made aware of new orders and, depending on the system or user, there may not be an easy way for them to quickly locate the information they need. This inefficient process can cause treatment to be delayed or improperly delivered, potentially leading to longer inpatient stays, a poor patient experience, and care team dissatisfaction.

However, by coupling the rich data and functionality of the EHR with Vocera's real-time communication solutions, health systems can further automate and optimize their clinical workflows, improving care delivery and team efficiency. Through integration with Vocera a notification for a new order can be sent directly from the EHR to the right team member, at the right time, on the right device, with the right information, in the right place—significantly shortening turnaround times.

“Integrating our CPOE process with Vocera has improved our workflow so much that orders are sent within 10 to 30 seconds of physicians placing them, and they can be carried out nearly instantaneously. Plus, it provides guaranteed communication that can be reviewed after the fact.”

Shirley Gusta

IT Manager of Client Services
Genesis Health System

EHR Notifications

Improve team efficiency and patient care with proactive alerts for key events

Information about patients can change rapidly and care team members may not always see time-sensitive updates as quickly as needed, potentially delaying care. EHR notifications enable alerts from the EHR to be delivered directly to the people who need them most on their Vocera® Collaboration Suite mobile application or the Vocera Communication Badge. These simple one-way notifications can be sent for stat orders, critical test results, consult requests, transport and housekeeping requests, patient admissions/discharges/transfers and any other updates the EHR can deliver. This solution changes the workflow from an information “pull” to a proactive “push,” reducing the frequency with which the team needs to check the EHR for updates.



Notifications from the EHR are received on Vocera Collaboration Suite and the Vocera Badge.

EHR Two-Way Integration

Improve patient flow and visibility into event status through real-time EHR updates

Healthcare supervisors and administrators need a clear line of sight into a variety of events in the hospital, particularly as they relate to patient flow. In order for management to obtain reliable up-to-the-minute information, environmental services, transport and other ancillary staff must document regular updates in the EHR. The process of providing those updates can be cumbersome, requiring staff to locate a workstation, log in, navigate to the appropriate area, and document their status. Already busy team members often skip these important steps.

EHR Two-Way Integration simplifies this process, enabling staff to update the status of key events in the EHR directly from their Vocera Badge or Collaboration Suite application. This workflow reduces the frequency and time spent logging into the EHR, streamlining the end user's experience and increasing the likelihood that they will provide timely updates.

The initial application of this technology has been designed for Environmental Services. Housekeepers receive a bed cleaning request on their Vocera Badge, and are prompted to verbally respond when the cleaning is in progress and complete. Their responses automatically update the status in the EHR in real time. An ideal replacement for one-way pager notifications, this solution maximizes housekeepers' time on turning beds instead of focusing on administrative tasks, while improving the accuracy of bed availability information for supervisors. Planned enhancements include the ability for staff to mark the start and end of breaks, and the end of their shift, with verbal commands.

“Vocera’s EHR two-way integration enables a win-win situation for everybody, from our front line staff to middle-level management and senior leadership, to patients themselves which led to bed turnaround times being reduced by over 50%.”

Poonam Erry
EVS Manager
Santa Clara Valley Medical Center

EHR Desktop and Mobile App Integration

Streamline communications and simplify the user experience by linking frequently used applications

Care team members spend significant time reviewing and updating patient charts in the EHR—whether on a computer, or on a mobile device such as a smartphone or tablet. Coordinating effective patient care also requires that they communicate regularly with other members of the team, which they do with the Vocera browser-based web console and mobile application. Simply put, they have multiple tools at their disposal, but must manually switch between applications for efficient collaboration.



Application integration connects clinical and communication applications.

EHR Mobile App Integration enables users to easily access the Vocera Collaboration Suite app directly from their EHR smart phone and tablet apps. EHR Desktop App Integration enables users to access the Vocera Collaboration Suite Web Console from within their

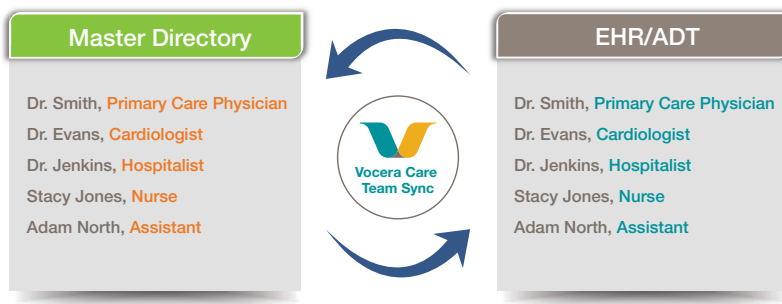
desktop EHR application. In both cases, a customizable link embedded in the EHR provides access to the Vocera calling, secure texting and alert features tailored for the care team member with whom they wish to communicate. And, when they have finished using Vocera, they can click a link to immediately return to the EHR.

This workflow saves staff valuable time, reducing the need to manually switch between programs, improving team efficiency and satisfaction while reducing unnecessary delays in patient care.

Care Team Sync

Improve communication across the extended care team by unifying staff assignment information

Caring for patients is a collaborative process, involving multidisciplinary teams that include a variety of physicians, nurses, and ancillary department staff. Achieving effective communication and collaboration within these teams is challenging, in part because health care organizations tend to maintain accurate data for different members of the care team in different systems. For example, they typically maintain accurate information about the physicians and other providers associated with a patient across multiple care settings in the ADT/EHR. And they maintain accurate information about nurses and other shift-based staff associated with a hospital room/location in Vocera Staff Assignment. However, it is likely that neither system has complete, accurate care team data, which limits the ability for team members to effectively identify and communicate with one another.



Care Team Sync synchronizes and updates ADT and Vocera care team information in real time.

Through bidirectional synchronization, both the ADT and Vocera Staff Assignment systems can provide accurate care team information. Any time an update is made in one system, the data is synchronized with the other. In addition to serving as a trusted source of reference information, this accurate care team data can be used for communication via Vocera. Especially important, physicians and other care providers can now be included in Vocera voice, secure messaging and alert/alarm workflows already utilized by hospital staff. Care Team Sync is also a requirement for the optimal use of EHR Desktop and Mobile App Integration.

Ongoing Innovation

Vocera recognizes the critical role of EHRs in healthcare, and is committed to continued partnerships with our customers and EHR system providers to develop innovative solutions for improved communication and collaboration. Vocera is actively developing new solutions based on customer input, and continually seeking new integration opportunities that can drive measurable improvements in care coordination. Please contact us for more information.

For More Information

Visit www.vocera.com,
email info@vocera.com,
or telephone 1-888-9-VOCERA.



Vocera Communications, Inc.

525 Race Street
San Jose, CA 95126
tel : +1 408 882 5100
fax : +1 408 882 5101
toll free : +1 888 9VOCERA
www.vocera.com

Vocera Communications UK Ltd.

100 Longwater Avenue
Green Park
Reading, Berkshire
RG2 6GP
United Kingdom
tel : +44 0 844 335 1237
fax : +44 0 118 945 0493
www.vocera.co.uk

Vocera Canada

8 Market Street, Suite 300
Toronto, Ontario
M5E 1M6
Canada
tel : +1 416 923 2900
fax : +1 416 923 2981