

# Proactively manage the human experience with Care Calls

Following up with patients by phone after hospital discharge helps reduce 30-day readmissions by over 20%.<sup>1</sup>

## Engage Patients and Staff, Help Improve Outcomes

Vocera® Care Experience is a set of cloud-based applications that is an integral part of the Vocera Platform for clinical communication and workflow. A comprehensive suite of software solutions including Pre-Arrival, Rounds, Care Inform, Care Calls, and Business Intelligence improve the patient and staff experience, regulatory compliance, and quality of care by engaging patients in a data-driven, systematic way across the care continuum from pre-arrival through post-discharge. This brief focuses on the Care Calls module.

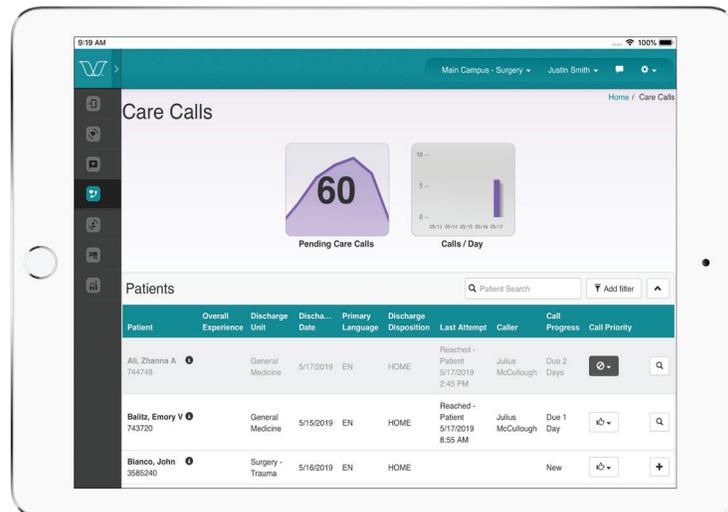
## Care Calls

The Care Calls solution lets you monitor patient and family understanding of and compliance with the post-discharge care plan using best-practice checklists and call scripts to improve patient safety:

- Streamline patient follow-up calls and manage caregiver workflows to avoid redundancies in patient outreach.
- Inform post-discharge outreach by referencing content in the Vocera Care Experience solutions Rounds and Care Inform.
- Through the Business Intelligence module, review activity within the Vocera Care Experience solutions including Care Calls in intuitive dashboards.

“We have built a trusted relationship with the customer service team at Vocera, and that partnership has helped elevate the success of our mobile rounding strategy and the patient experience.”

**Sue Murphy, RN, BSN, MS,**  
Chief Experience Officer  
University of Chicago Medicine



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**Vocera Care Experience** is a comprehensive suite of software solutions including Pre-Arrival, Rounds, Care Inform, and Care Calls. The Business Intelligence module provides information that can help reveal gaps and prioritize improvements.

"I can't say enough about our partnership with Vocera. We appreciate how closely they worked with us to ensure the solution was aligned with our culture, values and goals."

**Daphne Blake, Chief Nursing Officer  
Guadalupe Regional Medical Center**

#### **For More Information**

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<sup>1</sup> Harrison, Patricia L et al. "The impact of postdischarge telephonic follow-up on hospital readmissions." *Population Health Management*. 2011; vol. 14,1: 27-32.