

Proactively manage the human experience with Pre-Arrival Patient Communication

Cancelled surgeries can cost hospitals \$1 million per year.¹

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 Pre-Arrival module.

Pre-Arrival

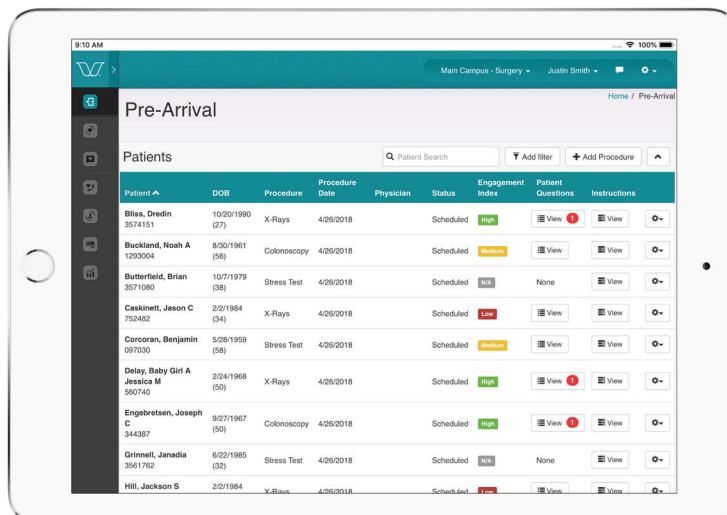
In a single year at one 235-bed hospital, 6.7% of scheduled elective outpatient surgeries were cancelled, costing the hospital nearly \$1 million. Pre-operative clinic visits were identified as one possible solution to this problem,¹ but these can be a resource-intensive and highly manual answer.

With the Pre-Arrival solution, patients and family members at the hospital now receive automatic message notifications prior to admittance that provide critical information such as preparation steps, dietary restrictions, drug interactions, checklists, logistical information, and other reminders:

- Patients and family members can access educational materials around the clock prior to scheduled procedures.
- Health system staff can monitor patient engagement and comprehension to help the pre-admission team gauge preparedness.
- The software provides an at-a-glance view to the pre-admission team if the patient is at risk for cancellation and captures and analyzes cancellation rates and causes.
- Through the Business Intelligence module, review activity within the Vocera Care Experience solutions including Pre-Arrival 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



Patient	DOB	Procedure	Procedure Date	Physician	Status	Engagement Index	Patient Questions	Instructions
Bliss, Dredin 3574151	10/20/1990 (27)	X-Rays	4/26/2018		Scheduled	High	View	View
Buckland, Noah A 1293004	8/30/1961 (56)	Colonoscopy	4/26/2018		Scheduled	Medium	View	View
Butterfield, Brian 3571080	10/7/1979 (38)	Stress Test	4/26/2018		Scheduled	Low	View	View
Caskinett, Jason C 752482	2/2/1984 (34)	X-Rays	4/26/2018		Scheduled	Low	View	View
Corcoran, Benjamin 097030	5/28/1959 (58)	Stress Test	4/26/2018		Scheduled	Medium	View	View
Delay, Baby Girl A Jessica M 560740	2/24/1968 (50)	X-Rays	4/26/2018		Scheduled	High	View	View
Engelbreten, Joseph G 344387	9/27/1967 (50)	Colonoscopy	4/26/2018		Scheduled	High	View	View
Grinnell, Janadia 3561762	6/22/1985 (32)	Stress Test	4/26/2018		Scheduled	Low	View	View
Hill, Jackson S	2/2/1984	X-Rays	4/26/2018		Scheduled	Low	View	View

Health system staff can monitor patient engagement and comprehension to help the pre-admission team gauge preparedness.

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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¹ McCook, A. "Cancelled Surgeries Costing Hospitals Millions." *Anesthesiology News*. May 7, 2012. <https://www.anesthesiologynews.com/Policy-Management/Article/05-12/Cancelled-Surgeries-Costing-Hospitals-Millions/20765>
(Note: Article based on abstract PM23 presented by S Bent at 2012 American Society of Anesthesiologists Conference on Practice Management).