Parkview Health System
Improving Clinical Communications and HCAHPS Scores

Overview
Parkview Health System's mission is to provide the highest quality healthcare to the people it serves. Founded in 1923 in Pueblo, Colorado, Parkview offers general acute health care and behavioral health specialty services. As a private, non-profit organization, Parkview is licensed for 350-beds and provides a full range of healthcare services including the region’s only certified and verified Level II Trauma Center as well as the region’s first certified Stroke Center.

Challenges
- Replace multiple single-purpose devices with a unified communication solution
- Repair lost network connections and unreliable audio and video experiences
- Automate barcode medication administration (BCMA) system

Solution
- Vocera Edge
- Fastlane+ from Cisco and Apple
- iOS Smartphones

Results
- 60-minute average reduction in time spent on documentation, per nurse per shift
- 60% reduction in medication errors with automated BCMA
- More than 80% of clinicians agreed the app improves their ability to communicate patient information

Clinicians no longer have to carry and fumble with various communication devices. Today, each clinician uses an iPhone to reliably deliver most aspects of patient care, from medication administration to clinical team member collaboration and communication.

“Leveraging mobility to allow healthcare professionals to spend less time trying to collaborate with each other and more time providing patient care improves patient safety and the healthcare experience for everyone,” said Steve Shirley, Vice President of Information Technology and Chief Information Officer at Parkview.
The Vocera Edge app improves care team and patient experience because it allows clinicians to access clinical data in context, educate and engage with patients at the bedside, capture richer data, and communicate securely with other care team members.

“Satisfied clinicians empowered with tools to help them provide safer, higher-quality and more efficient care translates to a positive patient experience,” Shirley said. “The impact Vocera Edge has had on our organization is significant.”

**Impact at a Glance**

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<tr>
<th>Impact</th>
<th>Description</th>
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<tr>
<td>250% improvement</td>
<td>in HCAHPS scores in the category of “Communication about Medications” (from 20% to 70%)</td>
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<td>100%</td>
<td>bedside specimen collection, enabling on-the-spot printing of specimen labels</td>
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<td>60% reduction</td>
<td>in medication errors (from 20% to 8%)</td>
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<td>60-minute average reduction</td>
<td>in time spent on documentation and coordination, per nurse per shift</td>
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<td>75% of phlebotomists agreed the app</td>
<td>reduced labeling errors</td>
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<td>75% of phlebotomists reported</td>
<td>response time to urgent specimen collections improved</td>
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<td>More than 80% of clinicians agreed the app</td>
<td>improves their ability to communicate patient information</td>
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<td>Nearly 80% of clinicians agreed the app makes them</td>
<td>feel more connected to their care team</td>
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<td>Majority of nurses and phlebotomists reported the app</td>
<td>improved response time to patient requests</td>
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<td>Half of clinicians agreed the new clinical communication capabilities</td>
<td>reduced interruptions</td>
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Steve Shirley  
VP of Information Technology and Chief Information Officer  
Parkview Health System

For More Information  
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