Is Your Communication Technology Making Work Harder for Care Teams?

Sometimes, the communication technologies healthcare leaders invest in to make care better for patients have the unintended side effect of creating hassles for care teams and frustration for patients and loved ones. Communication technologies unintegrated with the clinical ecosystem are a frequent cause of fragmented communication and workflow.

Here’s why it matters:

<table>
<thead>
<tr>
<th>Alarm Fatigue</th>
<th>Time to Action and Intervention</th>
<th>Communication and Workflow Complexity</th>
<th>Staff Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>80% to 99% of alarms are false and/or clinically insignificant¹</td>
<td>Mortality from sepsis, for example, increases by as much as 8% for every hour treatment is delayed²</td>
<td>Frontline clinicians and staff in hospitals spend at least 10% of their time working around operational failures³</td>
<td>In 2014, 76% of registered nurses reported experiencing workplace violence⁴</td>
</tr>
</tbody>
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Communication methods that fall short include:

- Messaging apps and third-party unified communication apps that don’t work for the clinical environment because they don’t understand clinical roles, don’t maintain an up-to-date directory, and have gaps that cause calls to drop.
- Disparate systems and devices from multiple vendors that send unfiltered, unmanaged alarm and event notifications, and leave urgent notifications waiting in the EHR to be discovered.
- Solutions for patient and family communication that don’t enable nurses to communicate in a meaningful way with multiple family members in unison, resulting in more calls to the floor.

When communication and workflow technologies talk to each other, care team members can more easily talk to each other, too. They can easily access and share essential information about patient care. They have control over patient-family communication, in a way that simplifies workflow and improves the experience for patients and families.

Vocera offers a flexible platform that enables all of this and more, to meet the needs of every hospital or health system.
Simplify the Work of Patient Care with a Comprehensive Communication and Collaboration Platform

With the Vocera Unified Clinical Communications Platform, you can create a better working environment for the whole care team, and a better experience for patients and families. Inside the hospital. Outside the hospital. Throughout the care continuum.

Here are some results our customers have achieved:

<table>
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<tr>
<th>Reduced Alarm Fatigue</th>
<th>Accelerated Time to Action and Intervention</th>
<th>Simplified Communication and Workflows</th>
<th>Strengthened Staff Safety</th>
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<td>63% reduction in alarm fatigue</td>
<td>45% improvement in stroke treatment time</td>
<td>45-minute process eliminated with instant communication</td>
<td>20% decrease in people injured in aggressive incidents</td>
</tr>
<tr>
<td>Sentara Princess Anne Hospital</td>
<td>Metro Health, University of Michigan</td>
<td>Halifax Health</td>
<td>Niagara Health</td>
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</table>

Our platform integrates with your hospital’s clinical ecosystem. This means people can communicate quickly and easily, even in unfamiliar environments. Alarm and event notifications go to the right person at the right time. Urgent notifications with patient, event, and care team context are pushed from the EHR to mobile care teams. And nurses can easily manage proactive communication with patients and families no matter where they are.

Vocera Clinical Communication and Collaboration Solutions

- **Vocera Enterprise**
  Communicate urgently using the ideal device or your role and workflow, including hands-free options.

- **Vocera Edge**
  Enhance care team mobility and simplify the work at the point of care through effective, reliable clinical workflows.

- **Vocera Ease**
  Create a richer, more human connection for patients and their loved ones before, during, and after care.

Vocera Engage
Help reduce alarm fatigue and strengthen patient safety.
Vocera Engage, the Intelligent Workflow Engine

Help reduce alarm fatigue and strengthen patient safety

Vocera Engage is the intelligent core of the Vocera Unified Clinical Communications Platform. It enables routing, escalation, and prioritization of communications and alarm notifications that include context about the patient, event, and care team.

Delivery of notifications is enabled by interoperability with your clinical and operational systems and according to rules your organization sets.

Engage enables more than 150 integrations with clinical and operational systems. It also enables integration with the Dynamic Master Directory, which provides a real-time view of patients and staff. Our Master Directory goes beyond EHR assignment data to make it easy to reach the extended care team.

“The ultimate vision of the clinical leadership team was to reduce interruption fatigue among our staff by ensuring that nurses would not receive secondary notification of a patient monitor alarm if they were within proximity of that same patient monitor.”

Monique Lowery, BSN, RNC-NIC, Clinical Manager at Sentara Healthcare
Choose the Ideal Communication Device for Your Workflow

Vocera Enterprise

Communicate urgently using the ideal device for your role and workflow

Vocera Enterprise solutions are ideal for hospitals that need flexibility in the choice of end-user device.

Vocera Enterprise Devices and Software

Vocera Smartbadge and Minibadge

Say, “OK Vocera” to wake up the Vocera Genie and start communicating hands-free. Use voice commands to easily reach people by name, role, or group. Use the Smartbadge or Minibadge any place where:

- Hands are on the patient and communication is urgent – ED, perioperative care, labor and delivery, etc.
- People need to communicate safely while wearing even restrictive PPE.
- A wearable panic button feature would strengthen safety.

Vocera Vina Smartphone App

Use the Vina smartphone app in places like med-surg or ambulatory care that are suited to asynchronous communication and collaboration. Vina enables closed-loop, patient-centric workflow communication, and makes it easy to:

- View the most important messages first, at the top of the unified, prioritized inbox based on criteria you set.
- Make video calls when communication needs to be face-to-face.

Choose the Ideal Communication Device for Your Workflow

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<th>Device</th>
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<tr>
<td>Vocera Vina on iOS and Android</td>
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<tr>
<td>Vocera Smartbadge</td>
</tr>
<tr>
<td>Vocera Minibadge</td>
</tr>
<tr>
<td>Amazon Alexa</td>
</tr>
<tr>
<td>VoIP Phone</td>
</tr>
<tr>
<td>Laptop or Workstation</td>
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<tr>
<td>Tablet for Rounding</td>
</tr>
</tbody>
</table>

The beauty of Vocera technology is that it truly allows you to choose the device that makes the most sense for your role.”

Deanna Parker, MBA, MHA, BSN, RN, Assistant Vice President Emergency Services at Baptist Health Hardin
Vocera Edge
Enhance care team mobility and simplify the work at the point of care

Vocera Edge is ideal for smartphone-centric hospitals and health systems that use EHR mobile applications. The cloud-based solution simplifies clinical communication and collaboration (CC&C) deployment and system administration by reducing the overhead required to scale.

**Clinical Communication**
- Call or message team members by name, role, group, or extension — or from within an EHR notification.
- See who is calling and why: caller ID presents context including caller, patient, and alarms.
- Send and receive broadcasts and messages with context about recipients, tagged patients, and/or safety concerns.

**Point of Care Nurse Workflows**
- **Nurses:**
  - Save time with the most common EHR documentation workflows and urgent, event-based communication unified in a single smartphone app.
  - Securely access patient data from the EHR at the point of care and write back directly to the patient record through closed-loop, bi-directional communication.

**Physician Workflows**
- **Physicians:**
  - Manage schedules, personal availability status, privacy, and how you are contacted.
  - Easily locate and communicate with the nurse and team members supporting your patients, saving time with each connection.

Team members can communicate and collaborate seamlessly through single sign-on, deep linking with Epic’s mobile apps, and integration with Epic’s Treatment Team.

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

Steve Shirley, MBA, VP of Information Technology and Chief Information Officer at Parkview Health System
Vocera Ease

Create a richer, more human connection for patients and their loved ones before, during, and after care.

Improve satisfaction and engagement for patients, families, and staff. Strengthen patient safety, quality of care, and transparency. Help relieve the anxiety of waiting and wondering and reduce calls to the unit. Send updates from the emergency department, surgery, ICU, and medical floor using a web browser or mobile app. Round on patients and staff in alignment with workflows and goals.

Reporting and Analytics

Vocera Analytics, a core capability of our Platform, is a diagnostic tool that gives you the consolidated, holistic insight you need to more effectively:

- Manage clinician interruptions and communication workflows
- Identify root causes of sentinel events
- Achieve clinical imperatives for improving patient care

Find the information you need quickly with a broad selection of intuitive dashboards and reports.

"The Vocera Ease updates go a long way to alleviate loved ones' anxieties. By receiving real-time messages from our care team members directly on their smartphone, family members no longer worry or risk missing an update from the care team."

Hope Johnson, DNP, MBA, RN, CNOR, NEA-BC, Administrator of Perioperative Services at Lehigh Valley Health Network
Citations