



Driscoll Children's Hospital Utilizes Vocera During Hurricane Harvey

It was less than 24 hours before Hurricane Harvey hit Corpus Christi, Texas. Ann Blakenship, Clinical Coordinator Nursing Resources at Driscoll Children's Hospital, got a call from the Vice President of Patient Care saying, "We need everyone in the command center using Vocera."



Because the Vocera® Communication Badge uses the hospital's Wi-Fi network, which is backed up by the hospital's emergency generator, the executive team thought the hands-free devices would be the most reliable mode of communication. It turns out they were right. Many cell towers were at max capacity and busy during the storm.

While it's standard practice for nurses and other clinical team members to communicate using the Vocera Badge, it was brand new for the hospital's Director of Security, Vice President of Operations, and other executive leaders. There were also some on-call specialists who didn't regularly use the Badge. While Ann was designing a game plan for the emergency communication training, she spoke with her Vocera account manager. He immediately offered to overnight extra Badges. Ann said when she relayed this offer to the leadership team in the command center, the room fell silent.

"The training I received from Vocera was so good that it was easy for me to quickly train others."

Ann Blakenship

Clinical Coordinator Nursing Resources, Driscoll Children's Hospital

"They were shocked and impressed," Ann said. "It says a lot about Vocera and how the company supports its customers, especially in an emergency situation."

Luckily, the hospital had plenty of devices onsite, and Ann quickly trained 20 people how to use the Vocera Badge, many who were in the hallway outside the command center. "It was fast and easy," Ann said. "The training I received from Vocera was so good that it was easy for me to quickly train others."

More Information

Visit <http://www.vocera.com>,
email info@vocera.com,
or telephone 888-9-VOCERA.

Ann also noted that after this experience, many more executives and physicians understand the value of the Vocera solution and have become strong advocates of expanding use of the technology.