

Care Transition

VCT Advisor is used for Generating Reports, Editing/Adding Users and for Monitor Screen activity. For comprehensive information, please login to Advisor at <https://advisor.vocera.com>.

Monitor Screen Guide

Advisor can be used for real-time monitoring of hand-off communications. This feature allows management and caregivers the ability to:

- Visually identify hand-off problems before they occur
- Improve patient throughput
- Manage alerts

Transfer Monitoring

From the patient transfer monitoring screen, the following information can be obtained:

- current hand-off status
 - Green circle = “Incomplete - Within Time Constraint”
 - Yellow triangle = “Incomplete - Approaching Time Constraint”
 - Red Square = “Incomplete - Beyond Time Constraint”
 - Black checkmark = “Complete”
- patient and room location
- name of caregiver entering report
- date and time report entered
- type of report (outgoing or incoming)
- unit from which patient is being sent
- unit to which patient is being sent
- name of caregiver receiving report
- date and time report received
- elapsed time before report received
- link to cancel alert (if alerts are active)
- play audio button

Cancelling Alerts via Transfer Monitoring Screen

It is possible to cancel any active alerts using the transfer report monitoring screen. Simply click the [Cancel](#) link. When “No Alerts” appears in the Alert column, the alert has been canceled.

Receiving Reports via Transfer Monitoring Screen

It is also possible to hear and receive a report from the transfer report monitoring screen. Use the play button located in the play audio column to listen to the content of the transfer report. To mark the report as heard (received), click the “Mark As Received” button (see Fig 4.). Note: using this feature to receive report will end any active alerts and it will no longer be necessary to dial into the system via telephone to receive the report.

User Setup

Searching for Current Users

Editing Current Users

Resetting Accounts

Users with access can reset forgotten Advisor passwords, remove user’s access to VCT and VCT Advisor or unlock an account. All reset passwords will default to the user’s 11-digit User ID/PIN.

Adding Users

Care Transition

Generating Reports

VCT Advisor can be used to measure, monitor, document and hear the quality and improvement of patient hand-offs by providing data in the form of user-specific, patient-specific and/or unit-specific reports.

User Audit Reports

User Audit Reports provide information regarding the activities of a specific user, such as:

- Date and time VCT used
- Source (device used to enter or hear report – phone, computer, iPad, Smartphone. iPod Touch)
- Name of unit associated with action and message
- Patient associated with action and message

Patient Audit Reports

Patient Audit Reports provide management information regarding the reporting activities associated with a specific patient:

- Date and time message entered
- Source (device used to enter or hear report – phone, computer, iPad, Smartphone. iPod Touch)
- Unit in which message originates
- Names of user entering and receiving message
- Unit to which message is sent/received
- Date and time message received

Unit Audit Reports

Unit Audit Reports provide management information regarding the activities for a specific unit:

- Date and time action taken
- Source of action (device used to enter or hear report – phone, computer, iPad, Smartphone. iPod Touch)
- Type of action taken (entered ore received)
- Name of user
- Name of patient or patient ID associated with action and message

Usage Report

Usage Reports provide summary management information regarding overall use of VCT:

- Unit/user using VCT
- Quantity of reports entered, appended or received_for each unit/user
- Average duration for reports entered, appended or received_for each unit/user

Note: Click any unit name and a similar report will appear that provides each individual's use for that particular unit.

Transfer Throughput Report

Transfer Throughput Report provides management information regarding the efficiency of patient throughput for any given unit/department. Based on a unit's policy and procedure for receiving (hearing) patient transfer reports, the Transfer Throughput Report provides the percentage of reports completed within a given period of time.

Transfer Throughput Statistics

Transfer Throughput Statistics Report provides management with statistical information regarding the efficiency of patient throughput. This report differs from the Transfer Throughput Report by providing each unit's average time to receive (hear) a patient transfer report, instead of the actual throughput rates for a particular unit or department found in the Transfer Throughput Report.

Care Transition

Shift Monitoring

From the shift report monitoring screen, the following information can be obtained:

- current hand-off status
 - green (circle) = new or completed
 - yellow (triangle) = has not yet been completed
 - red (stop sign) = has not yet been completed
- patient and room location
- name of caregiver entering report
- date and time report entered
- time shift ends
- name of caregiver receiving report
- date and time report received
- date and time next shift report due

Yellow and red icons appearing within the “Entered At” and “Received At” columns indicate the status of the report at the time it was entered or received.