



# Major Health Partners

Advancing care team communication and patient satisfaction

## Impact at a glance\*

- **8.4% improvement** in quietness of hospital environment scores
- **7.7% improvement** in average on-time surgical starts
- **5.5% improvement** in overall patient satisfaction with ED physician encounters
- **8.1% improvement** in patient satisfaction with nursing scores
- **2.6-minute decrease** in ED Door-to-Decision time

“Before selecting the Vocera Platform, we considered several factors that had limited us in the past. We needed a solution that would help us serve patients now and in the future, as well as one that could easily expand as we grow. The Vocera solution was the ideal choice.”

– **David Augsburger, MSN, MBA, RN, CCRN**

Director of Clinically Integrated Technology and Systems  
Major Health Partners

“We’re a community hospital. We serve in a rural region about 30 minutes away from the Indianapolis Metropolitan area. With hospitals our size, there can be stigma that because you’re small and not a tertiary center, you’re not able to provide first class patient care,” said Linda Wessic, RN, MBA, Vice President and Chief Operating Officer/Chief Nursing Officer at Major Health Partners (MHP). “At MHP, that couldn’t be further from the truth. Our outcomes prove that our patients have access to all of the advantages and innovation found at large urban hospitals, combined with genuine personal service.”

## Challenges

In 2017 the hospital more than doubled in size, added services and brought the outpatient lab, provider practices, and all acute, ambulatory and specialty services under one roof. Additionally, the emergency department (ED) doubled in size.

“Our state of communication pre-move was complicated with multiple, disparate methods that included overhead paging, desk phones, communication devices, cell phones, HIPAA-compliant apps, pagers and even the ‘yell down the hallway’ approach,” explained David Augsburger, MSN, MBA, RN, CCRN, Director of Clinically Integrated Technology and Systems at MHP. “It was an environment that created barriers and hassles for staff with no global strategy for communication, which led to each unit fending for themselves.”

Leadership was tasked with building a culture of trust and collaboration among 1,100 plus employees and scaling a single technology solution for all care team communication and collaboration. Expecting more than 1,000 patient visits a day, it was critical for MHP to find a communication solution that made it fast and easy for nurses, physicians and other care team members to connect.

## Vocera solution

“Key to our new facility design was moving away from the large, centralized nursing stations we previously had, and building decentralized workstations,” Wessic recalled. “We knew that with the right communication technology platform, we would be able to implement a decentralized model while keeping our care teams closer than ever.”

MHP already had some hands-free Vocera communication devices in place prior to moving to the new hospital. The strong relationship between MHP and Vocera team members helped hospital leaders make their choice for purchasing the Vocera Platform for an enterprise-wide deployment.

“Before selecting the Vocera Platform, we considered several factors that had limited us in the past. We needed a solution that would help us serve patients now and in the future, as well as one that could easily expand as we grow,” said Augsburger. “The Vocera solution was the ideal choice.”

After mapping clinical workflows, identifying gaps and understanding clinicians’ preferences, the clinical and IT leaders set out to find a reliable, device-agnostic solution. Leaders also wanted a solution that would provide contextual information to make alerts, notifications and messages more meaningful.

“We had a unique opportunity to build a new facility, which required a complete redesign of our processes. A Vocera consultant helped us design the most efficient and effective clinical workflows, while keeping the patient front and center,” explained Augsburger.

MHP deployed wearable Vocera communication devices, including the Vocera Smartbadge, the Vocera mobile application and the Engage intelligent workflow engine. Vocera Engage enables interoperability with other systems and delivery of filtered, prioritized alarm and event notifications. It includes Engage Medical Device Alarm Notification (EMDAN), FDA 510(k)-cleared middleware, to deliver secondary alarm and event notifications.

MHP leveraged its Vocera solution to unify clinical communications while giving care team members the freedom to use the device that works best for their role. It integrated its two nurse call systems, telephony system and electronic health record (EHR) system with its Vocera solution to provide caregivers with actionable information and prioritized alarm and event notifications. The organization's innovative, two-way EHR system integration makes it easy to provide real-time updates to the status of key events in the EHR for environmental services, transport, and other staff to help manage patient flow.

## Results\*

In a new hospital more than double the size of the previous facility, MHP clinicians are connecting faster and more easily using a single communication platform – one that integrates with the EHR, telephony and nurse call systems to simplify and improve clinical workflows.

“Our hospital is physically bigger than ever, and yet, the relationship between care team members has never been stronger,” said Wessic.

The secure communication platform supports both corporate and bring-your-own-device policies so physicians, nurses and other care team members can use the mobile device of their choice to securely connect and collaborate with colleagues. Clinicians don't need to worry about phone numbers or device type when trying to reach other team members. The intuitive Vocera system lets them connect by simply saying a person's name, role, group or patient room number – making it easy to reach the right person, on the right device at the right time.

“We have eliminated so much of the wear and tear – physically and emotionally – on our care teams,” said Wessic. “No longer is the focus on running around, trying to find the right person. With the Vocera solution, care team members are taken care of, and they can focus on what they signed up to do – provide the best patient care.”

The Vocera mobile app isn't the first HIPAA compliant app that MHP leadership attempted to roll out to physicians. However, it is the first that has had superb adoption. “The mobile app from Vocera is certainly physician's preferred choice when it comes to smartphone apps,” explained Wessic. “We've tried several other systems in the past, and adoption was dismal.”

“One of our proudest accomplishments is creating a clinical communication platform that our physicians actually want to use,” said Augsburger. “Physicians have been quick to leverage stand-out capabilities of the new system, including the ability to securely share test data and patient exam details in real time.”

The immediacy of connection has made day-to-day operations much more efficient at MHP. Since moving to its new facility and implementing Vocera technology, MHP has been able to eliminate the need for a communication liaison.

“Prior to Vocera technology our communication went through a bottleneck that occurred in the switchboard or with the telephone operator,” recalled Wessic. “For example, if you needed Dr. Smith, you would call the operator to have them page the doctor. Dr. Smith would then call the operator back, and the operator would then transfer that call back up to you. By the time all of that happened, you may be with another patient.”

Additionally, the need to overhead page has been eliminated, helping to provide a quiet, healing environment for caregivers and patients. Care team safety has improved, too.

“We've had nurses in dangerous situations where they need security in the room immediately,” Wessic said. “Because we are all on the Vocera system, anyone can get help with the push of a button.”

“We are blown away by the successful design and deployment of our enterprise-wide mobile communication strategy, powered by Vocera,” said Augsburger. “And we aren't stopping here. We will continue making state-of-the-art improvements to our new mobile ecosystem.”

\*In addition to Vocera technology, the facility's results may reflect the additional training, policies, procedures and specific configuration parameters implemented by the facility. The results are not necessarily representative of what another facility may experience.

Stryker Corporation or its divisions or other corporate affiliated entities own, use or have applied for the following trademarks or service marks: Stryker, Vocera Engage, Vocera Smartbadge, Vocera. All other trademarks are trademarks of their respective owners or holders. The absence of a product or service name or logo from this list does not constitute a waiver of Stryker's trademark or other intellectual property rights concerning that name or logo. Copyright © 2022 Stryker. AC\_MHP\_CS\_1348\_11\_15\_22. M0000012056 REV AA.

“We've eliminated so much of the wear and tear – physically and emotionally – on our care teams. No longer is the focus on running around, trying to find the right person. With the Vocera solution, care team members are taken care of, and they can focus on what they signed up to do – provide the best patient care.”

– **Linda Wessic, RN, MBA**

Vice President and Chief Operating Officer/Chief Nursing Officer  
Major Health Partners



“It's as easy as routine texting to incorporate the opinion of remote specialists into the assessment plan of a patient.”

– **Cary Zietlow, MD**

Hospitalist  
Major Health Partners

For More Information

Visit [vocera.com](http://vocera.com),

email [info@vocera.com](mailto:info@vocera.com)

or call **+1 888 9VOCERA**

**Vocera, now part of Stryker**

3030 Orchard Parkway

San Jose CA, 95134

t: +1 408 882 5100

f: +1 408 882 5101

toll free: +1 888 9VOCERA

[vocera.com](http://vocera.com)