stryker

stryker

For More Information
Visit vocera.com
Email info@vocera.com

Vocera®
Clinical Communication and Workflow Platform

Citations

1. Fernandes, Chrystinne, et al. "Detecting False Alarms by Analyzing Alarm-Context Information: Algorithm Development and Validation." JMIR Med Inform. Volume 8(5), 2020.
2. McGregor C. "Improving time to antibiotics and implementing the 'Sepsis 6'." BMJ Open Quality 2014; 2:u202548.w1443. doi: 10.1136/bmjquality.u202548.w1443.
3. Tucker, A.L., Heisler, W.S., Janisse, L.D. "Designed for workarounds: a qualitative study of the causes of operational failures in hospitals." National Library of Medicine. Summer 2014.
4. Bucceri Androus, Amanda. "Protecting Our Own: Nurses and Workplace Violence." Registered Nursing.org. Updated/Verified 22 Sep, 2021. https://www.registerednursing.org/ articles/nurses-workplace-violence/
5. Walkup, Greg. "The Journey of Intelligent Alarm Management in a NICU." AAMI, 12 Dec. 2016, https://www.aami.org/docs/default-source/foundation/alarms/seminars/121216_sentarahealth.pdf
6. "University of Michigan Health-West: Streamlining clinical communication saves time, brain cells and lives." Vocera, 2023, www.vocera.com/resource/connected-care-teams-metro-health-university-michigan-health-save-time-brain-cells-and-lives
7. "UnityPoint Health Allen Hospital - Relieving nurse burden and strengthening safety." Vocera, 2023, https://www.vocera.com/resource/case-studies/unitypoint-health-allen-hospital-relieving-nurse-burden-and-strengthening
8. "Niagara Health - Unifying communications across the enterprise." Vocera, 2023, www.vocera.com/resource/case-studies/niagara-health-unifying-communications-across-enterprise

† Availability of some integrations may be limited in your country. Please inquire about the specific workflows that you need.

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:

Alarm fatigue

80% to **99%** of alarms are false and/or clinically insignificant[1]

Time to action and intervention

Mortality from sepsis, for example, increases by as much as **8%** for every hour treatment is delayed[2]

Communication and workflow complexity

Frontline clinicians and staff in hospitals spend at least **10%** of their time working around operational failures[3]

Staff safety

In 2014, **76%** of registered nurses reported experiencing workplace violence[4]

Communication methods that can create complexity 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.

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

We offer a flexible platform that enables all of this and more, to meet the needs of every hospital or health system.
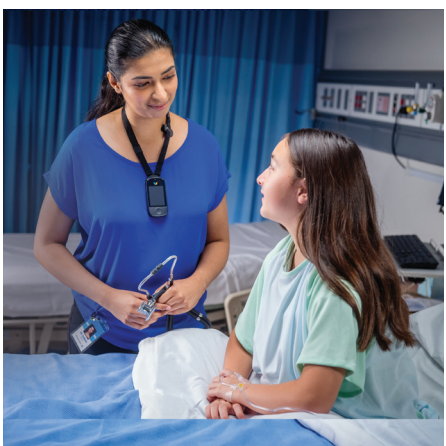
Simplify the work of patient care with a comprehensive communication and workflow platform

With the Vocera Clinical Communication and Workflow 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*

Reduced alarm fatigue

54% reduction in duplicative alarms[5]

Sentara Princess Anne Hospital

Accelerated time to action and intervention

47% improvement in Door-to-Needle time[6]

University of Michigan Health-West

Simplified communication and workflows

22-minutes saved per bedside nurse per patient discharge[7]

UnityPoint Health – Allen Hospital

Strengthened staff safety

20% decrease in people injured in aggressive incidents[8]

Niagara Health

Our platform integrates with your hospital's clinical ecosystem. This means people can communicate quickly, even in unfamiliar environments. Alarm and event notifications can go to the right person at the right time. Urgent notifications with patient, event and care team context can be pushed from the EHR to mobile care teams.* And nurses can manage proactive communication with patients and families.

Clinical communication and workflow solutions

Vocera Smartbadge and Minibadge

Communicate urgently using the ideal device for your role and workflow, including hands-free options

Vocera Edge™

Enhance care team mobility and simplify 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®

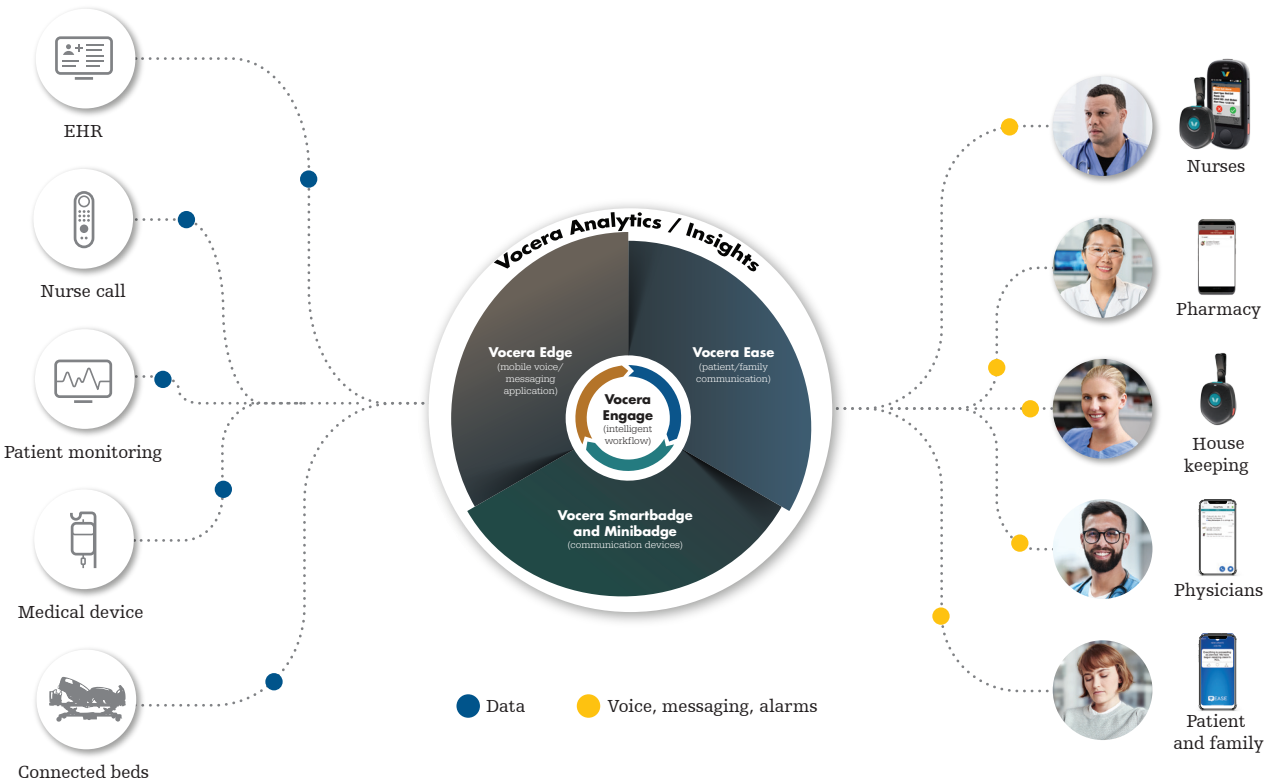Help reduce alarm fatigue and strengthen patient safety

Vocera Engage, the intelligent workflow engine

Help reduce alarm fatigue and strengthen patient safety

Engage is the intelligent core of the Vocera Clinical Communication and Workflow Platform and includes Engage Medical Device Alarm Notification (EMDAN), FDA 510(k)-cleared middleware. It enables routing, escalation and prioritization of communications and alarm notifications that includes context about the patient, event and care team. Prioritization is based on your facility's protocols and technology configuration.

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 near real-time view of patients and staff. Our Master Directory goes beyond EHR assignment data to include the extended care team.

EHR

Nurse call

Patient monitoring

Medical device

Connected beds

Vocera Analytics / Insights

Vocera Edge (mobile voice/ messaging application)

Vocera Ease (patient/family communication)

Vocera Engage (intelligent workflow)

Vocera Smartbadge and Minibadge (communication devices)

● Data   ● Voice, messaging, alarms

Nurses

Pharmacy

House keeping

Physicians

Patient and family

> " Interoperability between our many clinical systems and the Vocera app helps improve the healthcare experience for both patients and nurses by helping create a quieter environment with fewer nuisance alarms."
>
> **– Jacob Kittinger, RN Manager of Clinical Support Owensboro Health**

Vocera Smartbadge and Minibadge

Be connected. Be protected.

Communication devices

Say, "OK Vocera" to wake up the Vocera Genie and start communicating hands-free. Use voice commands to reach people by name, role or group.

Use the Smartbadge and Minibadge in environments where:

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

Choose the ideal communication device for your workflow

📱📱	Vocera on iOS and Android
📱	Vocera Smartbadge
🎧	Vocera Minibadge*
☎️	VoIP phone
🖥️	Laptop or workstation
📱	Tablet

> " 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**

*Minibadge is not available with EMDAN configuration

Vocera Edge

Enhance care team mobility and simplify the work at the point of care

Vocera Edge is a good choice for smartphone-centric hospitals and health systems. The cloud-based solution simplifies clinical communication and workflow deployment and system administration by reducing the overhead required to scale.

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.
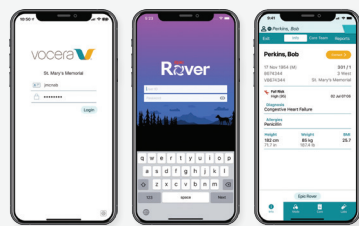
Epic Rover and Epic Haiku
- Clinical documentation
- Order entry
- Secure chat/text

Vocera Edge
- Voice and video
- Event notifications and alarms
- Physician-centric features

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

- Help 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

- Manage schedules, personal availability status, privacy and how you are contacted.
- Locate and communicate with the nurse and team members supporting your patients, helping to save time with each connection.

Vocera Ease helps improve satisfaction and engagement for patients, families and staff while helping strengthen patient safety, quality of care and transparency. Ease helps relieve the anxiety of waiting and wondering and reduces calls to the unit. Ease enables sending updates from the emergency department, surgery, ICU and medical floor using a web browser or mobile app and rounding on patients and staff in alignment with workflows and goals.

Keep loved ones informed with secure, messages using unlimited multi-lingual templates, photos, videos and group video conferencing.

Measure patient and family satisfaction and enable families to send positive feedback to nurses with customizable real-time surveys.

Support care decisions and allow face-to-face communication when patients and families can't be together.
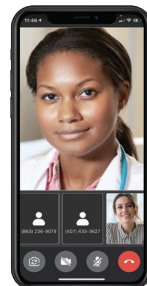
Vocera Ease

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

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.

"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

"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