stryker

Parkview
Health System

Improving clinical communications and HCAHPS scores

Organization overview

Parkview Health System's mission is to provide the highest quality healthcare to the people it serves. Founded in 1923 in Pueblo, Colorado, Parkview offers general acute health care and behavioral health specialty services. As a private, non-profit organization, Parkview is licensed for 350-beds and provides a full range of healthcare services including the region's only certified and verified Level II Trauma Center as well as the region's first certified Stroke Center.

Challenges

- Replace multiple single-purpose devices with a unified communication solution
- Repair lost network connections and unreliable audio and video experiences
- Automate barcode medication administration (BCMA) system

Solution

- Vocera Edge
- Fastlane+ from Cisco and Apple
- iOS Smartphones

Results*

- 60-minute average reduction in time spent on documentation, per nurse per shift
- 60% reduction in medication errors with automated BCMA
- More than 80% of clinicians agreed the app improves their ability to communicate patient information

Challenges

Parkview Health System (Parkview), a 350-bed non-profit hospital in Pueblo, Colorado, wanted to improve inefficient and inconsistent clinical communication methods. Staff carried multiple single-purpose communication devices with patchy network connections, which resulted in fragmented communications and workflows and negatively impacted both patient and staff experience.

Parkview needed a robust wireless infrastructure and effective clinical communication solution for smartphones to help ensure reliable communications without lost network connections. The organization also wanted a way to automate its barcode medication administration (BCMA) system.

Solution

To address inefficiencies, Parkview implemented a wireless wellness program and a robust mobile strategy, providing 800 iPhones to clinical staff across the enterprise with the Vocera Edge smartphone app installed. The program included upgrading the Cisco network with the Apple and Cisco Fastlane+ capability, which enables iOS devices to connect quickly to the best available wireless access points even when roaming. Fastlane+ allows the Edge app to receive prioritized network bandwidth over non-critical apps.

Edge makes it easy for Parkview's nurses to securely access patient data from the MEDITECH electronic health record (EHR) at the point of care and document directly to the patient record. Additionally, physicians can easily locate and communicate with the care team members supporting their patients.

The organization uses Vocera Edge to automate its BCMA system to ensure that the right person is receiving the right medication or service at the right time. Using the Edge app, a clinician scans the barcode on his or her ID card to log in. He or she can then access real-time patient data and upload information from the bedside into the patient record. The Edge solution automatically detects when the first dose of a medication is being administered and notifies the clinician to educate the patient and inquire about questions or concerns. From the app, the clinician can document the interaction in the EHR.

Results

Clinicians no longer have to carry and fumble with various communication devices. Today, each clinician uses an iPhone to reliably deliver most aspects of patient care, from medication administration to clinical team member collaboration and communication.

"Leveraging mobility to allow healthcare professionals to spend less time trying to collaborate with each other and more time providing patient care improves patient safety and the healthcare experience for everyone," said Steve Shirley, Vice President of Information Technology and Chief Information Officer at Parkview.

The Vocera Edge app helps improve care team and patient experience because it allows clinicians to access clinical data in context, educate and engage with patients at the bedside, capture richer data and communicate securely with other care team members.

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

Impact at a glance*

- **250% improvement** in HCAHPS scores in the category of "Communication about Medications" (from 20% to 70%)
- **100% bedside specimen collection**, enabling on-the-spot printing of specimen labels
- **60% reduction** in medication errors (from 20% to 8%)
- **60-minute average reduction** in time spent on documentation and coordination, per nurse per shift
- **75% of phlebotomists agreed** the app reduced labeling errors

- **75% of phlebotomists reported** response time to urgent specimen collections improved
- **More than 80% of clinicians agreed** the app improves their ability to communicate patient information
- **Nearly 80% of clinicians agreed** the app makes them feel more connected to their care team
- **Majority of nurses and phlebotomists** reported the app improved response time to patient requests
- **Half of clinicians agreed** the new clinical communication capabilities reduced interruptions

*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..

60%
Reduction in medication errors

"Leveraging mobility to allow healthcare professionals to spend less time trying to collaborate with each other and more time providing patient care improves patient safety and the healthcare experience for everyone."

– Steve Shirley
VP of Information Technology and Chief Information Officer
Parkview Health System

For More Information
Visit **vocera.com**,
email **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