

Responder IV and Vocera® Revolutionize Patient Care with Hands-Free Wireless Voice Communications.

FACILITY: St. Agnes HealthCare, Baltimore, MD

FACILITY

St. Agnes HealthCare is a 299-bed, full-service community teaching hospital located in Southwest Baltimore, with residency programs in a number of medical/surgical specialties. A member of Ascension Health, the largest non-profit healthcare organization in the nation, St. Agnes is dedicated to reaching new heights in community and patient services, while providing faith-based health care.

MISSION

As part of an information enhancement initiative that began in 2003, St. Agnes was looking for ways to improve communication within the facility. The nurses' station had traditionally served as a hub for department activity, where the majority of patient-centered communication occurred.

The hospital was committed to mobilizing its staff – allowing them to receive and share information anywhere on the unit. The objective was two-fold: streamline staff workflow and deliver the highest level of patient care.

RESULTS

- Time-Savings Of More Than 30 Minutes Per Day Per Nurse
- 94% Decrease in Overhead Paging
- Communications Five Times Faster Than Other Methods
- Smoother Communication, More Efficient Workflow Across Groups
- Improved Risk Management Through Audit Trails



“Nurses welcomed this new technology because it was easy to see the positive impact it would have on patient care.”

Bill Greskovich, Chief Information Officer

THE ANSWER

Responder IV With Vocera Voice Recognition Technology

St. Agnes launched one of the first projects of its kind in the U.S., - integrating a nurse call system with voice recognition technology. The plan was ambitious, the technology was cutting edge ... and it took the combined resources of Vocera, Emergin and Rauland-Borg to make it happen.

The nursing staff is notified of a patient call by an alert tone on the Vocera Communications badge, which displays call information on a LCD screen. When the text-to-speech feature is activated, the system will announce Room Number, Bed Number and Call Priority and ask, “Would you like to be connected?” A simple “Yes” initiates the conversation path from the caregiver to the Responder IV bedside station.

The nurse call integration with a hands-free device lets nursing staff better care for patients, often answering a patient's needs while on the way to – or occupied with – other duties.

“The staff loves it. They enjoy having direct contact with patients while saving time and steps.”

Kathi Diver, Nurse Manager

VOCERA
COMMUNICATIONS®
SYSTEM



The Vocera Communications System consists of two main components: Vocera System Software and the Vocera Communications Badge. The wearable badges, weighing less than two ounces, permit quick, one-button access to other users on the System and connects to outside phones through PBX integration.

System features:

- Voice-activated controls, offering hands-free ability to answer calls
- Ability to designate the party to be called by name, title, function or group
- Conference calling, broadcast and voice mail messaging
- Ability to call to and from the badge through the PBX to phones inside and outside the hospital



I M P R O V E D P E R F O R M A N C E

The benefits of the Responder IV/Vocera integration were far-reaching. The Unit Secretary and Nursing Staff reported timesavings of more than 30 minutes per day. Mobile and direct communication with patients allowed caregivers to speed response times.

Kathi Diver explained, "The staff is able to wear the lightweight badge, allowing for hands-free communication without having to dial or remember extension numbers." Overhead paging was almost completely eliminated, creating a quieter, more recuperative environment.

S T A F F S A T I S F A C T I O N

Nurses agreed that the Vocera/Responder IV integration improved workflow. Bill Greskovich, St. Agnes' CIO stated, "User activation was far simpler than I expected. Our nurses were able to access voice and/or text messages in no time. The integration was so seamless that our staff was able to adapt very quickly."

