

Vocera-Based Rounding

What's a Vocera?

A point-of-care communication device that OHSU nurses use for RN-multidisciplinary communication.

Why?

Nurses are usually the first contact for patients and families and thus field many questions/concerns. Understandably, RNs desire timely communication with physicians about patient care decisions in order to stay informed and structure their day. There is currently no standard best practice for physician-RN communication, which we suspect is inconsistent, of varying quality, and may indirectly affect patient experiences as measured by Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores. In our current model, geographic, temporal, and workload barriers prevent consistent physician-RN rounding. Vocera may provide imperfect solutions to these communication challenges and facilitate more face-to-face time, foster healthier interdisciplinary relationships, reduce page/call back burden, and ultimately improve patient experience and safety.

What's the Goal?

Best practice for physician rounding should include a face-to-face exchange with each nurse, ideally at bedside, every day, once the initial plan for the day has been established.

Note that Vocera should be used only to facilitate rounding. Nurses should not be calling you on Vocera for issues that currently go through the paging system.

How does it work?

1. Resident picks up their team-specific Vocera from 14C or 5C HUC (both units will have a Vocera for each team) and an RN-patient assignment sheet when starting rounds on that particular unit.
2. The HUCs should log in your Voceras (by team) ahead of time, but in case this doesn't happen, log in by pressing the silver button and stating "General Medicine (team #)"
3. Vocera the RN (press the silver button and state "Call (RN's first and last name)" near the end of each patient presentation to let them know the A/P is ready but move on to your next patient unless the RN is immediately available.

4. If the nurse is not able to rendezvous with your team until you've moved onto the next patient, please allow them to briefly interrupt to exchange information about their questions, concerns, etc. and the plan for the day.
5. When finished rounding on 14C and 5C, return the Vocera to the HUC. The devices are expensive and RN staff has asked they not leave their individual units.
6. Log out by pressing the silver button and state "Log Out."
7. Indicate on the rounding sheet if the RN was able to rendezvous with the team. We will be tracking this data.

Notes

1. When referring to a patient on Vocera, use their room number instead of their name to avoid HIPAA violations.
2. Understand that nurses are extremely busy before noon and often do not have time to attend the entirety of presentations. They are most interested in the day's plan.

Wearing the Vocera

- Place 6-8 inches below your chin on your shirt or white coat
- Don't touch the badge while speaking
- Speak at a normal tempo

Wearing your Vocera correctly ensures that the Vocera "Genie" will hear only your voice and cancel out other noises that occur outside of the "speech zone." If you hold your Vocera while using it to talk, you will inadvertently cover the speakers, microphones, and antenna and remove it from the "speech zone" making it difficult for the device to register your voice.

Buttons

- Silver Call Button (Answer, Hang up, indicates "yes" to questions from Vocera "genie")
- Top black "Do Not Disturb" button (cancels incoming call)
- Three small side buttons (volume up / menu / volume down)

Logging In

- Press the silver call button
- Say "General Medicine (team #)"

Basic Calling

- Press the silver call button
- Say “Call” and state the person’s first AND last name.

Using Vocera as a Telephone

- Press the silver call button
- Say “Dial Extension x-xxxx”

Calling Vocera from a Landline

- Dial 4.9809 and follow the prompt for saying the name or group
- From outside OHSU dial 503.494.9809

Cleaning

- Use sanitizing wipes, not alcohol swabs