

Moving from Pagers and Bleeps to Smartphones in Hospitals: It Changes More Than Just Communication

Better communication for about the same price as bleeps

The National Health Service (NHS) uses 10 percent of the world's pagers at a cost of £6.6m annually, and the Health Secretary has now [called for the NHS to be rid of them](#).

For about the same price as bleeps, NHS hospitals can have two-way communication from Vocera that is secure, reliable, direct, and instant.

Yet replacing a technology that's been in place for more than 50 years is no small matter. It affects more than just the way consultants and nurses communicate; it changes the way they practice. That's why it's critical to choose the right communication technology partner.



Have a secure, patient-centred conversation with one person or a group.

Giving consultants more of what they want

For consultants to willingly give up pagers and bleeps and consumer messaging apps, they must be given an alternative that does as good a job or better of delivering the value that matters to them. The Vocera® Collaboration Suite mobile app rises to this challenge.

More control than with pagers and bleeps

Pagers and bleeps allow consultants to have control over communication because they can decide if and when to respond. Vocera Collaboration Suite provides even more control with a Do Not Disturb feature that can be overridden for truly urgent matters. Consultants receive messages with patient context included so they can quickly determine priority.

More secure messaging

The appeal of consumer messaging apps is that they allow consultants to easily communicate with an individual or a group. Vocera Collaboration Suite rises above consumer apps by allowing consultants to message in compliance with NHS security requirements.

With our app, users can send messages without needing to know names or numbers, and have a patient-centered conversation with one person or a group. They can quickly access patient information and securely attach photos.

Saving steps and time to deliver more responsive patient care

The before-and-after scenario in Figure 1 is based on a workflow assessment in which a hospital reduced a communication workflow by more than six minutes. Effective communication adds up to well-documented improvements to hospital efficiency.

Figure 1: If your consultants could reclaim six minutes or more per communication, what would it do for your hospital's patient flow?

Vocera direct communication time: 1:15 (saves 6:15)

PACU nurse sees patient's pain level isn't relieved by medication	Nurse securely texts or calls anaesthetist	Anaesthetist securely texts orders to nurse
0:00	0:15	1:15
Running time		

Page-and-wait communication time: 7:30

PACU nurse sees patient's pain level isn't relieved by medication	Nurse walks to PACU desk phone and pages anaesthetist	Nurse returns to monitor the patient	Anaesthetist calls back to PACU desk	Secretary puts anaesthetist on hold	Secretary notifies nurse while anaesthetist waits	Nurse walks to phone, receives orders from anaesthetist
0:00	2:00	2:30	4:30	5:00	6:00	7:30
Running time						

Royal National Orthopaedic Hospital Trust has partnered with Vocera to remove pagers in 2019 across the campus and at their new Stanmore Building.

“Cutting-edge technology is also an integral feature of the Stanmore Building and this includes Vocera...”



“Since implementing Vocera, we no longer have communication delays due to the ‘page and wait’ scenario.”

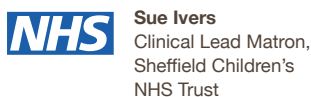


“...physicians responded faster when using the secure texting app compared to traditional pagers. Physicians also found the app reduced interruptions to patient care. It also enabled them to prioritise calls, messages, texts and alerts faster and easier using one device.”



Dr. Sean Spina
Pharmacy Clinical Coordinator at Island Health in Victoria, British Columbia, Canada

“We knew the Vocera system could help us improve communication and get rid of the need for relentless phone calls and beeps.”



Vocera Collaboration Suite mobile app: patient-centric communication

Enable consultants to securely message with individuals or groups – with more control over communication than they have when using pagers and beeps – with the Vocera Collaboration Suite mobile app.

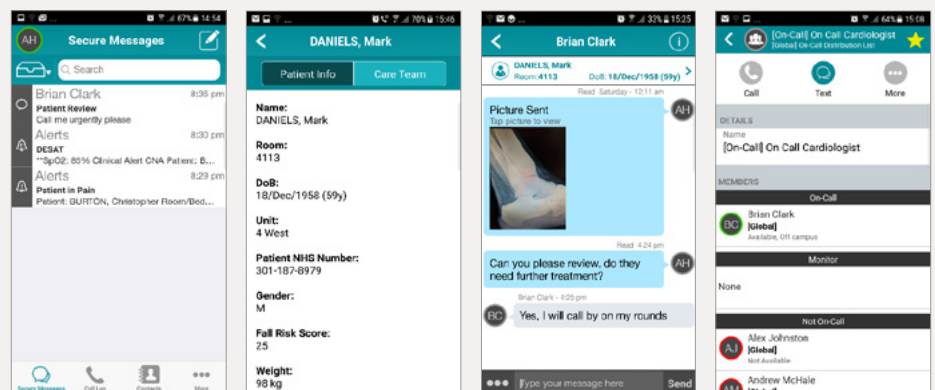
Visibility to a communication’s sender and patient context informs call triage, and the app’s scheduling tool automatically manages on-call status. Collaboration Suite runs on iOS and Android smartphones, and on desktop workstations.

Create an environment to deliver safe, efficient, quality care

The Vocera Collaboration Suite smartphone app is powered by the Vocera Platform, a technology ecosystem that supports Vocera solutions for clinical communication and workflow. With it, you can enable nurses, consultants, and other staff to communicate and collaborate in real time.

The Vocera Platform lets you standardise on an application while allowing clinicians and staff to communicate using the device that is right for their role – Android or iOS smartphone; the hands-free, wearable Vocera Smartbadge or Vocera Badge; or desktop console. Our platform can scale from a single ward to an entire hospital system.

Figure 2: For about the same price as beeps, consultants have secure, fast, direct two-way communication with more control.



Inbox shows secure text messages, alerts, and alarms.

Tag a message with a patient’s record.

Securely share pictures.

Create on-call lists coupled with presence checks and escalation paths.

Case study: Faster response with fewer interruptions to patient care

Island Health in Vancouver, British Columbia, conducted a **three-month study** that showed physicians responded faster when using the Vocera Collaboration Suite secure texting app compared to pagers. When the Vocera solution was used for routine alerts, the average physician response time improved from 5.5 to 3 minutes. The number of physicians reporting interruptions in patient care fell from 77 to 32 percent and 81% wanted to continue using the app.

Physicians responded

2.5 minutes faster

with fewer interruptions to patient care

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