

# Vocera Communications (B)

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### Communication badge

The Vocera communication badge is a handheld communication method that lets caregivers talk to each other right as they are giving care.  
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### Objectives

- Identify one piece of technology that is effective and helpful in the healthcare field.
- Be able to discuss the pros and cons of that piece of technology

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### References:

Hendrickson, E., Hill, S., Wilson, R., Gay, A., & Quinn, L. (2007). Evaluation of an innovative communication technology in an acute care setting. *CIN: Computers, Informatics, Nursing*, 25(4), 214-262.

University hospital pilots hands-free communication device (2004). *Journal of Cardiovascular Management*, 15(2), 20-27.

Konopkovich, Jason, Anger, Corey, Ford, Susan, & Agnew, Rita. (2008). Wireless communication role in patient response time: A study of vocera integration with nurse call system. *CIN: Computers, Informatics, Nursing*, 26, 59-160.

Vocera. (n.d.). 883000 communication badge. Retrieved from <https://www.vocera.com/index.php/vocera/badge>.

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### The Start of Something Better!

Vocera Communications was founded in 2000. On Vocera's website, they say, "Vocera is a leading provider of mobile communication solutions for hospital staff and mobile workers across diverse enterprise organizations. Our solutions address the most critical challenges facing hospitals today."

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### Negatives

Some negative things mentioned about the vocera badges were "related to workflow, confidentiality, and training to use the device before implementation". Solutions could include always remembering who is around you while using your badge and make sure you notify others when you cannot talk or are in a private area.

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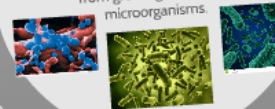
### Positives

A study was done with the Vocera Communication badge where they used the badge to see if it improved patient care. They found "The study revealed strong qualitative evidence that the Vocera POC solution would allow for an increase of patient response and allow for an increase of the number of patients who speak to the nurse on call up to 37% in an average time when needed."

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### Antimicrobial Technology

One of the many things that we found interesting about the communication device is that it has silver-ion antimicrobial placed in the badge itself. This helps protect the badge from growing bacteria or microorganisms.



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### Negatives

Some negative things mentioned about the voice badges were, "related to workflow, confidentiality, and training to use the device before implementation". Solutions could include always remembering who is around you while using your badge and make sure you notify others when you can't talk or see in a private area.

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### Positives

A study was done with the Vocera Communication badge where they used the badge in the Intensive Care Unit. The study found that the Vocera badge substantially decreased the number of patient errors and allowed for a reduction of time to respond to calls. The reduction of up to 33% in response time was noted.

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### References:

Vandenberg, E., Hill, S., Wilson, R., Gay, A., & Quinn, L. (2007). Evaluation of an innovative communication technology in an acute care setting. *CIN: Computers, Informatics, Nursing*, 23(4), 254-262.

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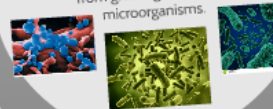
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### Antimicrobial Technology

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# Antimicrobial Technology

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# Positives

A study was done with the Vocera Communication badge where they used the badge to see if it improved patient care. They found, "This study revealed strong statistical evidence that the Vocera NCI reduced overall time for completing a patient request and altered the workflow of the nurses in a positive way such that the reduction of up to 51% in response time were realized.

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# Negatives

Some negative things mentioned about the voice badges were "related to workflow, confidentiality, and training to use the device before implementation". Solutions could include always remembering who is around you while using your badge and make sure you notify others when you cannot talk or are in a private area.

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# References:

Vandenkerkhof, E., Hall, S., Wilson, R., Gay, A., & Duhn, L., (2009). Evaluation of an innovative communication technology in an acute care setting. *CIN: Computers, Informatics, Nursing*, 27(4), 254-262.

University hospital pilots hands-free communications device. (2004). *Journal of Cardiovascular Management*, 15(2), 26-27.

Kuruzovich, Jason, Angst, Corey, Faraj, Samer, & Agarwal, Ritu. (2008). Wireless communication role in patient response time: A study of vocera integration with a nurse call system. *CIN: Computers, Informatics, Nursing*, 26, 159-166.

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