

Partnering with Patients to Improve Communication & Responsiveness with the Nightingale Phone-Vocera Project

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Improving the patient experience

The challenge:

Optimal communication between nurses and patients drives multiple positive outcomes:

- ☐ Relieving pain and reducing suffering
- ☐ Confidence in our care
- ☐ Patient and family education driving informed decision-making
- ☐ Avoidance of healthcare errors through a strong patient-family-health team partnership

The image displays three views of a Med-Pat room number display device. The left view shows the front of the device, which features a numeric keypad (1-9, *, 0, #) and a small display showing '102 bed 1'. The middle view shows the back of the device, which has a speaker and a cable. The right view shows the front of the device with a red nurse call button and a display showing 'ROOM 102 BED 1'.



Staff Assignment Tool:

Vocera Staff Assignment - Windows Internet Explorer

http://10.186.16.25/staffassignment/assignments.html?locale=en_US

Convert Select

Sharpe Episode 04 Sharpe... Welcome to Net Conferen... Vocera Staff Assignment

You are logged in as: **admin** [Log me out](#) [Print](#) [Help](#)

Staff Assignment

Assignments

Site: Global Unit: 1N Enter Notes or Shift Find Staff Refresh (minutes) 10 Refresh

Bed or Role	1st Member	2nd Member	Notes
Room 102 bed 1	Cicero, Jessica		
Room 102 bed 2	Cicero, Jessica		
Room 106			
Room 108 bed 1	Cicero, Jessica		
Room 108 bed 2	Cicero, Jessica		
Room 114 bed 1	Cicero, Jessica		
Room 114 bed 2	Cicero, Jessica		
Room 116 bed 1			
Room 116 bed 2	REILLY, KARI		
Room 118 bed 1	REILLY, KARI		
Room 118 bed 2	REILLY, KARI		
Room 120 bed 1	REILLY, KARI		
Room 120 bed 2			
Room 121 bed 1	REILLY, KARI		
Room 121 bed 2	Tutthill, SILVIA		
Room 122 bed 1	Tutthill, SILVIA		
Room 122 bed 2			
Room 124 bed 1	Tutthill, SILVIA		

Available in Unit (1-54 of 54)

Name	Site
ABRUZZO, JOHN	Global
Acosta, Sonia	Global
AMBROSIO, DIANE	Global
ARMSTRONG, PATRICIA	Global
AYIM, VIDA	Global
Bascon, Lois	Global
Bertino, Michaelyn	Global
Billia, Meghan	Global
Blanchard, Shanell	Global
COOPER, KATE	Global

<< prev 100 next 100 >>

Ok Cancel

3 of 21

Staff Assignment [Build 13]

Internet | Protected Mode: Off 100%

12:58 PM 9/2/2015

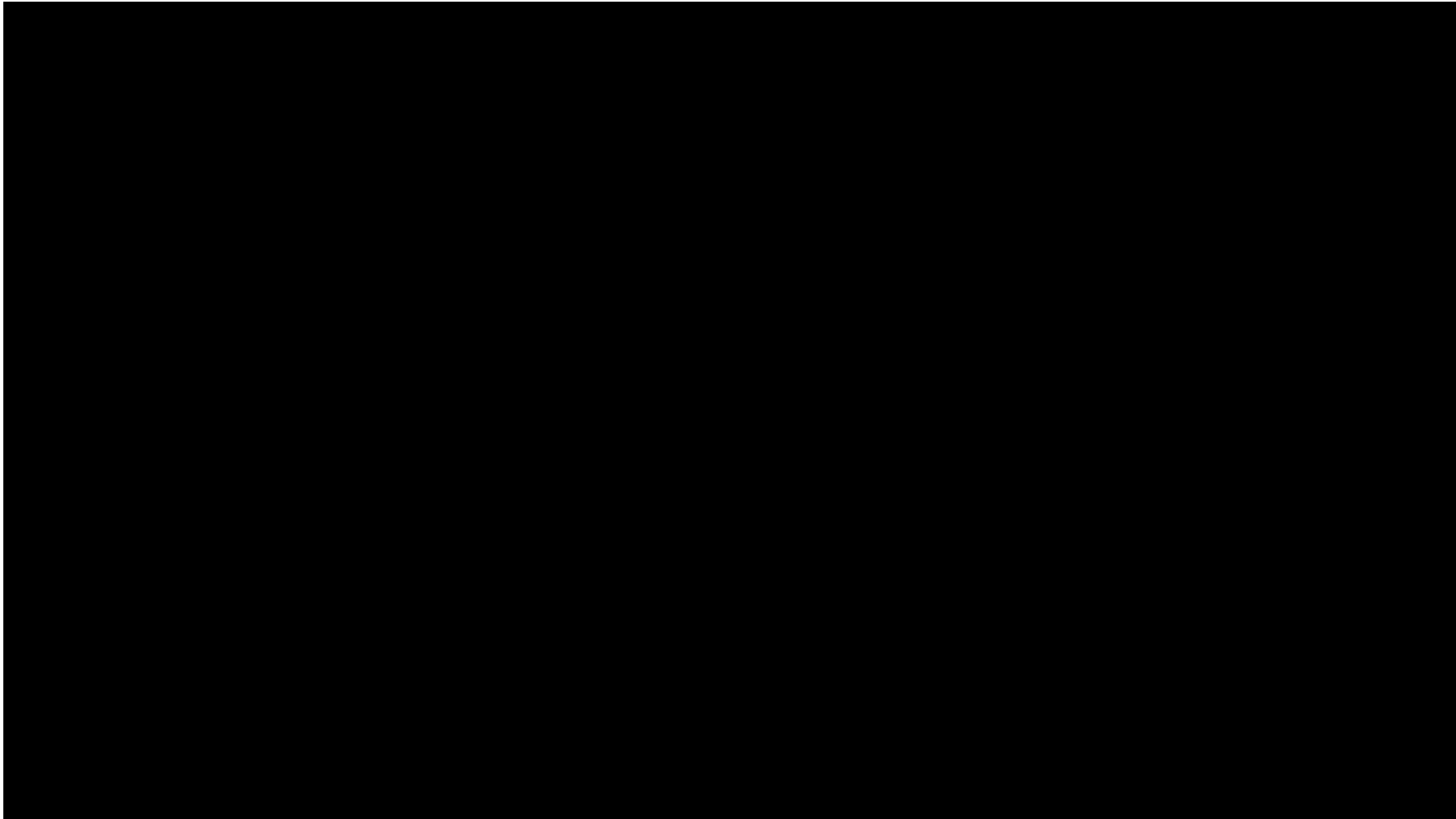
Call flow models

Traditional system, average response time of 7 minutes



Nightingale system, average response time of 30 seconds

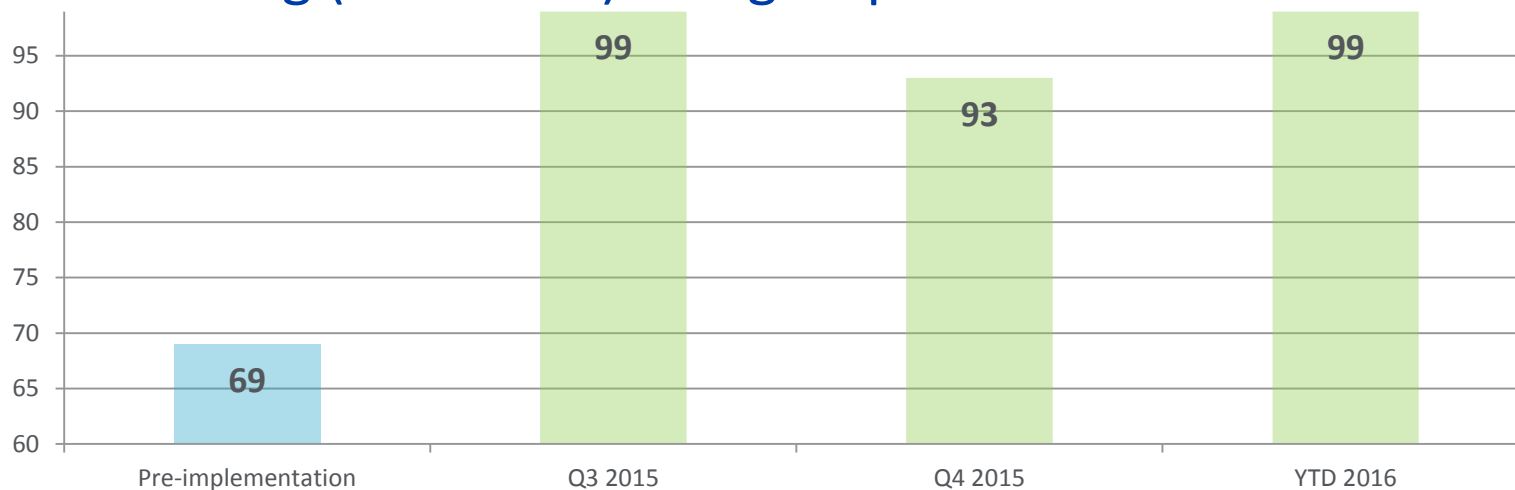




HCAHPS

Communication with Nurses

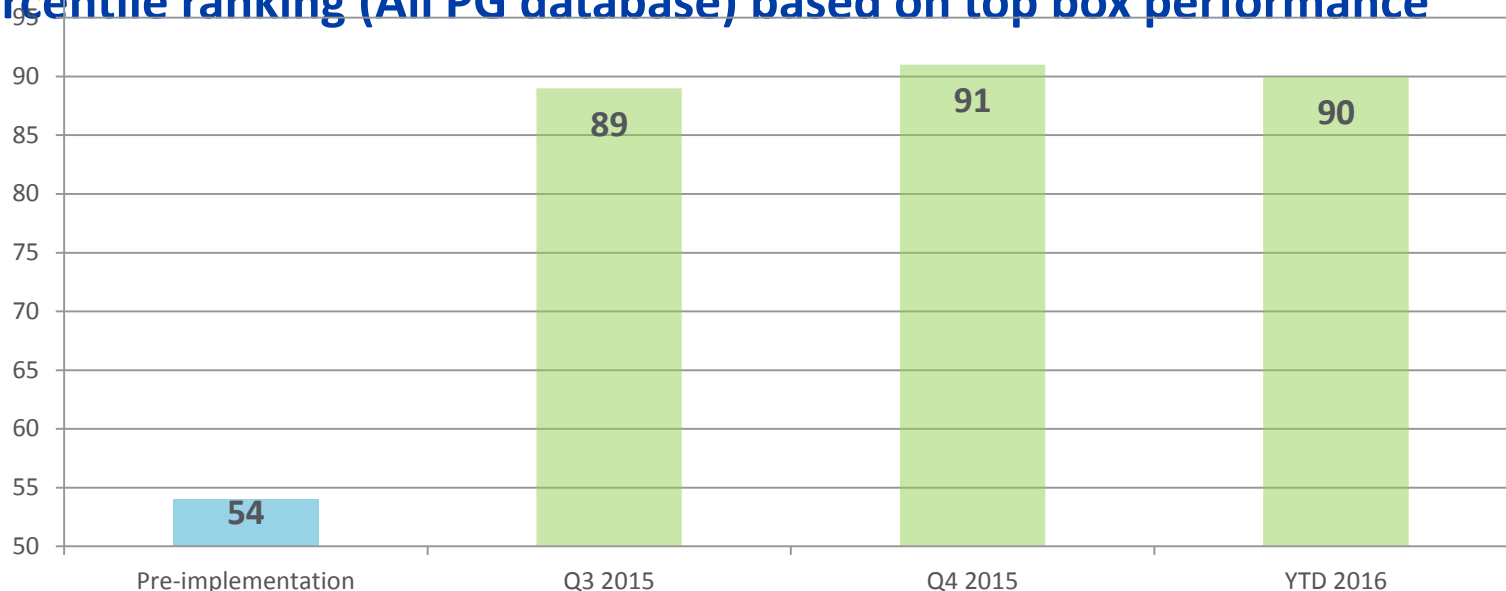
Percentile ranking (300 – 449) bed group



Press Ganey

Nurses kept you informed

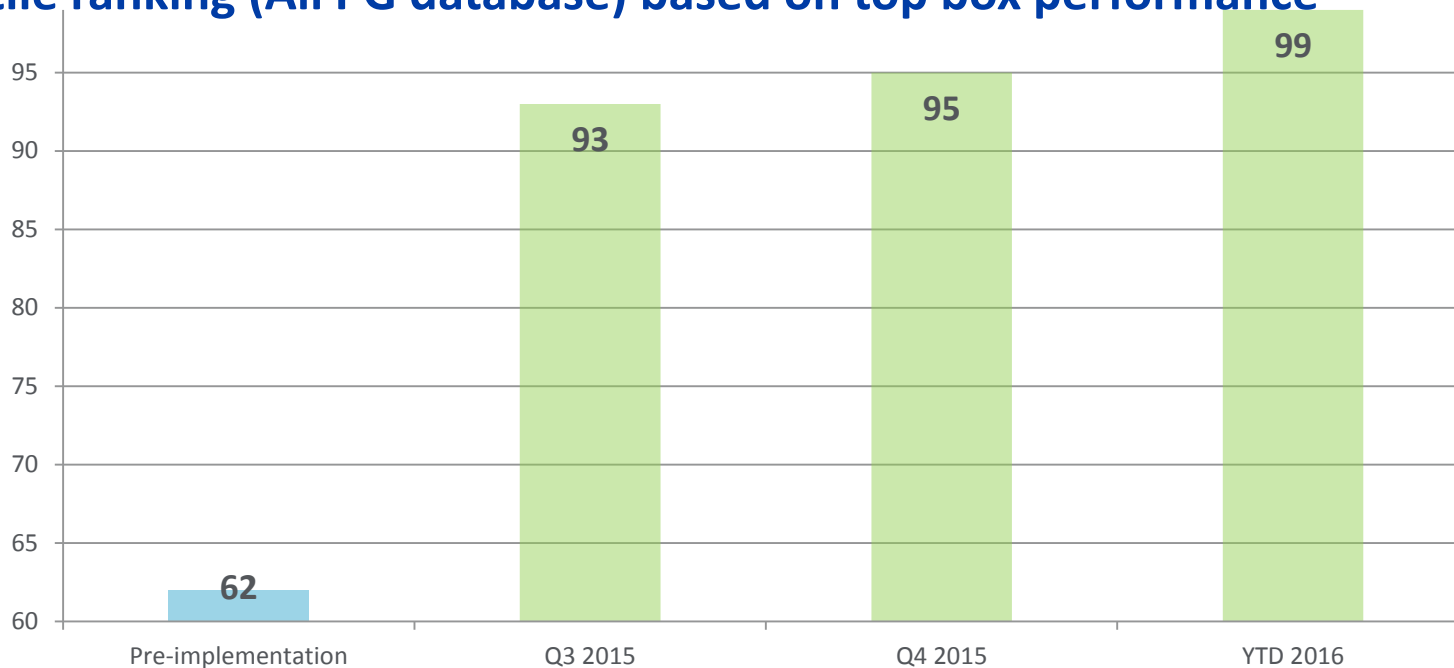
Percentile ranking (All PG database) based on top box performance



Press Ganey

How well your pain was controlled

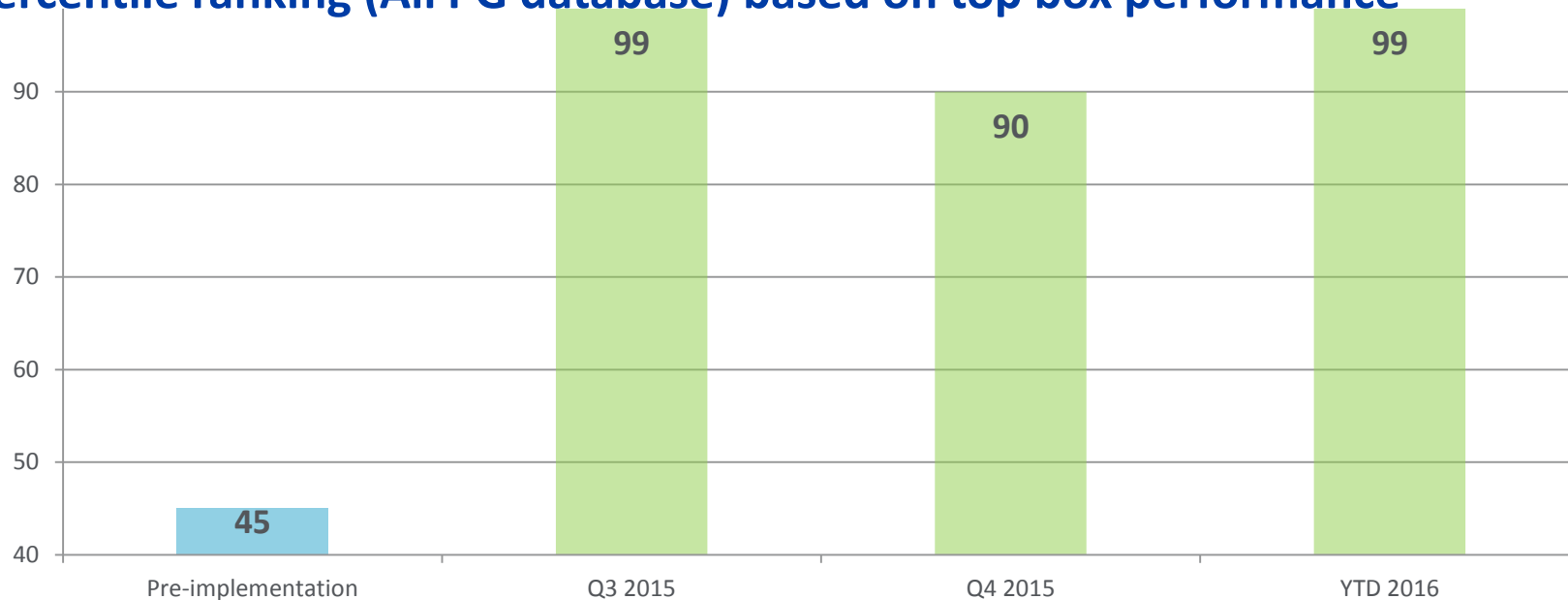
Percentile ranking (All PG database) based on top box performance



Press Ganey

Nurses educate re: condition/care

Percentile ranking (All PG database) based on top box performance



Transferability

- **The Nightingale phone system is implementable in any in-patient setting System-wide with anticipated benefits similar to those we report**
- **The cost is lowest when there is a pre-existing Vocera, Spectra-link or similar wireless communication system in place**

Key learnings

- Nurses prefer direct communication with patients using the Nightingale phone
- Patient experience improved
- Pain control
- Patient education
- Responsive, patient and family centered care

Our 1 North Team wins the 2015 HCAHPS Recommend Trophy

