

COMPANY CASE STUDY

2826 helps streamline team communications in the Emergency Department using VoCoVo headsets.



PROJECT OVERVIEW

Clinical environments are dynamic and 'event driven' workspaces in which clinicians must effectively communicate to make accurate healthcare-critical decisions. When healthcare professionals communicate effectively conveying critical information in a timely or easily understandable manner, they deliver safe and higher quality care. Clear and timely communication keeps the morale of the team up, while planning a busy day in the Emergency Department. Delays may occur if communication relies on identification of individuals through line of sight or use of telephones and pagers.

With the existing layout of majors, minors, clinical decision unit, fit to sit, pit stop and same day emergency care units in the Emergency Department, this inherits lots of physical obstruction (walls, cubicles, red areas and green areas etc) in communication via line of sight. With the staff always 'on the go' due to the busy nature of the department, making contact via departmental telephones to locate roaming staff members is near to impossible.

St Peter's Hospital has chosen 2826 to provide VoCoVo wireless team communications to improve communication amongst staff in this dynamic and fast paced Emergency Department.

Stuart Young of 2826 Ltd commented "We are delighted to bring this excellent solution to St Peter's Hospital. We've been working with VoCoVo for several years now and, as we've seen in other sectors, there are huge benefits for the healthcare sector. The implementation of this improved communication solution has already had a positive impact on patient care and we're very proud to have been able to play a part in this important transition."



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AT A GLANCE

Challenges

- Busy hospital with multiple forms of communication
- Lines of sight
- Various departments working together

Benefits

- Handsfree instant communications
- Multiple users
- Reliable & flexible
- Reduced response times

AIMS & OBJECTIVES

2826 undertook a full audit with St Peter's Hospital to understand their needs and challenges to put a solution in place that would provide clear and timely communications for staff. The team required quicker, reliable, and more efficient forms of communication in this fast paced, challenging, and often changing environment that addressed the following points...

- Reduce communication delays
- Improve staff perception of communication delays
- Can wireless handsfree play a role in infection control and preparation for future threats?
- Can the model be replicated in other parts of the hospital to overcome communication delays encountered with the current bleep/pager system and telephone?

SOLUTIONS

2826 supplied St Peter's Hospital with a range of VoCoVo wireless enabled hands-free communication headsets, which offer multiple conferences for Doctors/Consultants and Nursing staff. The solution was especially tailored to meet the needs of the busy Emergency Department connecting staff throughout. With VoCoVo's hands free solution, communication has been hugely simplified reducing delay times and improving patient care.

BENEFITS

Time saved

Significant reduction in response time was observed

Verbal queries improved

Median time of response reduced from 7 minutes before implementation to 9 seconds after implementation

Improved staff perception

Complete change in staff perception of communication delays

Reduced communication barriers

100% satisfaction in communication was noted after the implementation of the device



"The implementation of this excellent solution has already illustrated how inter connectivity amongst staff members in the Emergency Department improves communication overall. We have already seen huge improvements and time savings, and expect this communication solution to have many positive impacts for staff and patients at our hospital."

Dr Usman Mansoor
ConsultantEM (PEM)
St Peter's Hospital