CENTRAL IOWA HEALTHCARE
Marshalltown, Iowa

ADMINISTRATIVE POLICY & PROCEDURE

Policy Number: 173

Subject: Vocera Communications System

Purpose: To provide guidelines for proper use and care of the Vocera® Communication Badge and/or Smartphone and operation of the Communication System.

Policy: Central Iowa Healthcare shall utilize the Vocera® Communications System for internal communication, business-related external communication, and Vocera® voice-messaging.

Definitions:
Vocera® Communication System: a communications system that provides hands-free, instant voice communication in the appropriately networked areas.
1. Vocera® Communications Badge: a wearable voice-controlled communications device that operates over the wireless network system in the hospital.
2. Vocera® Communications Smartphone: A Communications system that works like a wireless phone but with Vocera® functionality.
4. Vocera® Design Group – Group of Directors, Managers, Educators, and Information Systems Specialists involved in developing and designing the Vocera® System within SVH.
5. Genie – the voice interface to the Vocera® server (a central computer) that controls all badge communications.
7. Dynamic Group – a group of individuals whose roles may change from one time period to another.
8. EQUIPMENT: The Vocera® Communication System consists of two key components:
   a. Vocera® System Software, which controls and manages call activity, and
   b. Vocera® Communications Badge, a wearable voice-controlled communications device that operates over a wireless LAN or a Vocera® Smartphone.

Scope: This policy applies to all Central Iowa Healthcare employees, medical staff members, consultants, contractors, volunteers and agents.

Additional Information:

Badge/Smartphone Use:
1. Staff members trained for Vocera® use shall be issued a Badge or Smartphone at the beginning of each shift which shall be worn at all times while on duty.
   a. The Badge will be worn 6 inches from the chin with the silver Call Button facing out.
2. When staff members start their shifts they shall:
   a. Sign out a Badge or Smartphone on the Vocera® Badge Sign Out/In Sheet.
   b. Ensure that the Badge has a newly charged battery from the charger and place used battery in the battery charger. KEYPOINT: Battery must be removed in order to change user’s lanyard.
   c. Ensure that the Badge/Smartphone has been cleaned.
d. Staff working in a dynamic group during their shift shall add themselves to the appropriate dynamic groups (i.e. Clinical Supervisor, Rapid Response Team, floating to a unit other than their assigned unit, etc.)

3. Vocera® users will have access to the following communication equipment:
   a. A communication Badge with a lanyard (neck strap), universal clip, or picket clip or a Smartphone. KEYPOINT: The lanyard is issued to the badge end user for their personal use. This is not to be turned in with Badge.
   b. A battery with approximately 40 hours of standby time and two hours of consecutive talk time.
   c. An eight-bay battery charger for the units with some ancillary departments using single bay chargers. KEYPOINT: A fully depleted battery will take approximately 90 minutes to charge.

4. When staff members end their shifts, they will:
   b. Place the battery in a charger.

5. When a staff member accidentally leaves the premises while wearing the Vocera® Badge or carrying the Smartphone, they will return the Badge/Smartphone immediately to their unit.

**Badge/Smartphone Etiquette**

1. When a phone call needs to be transferred to another staff member, the transferring staff shall use the Vocera® Badge/Smartphone to ask the receiving member if he or she would like the call transferred to the Vocera® Badge/Smartphone or transferred to a land line.
2. When staff members desire to be “undisturbed” during patient care or are off the unit for an extended period of time, they can use the “Do Not Disturb” mode by pressing the Hold/Do Not Disturb button on the top of the Badge or Smartphone.
   a. When staff will be off the unit for long periods of time, their calls shall be forwarded to the appropriate person that is watching their assigned area.
   b. Other examples when the “Do Not Disturb” mode may be used as appropriate:
      i. Walk to a private area to take a call.
      ii. Place the call “on hold” and walk to a private area to take a call.
      iii. Transfer call to a nearby phone and resume the call.
      iv. Return the call at another time.
      v. Initial training shall be scheduled and completed prior to beginning unit orientation.

**Storage and Cleaning of the Badge, Smartphone and Batteries**

1. Vocera® Badges/Smartphones will be stored in secure location as designated by Director.
2. Batteries will be stored in the chargers at all times and shall be replaced when signing out a Badge and as needed.
3. Cleaning of the Badges/Smartphones will be done after each use with an Isopropylalcohol wipe, mild dish soap/water, NOT submerge in liquid.
   a. Documentation of the cleaning will be on the Vocera® Badge Sign Out/In Sheet. KEYPOINT: The wipe should be slightly damp. The Badge speaker, microphone, and battery pack are not watertight. Pouring liquid directly onto the Badge or immersing the Badge in liquid may cause damage.
4. There will be no adornments or personalization’s applied to the Badge, Smartphone or Lanyards, they belong to Central Iowa Healthcare and are for everyone’s use.

**Initial User Set-Up**

1. New hires, terminations and transfers for the Vocera® system will come through the Security Access Process and handled by the Security Operations.
   a. End users must use their most commonly used name for the system.
Ongoing Database Changes
1. Emergent trouble, pronunciation changes, coverage issues shall be called to the Security Operations for support.
2. Updates to call flows, non-emergent trouble, group & address book changes shall be done through Security Operations.
3. For System-wide changes request will be taken the Vocera® Governance Committee for change control consensus.

Replacement Process
1. All user requests for new Vocera® Badges will be made by the manager through Security Operations.
2. Vocera® equipment belongs to Central Iowa Healthcare; therefore, report lost or damaged badges, smartphones or other equipment immediately to the Security Operations through Qstatim Report.
3. Replacements for lost, stolen, or broken badges/smartphones will be handed out by Security Operations.
4. Employee will be responsible for the cost of any replacement of lost badges/smartphones.
5. Extra badges will be kept in Security Operations for replacement of lost or broken devices.
6. Manager or designee will take non-working badges/smartphones to Security Operations.
   a. When a non-working badge/smartphone is brought to the Security Operations, a replacement badge/smartphone shall be signed out to that Unit at the time the broken device is returned, ensuring the unit maintains the same par levels.
   b. Security Operations shall request an RMA to send the product back to the manufacturer for repair/replacement and upon return the repaired/replacement badge shall be returned to the hospital inventory.
7. Initial lanyards shall be supplied at initial training, replacements or additional lanyards will be the responsibility of the Department.
8. Non-compliance with this policy’s procedure is subject to progressive corrective action, up to and including discharge.


Vocera® Downtime Procedures
1. Planned outages may occur when system maintenance or upgrades are required.
   a. Users shall be notified well in advance of the outage.
2. Unplanned outages may occur due to network of system problems.
   a. Users shall be notified of system outages.