THE FUTURE IN COMMUNICATIONS
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Our 34 bed PACU has expanded to a 66 bed PACU/PreOp Area. This large physical layout does not allow visibility of all staff, patients and family members. We have frequently used a one-way overhead paging system for communication. Nurses usually have to leave the patient’s bedside to respond to the overhead pages.

Our goal was to decrease the number of overhead pages, and improve communications with the bedside RN while enabling the RN to remain at the patient’s bedside. We accomplished this via a “hands-free” direct “2-way” means of communication. Vocera® B2000 communication badge was identified as the product to trial. All staff received education about these badges. A small number of staff became (Super Users) able to train our staff and knowledgeable about enhanced uses of these badges. RN’s are now able to provide updated information about their patients to the Charge Nurse while remaining at their patient’s bedside. RN’s can also make all calls related to patient care (calling for EKG’s/report to the floor/requesting additional assistance at the bedside etc) while continuing their patient care.

Evaluations and suggestions for these communication badges remains a continual process.