

TELEMETRY EPIC CHAT/PHONE SYSTEM

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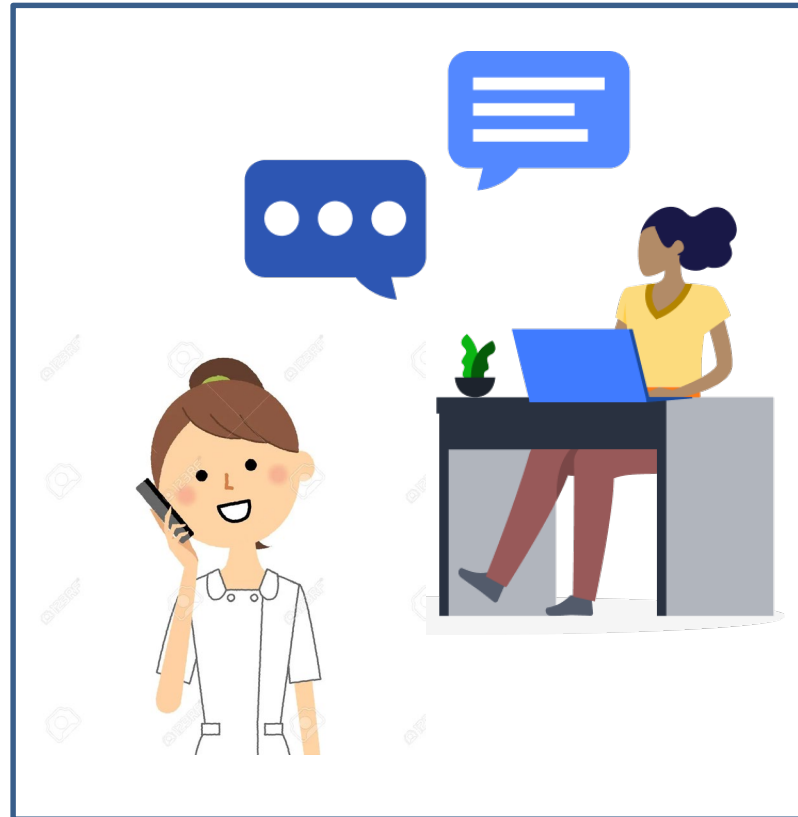
BACKGROUND

The Epic Chat/Phone system will strengthen the bridge of RN communication on the road to Magnet. Less intrusive phone calls will promote direct bedside communication, which allows for a higher level of care.

PURPOSE

Acting as each other's "Emergency Response Motivator" we can:

- Eliminate Misinformation
- Speed up Response Times (for Leads/ Patches/ Batteries)
- Quickly Troubleshoot Tele Box issues



METHODS

The Epic Chat/Phone process (positively) impacts patient care by allowing staff to continue to work directly with one another.

RESULTS

Effects of the Epic Chat/Phone System:

- Diminishing Percentage of Sentinel Events
- Issues Being Resolved Quicker
- Better Working Relations

CONCLUSIONS

The Epic Chat/Phone System strengthens the bridge of RN communication, eases workflow; this allows for the care team to focus more on the patient, giving the highest level of care possible.

REFERENCES

- Vocera – Karen Krolasik
- UMC – Telemetry Dept/Epic