

Rounding

The most successful customers have a person, a role, or a group who are responsible for physically walking around the deployed units and talking with the staff and managers. This is often referred to as rounding. The majority of Vocera users are clinicians who may not be able to take the time to report problems through normal channels. Users will almost always approach you with an issue, if you are in their area and they can speak to you directly. Don't be afraid to approach a user and solicit feedback. Talking to the users has the added advantage of allowing you to learn of new needs, provide on-the-spot training, build enthusiasm for the solution, and find out new ways the system is being used so you can be sure they are appropriately supported. Super users, key contacts, and managers are great but don't assume that you will hear about any or all problems from them. Interacting with users will be a rewarding experience for the people lucky enough to be assigned the responsibility and the users!

Rounding can take many forms to ensure the best use of resources. Some customers have small teams comprised of few areas of expertise and they check-in with users on a variety of applications and technology, not just Vocera. Customers have also been successful employee clinicians with work restrictions due to injury. Many customers do assign the responsibility of rounding to the Vocera system administrator or system device manager.

Key components to effective rounding:

- ✓ When coaching a user, practice good listening and be sure to tell them 'the why' surrounding your instruction. Understanding why you are asking them to change or adopt behavior is likely to ensure that the user will act on your coaching.
- ✓ Take notes and absolutely ensure you follow-up with the user or manager on any issues or concerns brought to your attention, even if it's just a quick status update.
- ✓ Do not interrupt a nurse or other clinician if he or she appears to be busy either with documentation, preparing medication, organizing medical equipment or directly working with a patient.
- ✓ Round frequently enough that staff knows you by name, or at least role, but not so frequently that you might be obstructing workflows.
- ✓ Be aware of the units where you need to check in with a charge nurse or other responsible staff before walking around the unit.
- ✓ Clinicians are really good at caring for and healing humans or supporting the staff that care for patients. Clinicians' primary focus is on their patients and you should always keep top of mind the fact that their area of expertise is not with technology. Be sure to focus on how Vocera can help them improve their delivery of care and avoid using technical terminology that may alienate them.
- ✓ Be aware of infection control protocols and understand areas or rooms that require special precautions.
- ✓ Interacting with clinical support staff often involves walking their routes with them so you not only gather feedback by talking with them but understand the unique experiences they have as highly mobile users.



- ✓ Don't avoid users who are negative about the product. Often, the most critical users will offer the most valuable feedback and can be the solution's most avid supporters.
- ✓ Everybody has bad days. If you are personally having a bad day, it's probably best to perform your rounding on another day. If someone you are talking to is having a bad day, decide whether they will be benefited most by providing them with a shoulder to lean on or catching up with them on another day.
- ✓ Strive to effectively communicate realistic expectations. For instance, users need to understand the key differences between what to expect with a Vocera badge versus a telephone. Don't forget the importance of establishing their expectations regarding communication with the support staff. Clinicians will quickly stop communicating and reporting issues if no one provides timely updates for issues reported or promised action items.

A complimentary document to aid with documenting the findings after rounding and helping to ensure closed-loop communication occurs can be found by logging in to the Vocera Support Portal and searching for the Rounding Checklist under the Content section.