

Vocollect



Using Syntellect Technology to Improve Patient Care

CHALLENGES

Nursing home and long term care facilities must provide a tremendous amount of care in a day. Simply providing assistance with the activities of daily living – bathing, changing clothes, toileting – can be a daunting task. When you add physical therapy, medication, and special dietary needs, the list grows.

These organizations face an administrative dilemma – how to accurately communicate and document these tasks without consuming all of a caregiver’s time. Traditionally, this information was handwritten, which meant nursing assistants (CNAs) had to read charts or memorize a stack of patient care plans to begin their rounds. End of the shift reporting was taxing as employees had to remember everything they did for each resident and fill out reports manually.

Vocollect saw an opportunity to tip the balance in favor of caregiving by streamlining the administrative process and enabling nurses to access patient information on the move. They also envisioned a complete solution where caregivers would have the ability to report back on their activities at the point of care.

“We’re pleased to have Syntellect as a technology partner. Syntellect Communications Portal is critical to our ability to create advanced voice solutions that unites today’s best technologies including VoIP and speech recognition.”

Alan Letzt
Vocollect

SOLUTIONS

Vocollect now offers AccuNurse™, a speech-activated, hands-free documentation and communication system designed specifically for nursing homes and long term care facilities. It enables nursing staff to easily review resident care plans, and document care as it takes place. While walking down the corridor or making a bed, nursing assistants can communicate with the AccuNurse system using a lightweight, wireless headset. To start, the charge nurse enters resident care plans into the AccuNurse system via an easy-to-use, menu-driven interface. Once complete, staff members can access this information via spoken commands. Certified nursing assistants (CNAs) can access a list of resident tasks (change clothes, bathing, toileting, etc.) as they move from bed to bed. The staff can report back when each task is complete. The system is designed to ask follow-up questions (how much assistance was required, etc...) when

CASE STUDY

overview

INDUSTRY

Healthcare

CUSTOMER PROFILE

For 20 years, Vocollect has delivered proven performance improvements in productivity, accuracy, cost reduction and job satisfaction for mobile employees.

GOALS

Streamline documentation in nursing home care

Allow CNAs to be in contact with other staff members

Allow residents to be in contact with CNAs

SOLUTIONS

Syntellect Communications Portal

BENEFITS

Residents are able to silently contact CNAs for assistance

CNAs are able to record their care of residents at the time that they complete the task

Charge nurse can assign tasks to CNAs

CNAs can call for assistance in the resident’s room



appropriate for detailed record keeping. Along with care management services, AccuNurse provides a silent, instant paging mechanism. This not only lets people call for help but it also allows CNAs instant contact with nursing stations to ask vital questions without having to leave the resident's bedside.

AccuNurse was developed and deployed with the Syntellect Communications Portal. It enables users to communicate via headset to the AccuNurse server which interprets the spoken commands using Nuance speech recognition technology. Requested information is spoken back to the user with text-to-speech. Reporting commands such as "toileting done" or "physical therapy complete" are automatically recognized and entered into the AccuNurse care documentation database. The AccuNurse development team utilized Syntellect Communications Portal's VoIP capabilities including support for Intel's Host Media Processing technology to eliminate expensive phone and hardware costs. The product's rapid development capabilities allow Vocollect to concentrate on adding features rather than spending time on tedious coding and integration work.

RESULTS

AccuNurse revolutionizes resident care – where employees once needed to read charts, memorize multiple patient care plans or check resident requirements in a 3-ring binder, they can now hear exactly what information they need – when and where they need it.

In the end, AccuNurse significantly improves the quality of care, and reduces the cost of providing that care. It dramatically reduces errors and costly manual transcription work. More importantly, caregivers are free to spend more time with patients. Families can rest easier knowing that their loved ones are receiving all the attention they deserve.

AccuNurse also enables these organizations to easily meet strict state and federal requirements for accurate documentation – which must be produced to maintain facility licenses and a continuous payment stream. The silent paging feature keeps staff in touch at all times. People no longer have to run around looking for people to get the information and assistance they need to perform productively. This not only speeds responses but also eliminates the institutional feel that overhead paging yields. Organizations utilizing AccuNurse report a better, more collaborative working environment.

ABOUT SYNTELLECT

At Syntellect, we help our customers create, maintain and continuously improve superior end-to-end service for their customers. With over two decades of pioneering leadership and thousands of solutions deployed globally, Syntellect is a premier provider of enterprise-class contact center solutions for the utilities, financial services, government, high-technology, help desk, consumer products and healthcare industries.

THE BOTTOM LINE

"The beauty of AccuNurse is that technology makes it simple to use for nursing assistants. They don't need to use a computer, read charts or notes, or search for answers. All the information they need is available immediately with AccuNurse, and they can continue providing care while they document their work by voice."

Alan Letzt
Vocollect



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