

“The future of healthcare: A connected ecosystem where tech restores human-to-human connections”

Ahead of UAE eHealth Week 2019, organized by HIMSS Middle East and under the patronage of the Dubai Health Authority and the Emirates Health Informatics Society, HIMSS Middle East caught up with Vocera Senior Clinical Executive Steven A. Matarelli, PhD, RN, to talk about the latest developments in healthcare IT in the region and Vocera Smartbadge.



Steven A. Matarelli, PhD, RN:
Vocera Senior Clinical Executive

Q.: Interoperability is one of the most talked about topics in healthcare IT. Why is it so important?

A.: Real-time health systems and smart hospitals need to be a connected, integrated ecosystem. It will be difficult to improve and transform healthcare with a transactional approach and siloed technologies.

Organizations must move away from deploying disparate systems where a texting application is acquired from one vendor, an alarm management solution from another, and so on. When considering a new technology, evaluate its interoperability, and make sure it solves more than one problem rather than creating more.

Q.: Given the need to justify the procurement of healthcare technologies here, how do you make the case for an enterprise communication platform?

A.: Hospitals are complex environments with multiple systems and people constantly communicating. Physiological monitors, beds, scheduling systems, IV

pumps, ventilators, and many other systems frequently sound alarms or send messages.

In the midst of sensory overload from alerts, alarms, texts, and calls, clinicians need to know what important information that requires action now is. An enterprise communication platform can help turn data from multiple systems into contextual, timely information that improves clinical workflows and patient care.

An enterprise platform helps reduce alarm fatigue or cognitive overload among clinicians by understanding data from each system, its relevance, and the availability care team members, sending only actionable messages to the right clinicians.

Q.: What technology will you be featuring at the event?

A.: Vocera recently launched a new category of wearable communication devices that enables more clinician agility and accelerates patient care. We will be featuring this device at the event. The Vocera Smartbadge combines smartphone usability with the hands-free freedom of the Vocera Badge to redefine healthcare communication.

The new Smartbadge is purpose-built to leverage the full software capability of the expanded Vocera Platform – voice calling, messaging, clinical alerts and alarms, and more. Using





customer feedback, Vocera designed a sleek, wearable and intelligent device that will make it even easier for care teams to communicate and collaborate.

A significant advantage of the new Smartbadge over earlier versions of the wearable Vocera Badge is the size of the 2.4" touchscreen, which will enable clinicians to receive and read notifications with more patient context. The larger screen also enables clinicians to view contact lists, as well as read and send text messages right from their Smartbadge.

While the device's screen is larger than the original Vocera Badge, the new Smartbadge is still small, lightweight and ideal for busy clinicians needing their hands free to provide patient care.

Improved microphones and speakers enable high-quality audio while communicating with colleagues in both hands-free and hand-set mode. A new, dedicated, one-touch panic button is designed to make it faster and easier for staff to get help in emergency situations. Additionally, the Smartbadge boasts extended battery life, USB charging and headset ports, and a durable and water-resistant design.

Clinicians can communicate hands-free, receive contextual patient information, reach the right person by name, role or group, and get help in an emergency with the touch of a button. The intuitive mobile device will help increase workflow efficiencies, reduce interruption fatigue, and improve patient care and experience.

Q.: What advice would you give healthcare CIOs attending UAE e-Health Week?

A.: If CIOs are considering a new technology that impacts clinical workflows and the jobs that care teams do, be sure that nurses and physicians who will be using the technology are engaged early in the evaluation process. Clinicians can thoughtfully inform technology discussions and decisions using their frontline, clinical experiences. Any new technology being considered should make clinicians' jobs easier, not add to their already full plates.

Q.: What impact do you expect the Vocera Smartbadge to have in the healthcare space?

A.: The Smartbadge will help hospitals and health systems create a friction-free environment, where clinical workflows are simplified and patients are able to experience care without delays and frustrations that are often synonymous with healthcare.

By providing fast, reliable communication and supporting real-time collaboration, we hope to empower more Smart Hospitals or Real-Time Health Systems.

Q.: Lastly, what does the future of healthcare look like to you?

A.: The future of healthcare is an intelligent, connected ecosystem where technology restores human-to-human connections.

It is a future where hospitals engage patients and families as true partners as they co-design innovations and share clinical decisions about their personal care plans.

It is a future where people and information are easily connected and working seamlessly together. There are no more silos or disparate systems.

To learn more about the Vocera Smartbadge [click here](#), and visit Vocera Booth at UAE e-Health Week. Also, don't miss the presentation, [Bring Care Together](#), by Steven A. Matarelli, PhD, RN March 18 from 11:45 to 13:00 on the main stage.