

vocera

Vocera Deployment Methodology

White Paper
April 2009





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OVERVIEW

The purpose of this document is to define the Vocera Deployment Methodology for our customers. Using this document as a communication tool, we can definitively set expectations, explain our processes and agree on goals.

Our Professional Services team has deployed over 150 deployments across several industries. Our methodology derives from lessons learned over time developed into standardized processes and best practices as well as team expertise in industry leading clinical and technical expertise.

Chapter 1, Planning, describes our Vocera Process Methodology (VPM) which serves as the backbone of our deployments. Each chapter following discusses consecutive sections of our VPM and subdivided into an introduction, description of the process and conclusion. Using this framework enables the document to be shared as a whole to study the entire methodology or separately as needed to understand specific sections.

Our team collaborated on this document to share with our customers. To that end, your feedback regarding content and improvements is highly valued. Please direct any suggestions to Kathy Brown, Director of Professional Services at kbrown@vocera.com.



Chapter

1

Planning and Kick Off

The Vocera communications system enables instant, wireless voice communication that users control with naturally spoken commands. This easy-to-use system is ideal for hospitals, hotels, retail stores, and other in-building environments where mobile workers need to stay in contact to perform their jobs.

Vocera projects can be unique, as they have a significant number of project stakeholders that span multiple modalities and areas of expertise. A significant level of Clinical and IT involvement is necessary to move the project forward to success. Participation from the Executive Clinical Sponsor through to the IT Help Desk is necessary to provide an effective and productive business solution that ultimately meets the expectations of the Vocera system users and administrators.

VOCERA PROJECT METHODOLOGY

Vocera projects can be unique, as they have a significant number of project stakeholders that span multiple modalities and areas of expertise. A significant level of Clinical and IT involvement is necessary to move the project forward to success. Participation from the Executive Clinical Sponsor through to the IT Help Desk is necessary to provide an effective and productive business solution that ultimately meets the expectations of the Vocera system users and administrators.

Vocera projects are very linear in progression and have a “plan forward” direction. It is the start date of the project helps formulate the schedule and



reveal project completion, assuming all project tasks and milestones are attained. There are a significant number of tasks within a Vocera project that require completion before moving on to the next task and/or project phase. Vocera has established an effective project methodology that establishes effective communication paths and project guidance.

Vocera Professional Services has performed hundreds of installations, creating an exceptional process that we utilize to provide reproducible and successful implementation results. Vocera Project Methodology incorporates years of observation and “best practices” to create a project framework that allows forward progress to timely project completion. Vocera projects are divisible into three distinct phases:

Pre-Deployment Phase	Deployment Phase	Post-Deployment Phase
<p>Planning:</p> <ul style="list-style-type: none"> • Project Planning & Discovery • Project Kick Off • Server hardware acquisition and provisioning <p>Clinical Design:</p> <ul style="list-style-type: none"> • Vocera Clinical Workshop • Information/Data Gathering • Call Flow Design • Database Build • Device Management Planning • Training Planning <p>Wireless Assessment</p> <ul style="list-style-type: none"> • Network Topology • Technical Walkthrough • Readiness Check 	<p>Installation:</p> <ul style="list-style-type: none"> • Software Installation • PBX Integration • Vocera Badge Configuration • System Testing and Validation <p>Go-Live Training:</p> <ul style="list-style-type: none"> • Administrator and Help Desk Training • Educator Training • Super-User Training • End-User Training 	<p>Post-Assessment</p> <p>Short Term Tasks</p> <ul style="list-style-type: none"> • Follow-Up Visit • Training Refresh • Analyze metrics • Reports for stakeholders <p>Long Term Tasks</p> <ul style="list-style-type: none"> • Ongoing Device Management • Ongoing Training • Periodic Database Tuning

Table 1-1, Deployment Phases

Vocera projects can be divided into distinctive phases; each phase can be subdivided into distinct sections, each building to a project milestone. All of the phases detailed in Table 1-1 (above) and described below follow a structured and proven methodology, providing for scheduling finesse, allowing the project to move forward at a suitable pace.

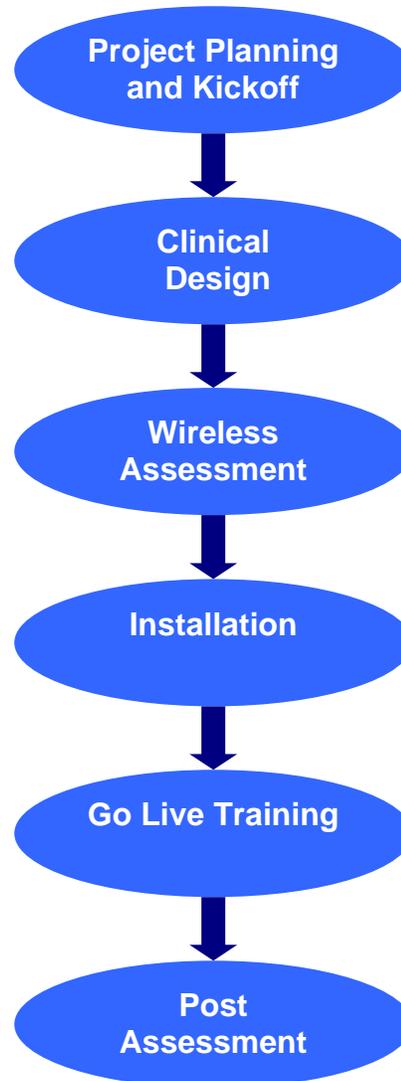


Figure 1-2, Deployment Stages

VOCERA PROJECT PHASES: PRE-DEPLOYMENT

The Pre-Deployment phase of a Vocera project encompasses all planning and resource allocation, laying the foundation for the overall project. Project task planning and schedule, in particular, is very important to ensure that the project flows smoothly and that there is adequate time and duration(s) for task completion. Vocera Pre-Deployment planning considers many different areas:



- Scope (size of deployment) – License size
- Project Discovery and Plan Development – task order and associated duration(s)
- Number of users to train
- Number of units to go live and when
- Resources for deployment and On-site meetings
- Equipment acquisition – Servers and Vocera hardware
- Positioning project expectations

Planning

- **Project Planning & Discovery** – It is important to identifying the clinical and technological drivers that move a Vocera project forward. It is important to collect data about current systems and their performance as well as discover implementation goals. The information gathered during discovery is used as the basis for the overall system design to meet the customer's clinical and business needs, providing a vision that assists in defining the overall objectives and anticipated outcome(s) of the project.
- **Server Hardware Acquisition and Provisioning** – Selecting the appropriate server hardware for a new Vocera system is critical to the systems ability to grow and scale. Vocera has performed extensive performance evaluations to ensure system performance. Detailed recommendations on the minimum server sizing can be found in the Vocera Server Sizing Matrix.
- **Project Kick Off** – Call with the customer to officially initiate the project, introduce team members, set expectations and develop and communications plan.

Clinical Design

- **Vocera Clinical Workshop** – The Vocera Clinical Workshop is a 3-4 hour on-site meeting designed to provide a forum for all disciplines involved with the Vocera implementation project to discuss the features and functionality of the Vocera system and learn how it can be tailored to provide an effective business solution for their institution.



- **Vocera Call Flow Design Meetings** – Vocera Call Flow Design meetings are a series of individual meetings with each department/unit that will receive Vocera. Within these meetings, interactive discussion will highlight effective call-flow scenarios, unlocking the power of Vocera and creating a path to improved communications and productivity.

Wireless Assessment

- **Wireless Assessment** – The Vocera Wireless Assessment is a critical activity during the Pre-Deployment phase. The Assessment is designed to ensure that wireless performance and network infrastructure meets or exceeds the performance parameters necessary to support voice over an 802.11-based wireless infrastructure. Please refer to the Vocera Infrastructure Guide for detailed network parameter information.
- **Site Readiness Check** – Should any network remediation be performed after the Wireless Assessment based on Vocera recommendations, the Site Readiness Check is a final validation of affected changes and readiness for installation.

VOCERA PROJECT PHASES: DEPLOYMENT

Installation

- **Software Installation and hardware Configuration** – Vocera will perform the physical software installation, integration to the existing telephony system, software and hardware configuration, and provide system testing and validation along with technical training for the Help Desk and System Administrator.

Go-Live Training

- **Vocera Training** – Following software installation, comprehensive training is provided to System Administrators, Help Desk, Clinical Educators, Super-Users and End-Users. Vocera utilizes a Train-the-Trainer model to provide the best training experience available, laying the foundation for a self-sustaining and on-going Customer training model. As customers begin to train their users with our support during go-live or through refresher and new-hire orientation sessions, our model prepares the customer for long-term success with their Vocera system.



VOCERA PROJECT PHASES: POST-DEPLOYMENT

The Vocera Post Assessment visit provides for on-site support, refresher training, and affords time to discuss factors for long-term success. The Assessment visit also allocates time for fine-tuning of the Vocera database and assessment of overall Vocera system utilization.

Post-Assessment

The Vocera Post Assessment has many significant activities to aid the customer with continued system success and/or modification:

- Perform floor observations
- Prepare and distribute reports
- Provide technical assistance
- Review end user training plan
- Review device management processes
- Gather and analyze post-deployment metrics
- Maintain communication with executive sponsors
- Assist with database adjustments

The Assessment visit is very important for continued system success. Once the Vocera go-live occurs, there are strategies and activities that can be implemented to keep your Vocera deployment vibrant:

- Maintain strategic executive sponsorship
- Maintain a voice-grade network
- Train all users
- Design on-going support processes
- Maintain database integrity
- Define device management procedures
- Build on-going enthusiasm and improvement



Chapter

2

Clinical Design

The root cause of most identified problems that occur in a health system is communications. Effective communication is essential for the delivery of high quality, safe patient care. The complexity of medical care makes it critically important that clinicians have standardized communication processes.

Clinical Design enables focus to the specific operational needs of the customer in order to meet patient and staff efficiency and effectiveness goals. Our Clinical Design strategy deploys in two primary steps: the **Clinical Workshop** and **Clinical Workflow Design**.

The Vocera Clinical Workshop is designed to provide a forum for all disciplines involved in a Vocera deployment. The workshop is a four-hour session in which we walk through the features and functionality of the Vocera system, and learn how we might tailor these to meet the specific needs of the customer. The features are interactively demonstrated with hands-on participation of the attendees. It is during this time that we begin to review the scope of Vocera for a deeper understanding of the capacity of the system and the impact that it may have upon each facility. The stages and processes of each of the deployment phases are explained.

The Workflow Design stage occurs approximately two weeks after the Workshop and involves face-to-face sessions with unit clinical representatives reviewing roles on the unit, communication outbound and inbound to these roles and escalation paths.

By designing workflows based on unit key communication processes, clinicians are enabled a framework by which to reach who they need and when they need at the point of care. These workflows are reviewed and approved, then created in the Vocera database.



CLINICAL WORKSHOP

Attendance and Duration

The attendees necessary for the workshop are the Managers and/or assistant department heads of the areas where Vocera will be utilized along with the key IT personnel involved with the project. Typically, this includes but is not limited to:

- Facility Project Manager
- CNO and/Or Nurse Managers' Supervisor
- Nurse Managers of Units Deploying Vocera Communications
- Assistant Nurse Managers of Units Deploying Vocera Communications
- Unit Secretary Representative
- CIO and/Or IT Manager and Staff Member
- Telecommunications Director or Manager
- Supervisors of Ancillary Departments Deploying Vocera

The Vocera Clinical Workshop is typically 3-4 hours in duration. The length of the presentation is necessary to allow for a comfortably paced presentation with much interaction and discussion. It also allows time for the attendees to absorb the innovative concepts of the product.

Metrics

Introducing various suggestions for creating possible Pre/Post Metrics enables the customer the opportunity to quantify the benefits (ROI) from implementing Vocera. Interactive discussions regarding what problems and processes the customer is trying to solve and what measurable outcomes can be created are explored. The Vocera team may also assist the customer in identifying their overall objectives and goals for the project and incorporate strategies to ensure that these goals can be accomplished.

Data Collection

During the Workshop, we introduce the concepts of Workflow Design and Groups along with a detailed view of how Vocera can be utilized within the customer's facility. The data gathering process is outlined with examples provided to illustrate the simplicity of the templates utilized. These templates supply Vocera with the information necessary to begin compiling the basic framework of the Vocera database.



Vocera Policy and Best Practices

The importance of establishing a formal Policy and Procedure is emphasized during the Clinical Workshop and encompasses badge usage, privacy options, equipment and accessories, badge care, the badge replacement process and downtime procedures. Best practices are shared and discussed for implementing and maintaining a successful device management process. Establishing a thorough Device Management process is crucial to the success of the project.

Workshop Conclusion and Next Steps

By the conclusion of the Clinical Workshop, responsibilities for the Vocera team and the customer are assigned. A tentative timeline for the projected go-live date is established and the scope of the deployment and expectations are set.

WORKFLOW DESIGN

Attendance and Duration

The attendees necessary for the Workflow Design sessions are the Managers of the deploying departments and operational staff who understand the key communication needs. This includes but is not limited to:

- Unit managers
- Unit supervisors
- Unit secretary
- At least one representative from every tier of the unit
- At least one participant from every shift of the unit

The Design sessions are typically one hour in duration for each deploying unit.

Process Steps and Guiding Principles

Our process maintains a standard context, following the Workflow Design process depicted in Figure 2-1 below. We are also guided by three principles during our Workflow Design sessions and follow-on activity as shown on in Figure 2-2.



Workflow Design Process Flow Chart

“I’ve always had so much trouble reaching EVS to turn over our rooms. Now, I just call the group and get an instant response. Our bed turnover time has increased dramatically.”

*Unit Secretary,
RMC of Northeast AL*

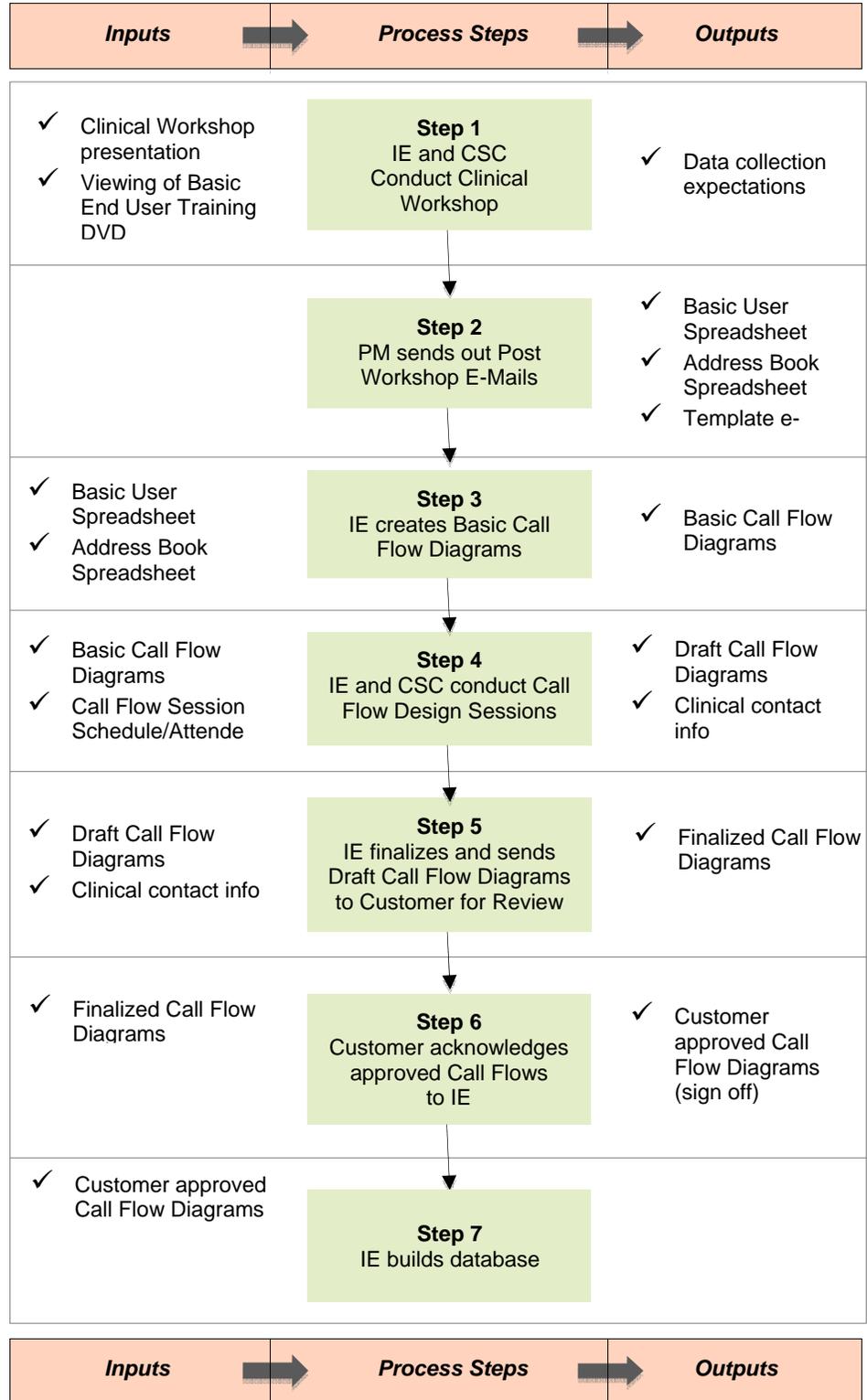


Figure 2-1, Workflow Design Process Flowchart



Process Steps Defined

IE and CSC Conduct Clinical Workshop

The Workshop is the first opportunity for all key players to meet their Vocera team and review the Vocera deployment. This is where the initial expectations are set for the Work flow Design and associated data gathering tasks.

“Our nurses love it. They couldn’t do without Vocera anymore. They’ve learned to call each other and their ancillary services by broadcasting to and calling groups. The group capability is invaluable.”

*Unit Director,
Beaumont Hospital, MI*

1. PM Send out Post Workshop E-Mails

The Vocera Project Manager sends out correspondence following the workshop including spreadsheets used to gather database information for the Design sessions.

2. IE Creates Basic Work flow Diagrams

The Vocera Implementation Engineer uses the data gathered from the User spreadsheets sent out in Step 2 to create basic diagrams to initiate the Work flow Design Sessions.

3. IE and CSC Conduct Work flow Design Sessions

Specific key stakeholders from each department attend these meetings to ensure a comprehensive design for all users.

These sessions are highly interactive and consensus seeking.

4. IE Finalizes and Sends Draft Work flow Diagrams to Customer for Review

Designs from each session are sent to the department contact for review. Managers are encouraged to share with the user staff to gain their feedback for incorporation into the design.

5. Customer Acknowledges Approved Work flows to IE

The customer’s Project Manager reviews the entire design as a last validation prior to building the database.

6. IE Builds Database

The Vocera Implementation Engineer builds the database with the approved work flows. This design launches with the deployment. Changes are then made during the Go-Live as needed; and changes going forward are made by customer personnel trained to facilitate the Work flow Design process.



Workflow Design Guiding Principles

“It really is valuable to have everyone involved in the room at the same time talking about their communication issues. It’s unbelievable what people will learn in these sessions.”

*Project Manager,
Marin General
Hospital,
California*

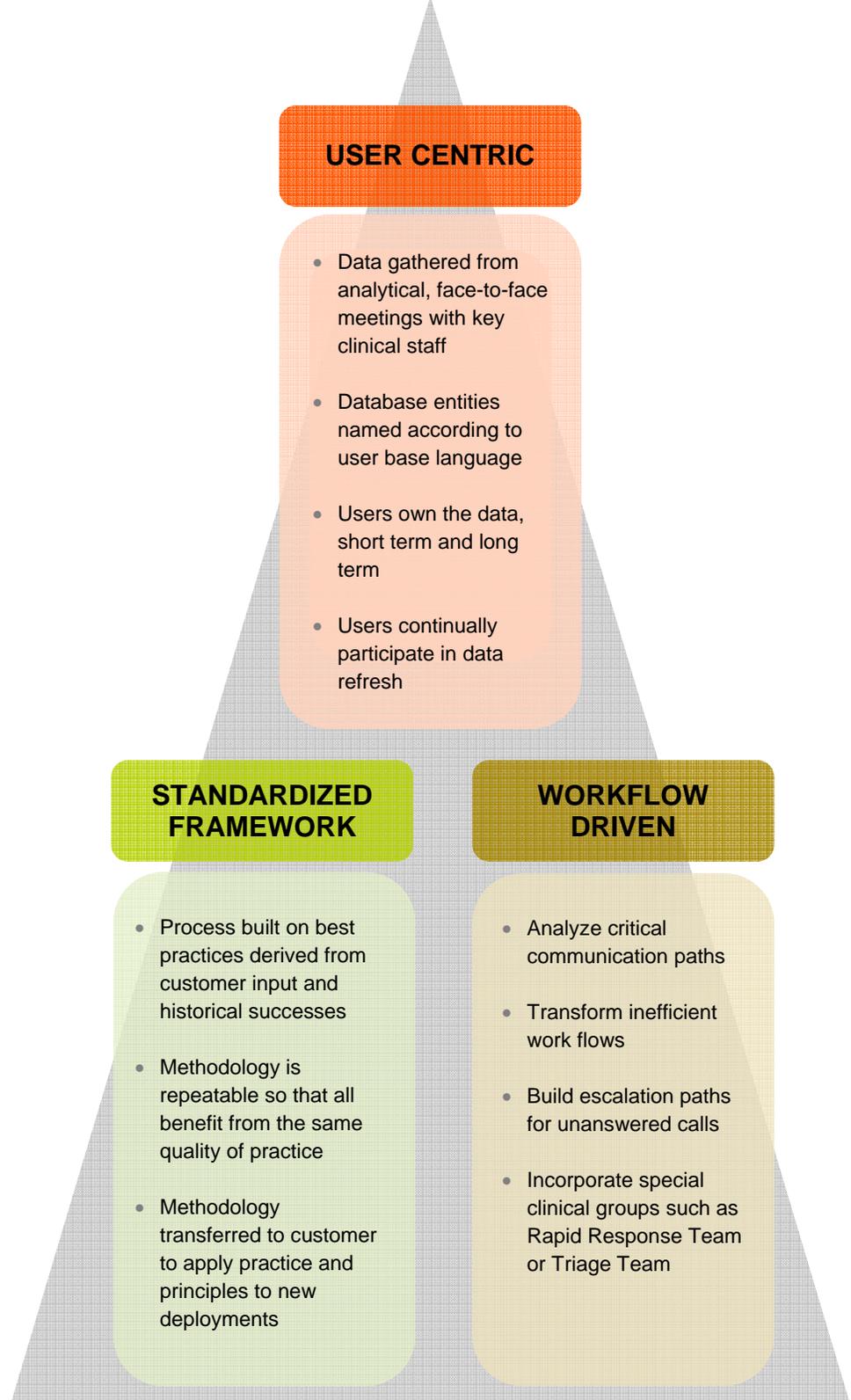


Figure 2-2, Workflow Design Guiding Principles



Chapter
3

Wireless Assessment

The Vocera Wireless Assessment service is designed as a resource to help a facility get a sample of the overall wireless health of their network. The targeted facility is one in which the customer has had a survey performed recently and would either like to expand into a new area or has had some minor challenges with the current Vocera deployment in regards to wireless performance. Or, it is a new deployment in which there is some concern or questions as to the ability of the wireless infrastructure to support a mobile VoIP device such as a Vocera badge. It falls firmly between the ‘Vocera Readiness Check’ that is part of the deployment process and a full blown site survey.

The deliverable report that is produced would give an indication of the wireless state in regards to a Vocera deployment as well as make suggestions for remediation. Items investigated could include, but not limited to, co-channel interference, outside interference, infrastructure configuration analysis, and a RF snap shot of the unit(s) in question illustrating coverage and any possible co-channel interference. The Vocera Wireless Assessment service report will have 3 distinct components. In some cases, an Appendix will be included.

Network Topology	Technical Walkthrough	Summary
<ul style="list-style-type: none">• Description of Infrastructure• Wireless security utilized for Vocera• Configuration settings	<ul style="list-style-type: none">• Physical walkthrough of designated area(s)• Utilize various tools of measurement• Findings noted	<ul style="list-style-type: none">• Overall Summary• Findings/recommendations• Detailed with evidence/reasons for recommendations

Table 3-1, Wireless Assessment Report Breakdown



NETWORK TOPOLOGY

Network Topology is a brief description of the infrastructure being used at the facility. This may include hardware make/model, code revision, 802.11 protocol (b/g) etc., VLAN information such as total number, security suite being utilized, and QoS. This is more of an informational description as opposed to a VLAN/security test. The basic Vocera relevant configurations (e.g. DTIM=1, Power <= 30mW, etc.) would be looked into and verified/suggested changes made. This information may be presented in table like format as illustrated by the example found below:

Max AP Transmit Power	~30mW
Minimum Power Coverage	-65dBm
Minimum SNR	25
Beacon Interval	100 Kilo Microseconds (102 ms)
DTIM	1
Public Secure Packet Forwarding	Disabled
ARP Cache	Disabled
Priority Queue	Voice - Highest Priority

Table 3-2, Network Topology Example

Information would entail the strongly recommended Vocera Configuration fields if applicable such as;

Supported Data Rates*	1, 2, 5.5, 11
Basic Data Rates*	Site Specific, depends on AP Density
Channel Plan	3 Channel plan recommended (1, 6, 11)
Roam Threshold	2 - AP Density or Meru may change
Max Number of SSIDs	5
Client Exclusions	Disabled
Authentication Timeouts	1 Full Shift

Table 3-3, Recommended Configuration Example

*Assumes a mixed B1000A, B2000 environment



TECHNICAL WALKTHROUGH

A physical walkthrough would be performed in the designated initial area(s) using a wireless analysis tool (e.g. AirMagnet Survey) in order to get a snapshot of the wireless environment. This would be performed by placing a laptop on a typical wireless workstation cart and pushing it through the various areas and taking samples. Of note is that not every room might be able to be entered as there could be a patient present/restrictions, but efforts need to be made to ensure that the data should be robust enough to get an excellent feel for the environment. The relative findings would then be broken down by area with explanations.

Floor 1 All Seen APs and Strength

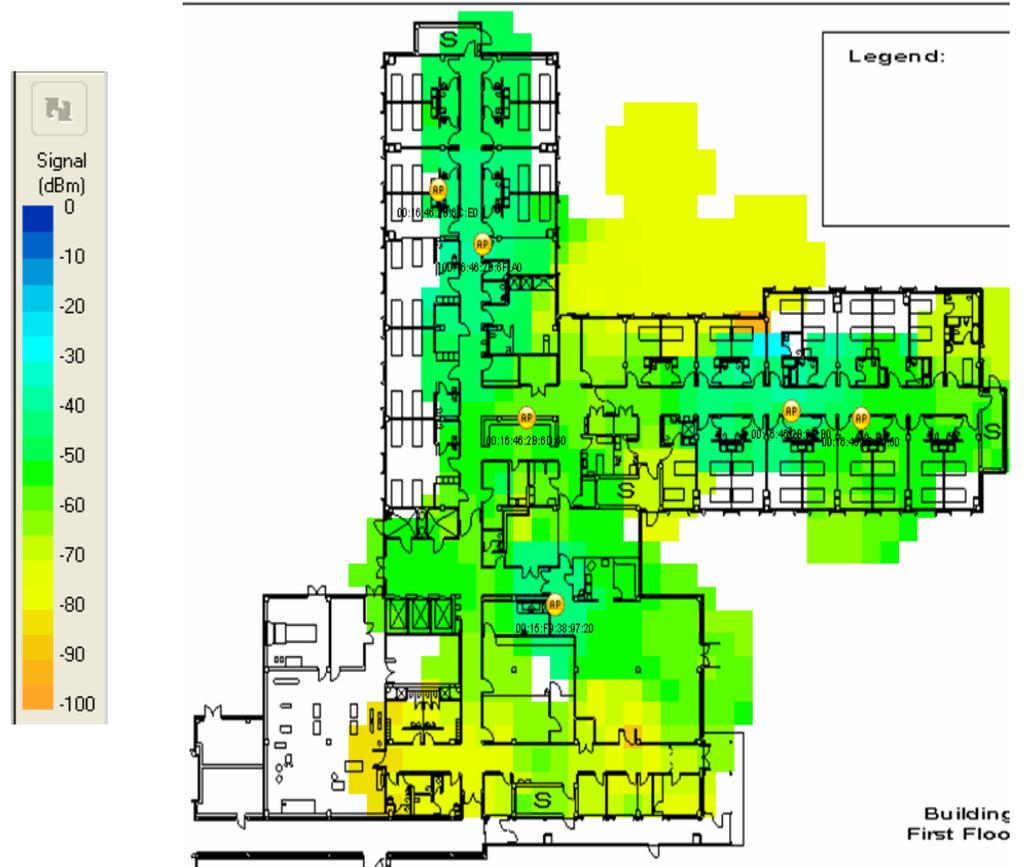


Figure 3-1 AirMagnet Signal Strength of Access Points Example

Note: Vocera badges are designed to optimally work on a signal to noise ratio of 25 and minimum signal strength of -65 dBm. Generally, any area that has a blue or green hue would be satisfactory according to the above legend. This figure illustrates the APs that were detected and their relative signal strengths during the technical walkthrough of the first floor. Of note is the total amount of APs seen, including those from other floors. The RF pattern shown is from a passive mode from a wireless card in a laptop.



The signal maps may also illustrate co-channel interference, which would be presented in a form such as the example that follows with accompanying legend.

Floor 1 Co-Channel Interference Possibility



Figure 3-2 AirMagnet Co-Channel Interference Possibility Example

Note: The above figure is the legend to denote the severity of co-channel interference as determined by the wireless tool. This is determined by processing the data that was captured during the technical walk through and imposing it on the floor plan. This is most significant where the tool observes dense proximities of APs operating on the same channel as captured.



Wireless Assessment Summary Report

A summary would be provided to tie in and explain the total of all findings. This is where any suggested remediation steps would be recommended. Suggested remediation steps would have evidence included to illustrate the reasoning/need to take the steps necessary. Previous examples of remediation have included, additional APs, adjust power settings to less than or equal to 30 mW on the APs, and AP channel changes to lessen co-channel interference. Most of the discovered challenges are fairly common across facilities but the task of presenting them in a factual informative way as per the Wireless Assessment report has the effect of giving all parties involved an excellent base from which to begin the remediation process.

Appendix

An appendix would most likely be attached which would include any relevant configuration files (security info scrubbed), pictures, power setting tables, etc.

SITE READINESS CHECK

As a follow up to changes performed on a customer's network which could affect Vocera performance or remediation completed based on recommendations from our Wireless Assessment Summary, a Site Readiness Check will be performed. The network must meet Vocera configuration criteria and withstand the validation as noted above to proceed to the next process stage.



Chapter

4

Installation

The Vocera communications system consists of two key components: the Vocera system software that controls and manages call activity, and the Vocera B2000 communications badge, a lightweight, wearable, voice-controlled communication device that operates over a wireless LAN (802.11b/g). Together, the Vocera system software and badge, allow users to instantly communicate with others throughout a building or campus environment. The Vocera telephony solution software enables users to make and receive telephone calls directly from their badge through the PBX. The Vocera report server software provides reports that enable customers to manage devices, system usage, user performance, and system management.

The installation stage of the Vocera project consists of 5 areas:

- Software Installation
- PBX Integration
- Badge Configuration
- System Testing and Validation
- Technical Training

Software Installation	PBX Integration	Badge Configuration	System Testing and Validation	Technical Training
<ul style="list-style-type: none"> • Vocera Server • Vocera Cluster • Vocera Telephony Server • Vocera Report Server • Badge Configuration Utilities 	<ul style="list-style-type: none"> • Hunt Number(s) • Signaling Protocol • Line Type • Framing 	<ul style="list-style-type: none"> • SSID • Authentication Type • Encryption Type • Server IP Address(es) 	<ul style="list-style-type: none"> • Vocera Server • Vocera Telephony Server • Badge • Vocera Report Server • Badge Configuration Utilities 	<ul style="list-style-type: none"> • Vocera Administrator Training • Helpdesk Training

Table 5-1 Installation Stage Areas



INSTALLATION PROCESS

Software Installation

Install the software from the appropriate DVD or CD for the following Vocera products:

- Vocera Server
- Vocera Server Cluster (Optional)
- Vocera Telephony Server
- Vocera Report Server (Optional)
- Badge Configuration Utilities
- Vocera Service Pack (If Applicable)

PBX Integration

Configure the following PBX information on the Vocera Server via the Vocera Admin Console:

- Vocera Hunt Number(s)
- Number of Lines
- Integration Type
- Signaling Protocol
- Framing
- Line Code
- ISDN Protocol (If Applicable)
- Calling Party Number (If Applicable)

Badge Configuration

Configure the following information using the Vocera Badge Utilities to create a *badge.properties* file:

- SSID
- Authentication Type
- Encryption Type
- Server IP Address(es)
- IP Settings
- Roaming Properties
- Channel Properties



System Testing and Validation

Vocera Server - Confirm that the Vocera Server and all of the required services are running.

Vocera Telephony Server - Confirm that the Vocera Telephony server, Dialogic services and all other required services are running.

Badge - Conduct test calls of the Vocera system using the following parameters:

- Badge to Badge Calls
- Badge to Telephone Extension
- Badge to Outside Telephone Number
- Outside Telephone Call to Badge
- Paging
- Broadcast
- Push to Talk

Badge Configuration Utilities - Configure badges with correct properties and confirm they connect to the network.

VRS - Confirm that the Vocera Report Server can communicate with the Vocera server by running a manual Data Load. Once the data is transferred from the Vocera Server to the Vocera Report Server confirm that reports can be generated by generating a report.

Technical Training

Vocera Administrator Training - The Vocera Implementation Engineer will instruct the Vocera Administrator on how to administer and maintain a Vocera system. The administrator will get an overview of the Vocera system architecture and system key features that provide maximum workflow benefits. The training will also provide insight into the administrative and reporting functionality of Vocera Report Server.

Helpdesk Training - The Vocera Implementation Engineer will instruct the customer help desk how to manage files on the Vocera server, working with the database, badge basics, troubleshooting speech recognition issues and working with the Vocera Support team.



Installation Summary Report

A summary trip report would be provided to explain what work has been completed on-site and any issues or outstanding work that needs to be completed. The summary trip report will also include additional information such as:

- Server make and model
- Server IP addresses
- WLAN Information
- PBX model
- Badge.properties file
- Enabled Vocera features



Chapter

5

Go Live/Training

Training is a critical success component in the implementation of the Vocera system. A valued offering for the Vocera Professional Services organization is our training methodology. When implemented, our Train-the-Trainer model gives organizations a foundation for producing internal resources able to replicate our basic end-user and Super User classes. This proven methodology is one of the key success factors in every thriving Vocera deployment.

This chapter will outline the training service provided through Vocera. At the most fundamental level is the basic end user class. Vocera provides Super User and Train-the-Trainer sessions to ensure an organization builds internal resources for on-going training.

Beyond having a Clinical Solutions Consultant provide the training, Vocera enlists the industry know-how of Implementation Engineers to train at least two individuals at the Systems Administrator level. Further instruction is customizable for call center and help-desk personnel. With our expertise in training, customers are able to grow internal resources to support this solution.

This comprehensive training model is grounded in adult learning theory and proven to be effective when utilized. Vocera possesses skilled facilitators with both clinical and training expertise who are able to guide your organization through the train-the-trainer process.



THE TRAINING PROCESS

Our process is customer centric. Vocera is able provide training which meets the needs and schedule of the customer. This process begins in the training deployment stage of a well structured project plan. The phase ends when all scheduled classes and on-site walk-about support have been delivered.

During the product installation process, the Vocera Implementation Engineer (IE) provides the designated system administrator, tiered administrator and members of the help-desk with an overview of Vocera. The IE will review trouble-shooting scenarios and provide the systems administrator with the tools necessary to maintain the system. Several weeks prior to the scheduled go-live training date, a proposed schedule is created based on the number of end-users who require training. Our customers are able to review the schedule and provide feedback. Customer recommendations and requirements are incorporated into the final schedule. The Vocera Resource Binder is then made available to end-users either electronically or in hard copy.

Go-live training of end-users is always an exciting time in the Vocera deployment process. End-users are able to learn how to use the badge. At the end of training, Vocera best practices recommend immediate use of the wireless communication device. End-users return to their respective departments to collect a badge and begin their Vocera experience.

“The badge is very easy to use; I often attend meetings and conduct ad-hoc demonstrations of it with first time users,”

*Team Leader -
Technical Services
Sunnybrook Health
Sciences Centre
Toronto, Canada*

“I love it! It couldn't be easier.”

*Nurse Manager
St. Barnabas
Medical Center
Livingston, NJ*

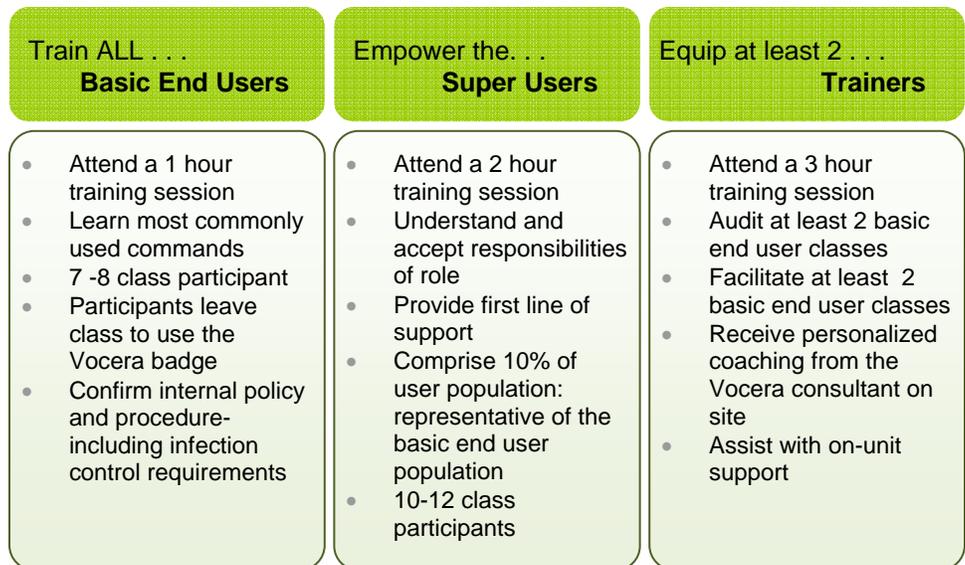


Figure 6-1, End User Training Model



“I have never worked with a vendor whose staff is as knowledgeable about their product as Vocera.”

*Project Manager
Swedish Orthopedic
Institute, Seattle, WA*

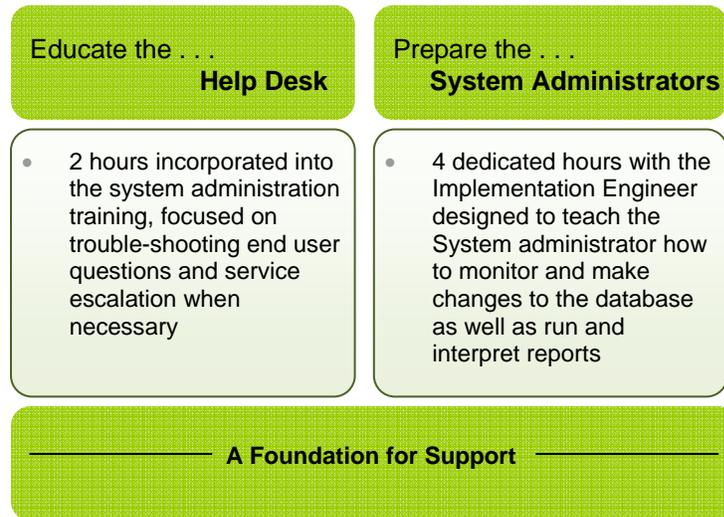


Figure 6-3, Technical Training Model

Although the Vocera badge is relatively easy to use, its mastery requires the guidance of trained professionals, capable of teaching adult learners in a supportive environment. For that reason, we do not merely offer instruction; we offer a training solution for a technology that will integrate into your workflow to make it more efficient. We will work with your staff to seamlessly infuse Vocera into your processes to achieve increased speed of communication while facilitating the completion of other tasks.



Chapter

6

Post Assessment

Vocera recognizes that a system as valuable as ours should be routinely assessed for maximum benefit. With communication breakdown being the number one root cause of most problems in healthcare, we aim to minimize these occurrences through various methods.

One technique we employ is our Post-Deployment Assessment. Approximately 6 weeks post Go Live, Vocera returns to your site to perform this important task. The information derived from this visit provides you with a current status of your system and supplies you with a roadmap for continued, long-term success.

POST-DEPLOYMENT ASSESSMENT PROCESS

In conjunction with your staff, we analyze all aspects of your deployment. We will cover areas such as:

• Vocera Usage	• Network
• Training	• Database
• System Ownership	• Device Management
• Call Flow Analysis	• Groups
• Address Book	• Support
• Accessories	• Badge Wear
• Reports	• Expansion opportunities and benefits



The topics we attend to during this phase are consistent with those initially addressed during the Kick-Off Call and re-addressed throughout all phases of the implementation process.

Prior to arriving onsite, we will request specific reports or data in which we will generate valuable diagnostic reports that will provide a baseline of current activity and identify any potential problem areas. Analyzing this data in advance allows us to come armed with a recommended plan of action ahead of time.

While at your facility, we aim to visit all areas where Vocera is currently being employed. This observation is invaluable as it permits us to examine Vocera's usage in the live environment, in real-world situations. Specifically, we will examine:

- Badge wear
- Command use
- Availability of equipment
- Network response
- Call-flow validity
- Other areas effecting end user performance and satisfaction

Our time with the Vocera Program Manager will cover the database structure and changes, ongoing support to deployed departments, continuing training, device management and any network challenges.

At the conclusion of our Post-Deployment Assessment, Vocera will provide a detailed assessment and recommendation document which outlines our findings, advises on any areas for improvement and propose strategies for continued growth.

Because Vocera operates at its optimum with periodic review and attention, we will work with the facility to create a long-term plan of action for continued success. This will be derived from years of experiences and best practices. Re-emphasis on executive and clinical sponsorship will be reiterated along with a roadmap for maintaining enthusiasm and improvement of the system, eventually leading to system expansion.



v o c e r a

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