



*OptiVox helps hospitals comply with the Joint Commission's standards for hand-off communication while monitoring quality and improving patient safety enterprise-wide.*

**Your Hospital's Answer to National Patient Safety Goals on Interdisciplinary Hand-off Communication**

**Hand-Off Expectation**

**OptiVox® Solution**

**I**mplement a standardized approach to hand-off communications.

- OptiVox creates a standard method for hand-off communication that is uniform for all caregivers enterprise-wide.
- The system allows any authorized caregiver to enter or access hand-off reports using the same standardized system, even across floors, departments, or units.
- Hand-off report content can be customized by each floor, department, or unit using voice prompts to ensure that required information is included on each report.
- Management can quickly review paper or online summary reports to verify that each caregiver is adhering to the standard method for entering and receiving required information for each hand-off report.

**T**he primary objective of a hand-off is to provide accurate information.

- Using OptiVox, a caregiver can conveniently enter a hand-off report from any phone, at any time.
- The average report takes less than 2 minutes to input using the convenient OptiVox standardized process, making it easier for caregivers to keep hand-off reports up-to-date and accurate.
- If additional information is required, caregivers simply append/update the report with any changes or new information.

**I**nterruptions during hand-offs are limited to minimize the possibility that information would fail to be conveyed or would be forgotten.

- Less time is required for hand-off communication with OptiVox. Each report takes an average of less than 2 minutes, limiting the opportunity for interruptions.
- If a caregiver is interrupted while entering or listening to an OptiVox report, the system allows the caregiver to easily go back into the system, retrieve the entire report, and review the report to ensure that complete information was exchanged.
- The OptiVox system uses the telephone as the interface for entering and retrieving hand-off reports. Because users are focused on the phone, they are less likely to be interrupted or distracted during an OptiVox "call" than during a face-to-face meeting or reviewing a written report.

## Hand-Off Expectation

## OptiVox® Solution

**H**and-offs require a process for verification of the received information, including repeat-back or read-back, as appropriate.

- Upon activating a report session for a specified patient, the patient's name and DOB are audibly played, verifying that the caregiver is dealing with the correct patient's report. In addition, the caregiver has the option to play the patient's entire demographic profile immediately upon request, providing additional verification of patient information.
- While reviewing a hand-off report, the caregiver has the ability to navigate backwards or forwards through the voice record to hear any specified portion of the hand-off report as many times as necessary to verify any input information.
- Management can quickly review paper or online summary reports to verify that each caregiver received the information he or she was required to receive, even down to the prompt level (the report shows time spent within each customized prompt for both the outgoing and incoming shift).

**T**he receiver of the hand-off information has an opportunity to review relevant patient / client / resident historical data, which may include previous care, treatment and services.

- Each hand-off report is indexed to a patient account number assigned by the hospital, which makes hand-off reports easy to locate and retrieve quickly.
- OptiVox offers the flexibility to review and navigate through the most current hand-off reports as well as historical hand-off reports.
- Each hand-off report can be archived on the OptiVox server for up to 3 months at no additional charge. Older reports can be made available if archived by the hospital. The OptiVox server can also be configured to store reports for a period longer than 3 months if specified by the hospital.

**O**pportunity to ask and respond to questions...

- The recommended procedure for using OptiVox includes a "verification meeting" after the hand-off reports have been reviewed to allow the opportunity to ask and respond to questions. Even with this brief meeting, caregivers have realized up to a 70% reduction in time required for hand-off reporting. Hospital managers also report up to a 40% reduction in overtime as a result of using the system.
- OptiVox's voice prompts can be customized by department, floor, or unit—resulting in more thorough reporting and fewer follow-up questions.

**E**nsure the successful implementation of hand-off goals by educating staff, monitoring compliance, and following through to address areas of concern.

- OptiVox Advisor is a web-based tracking system built to monitor the quality, accuracy, and consistency of hand-off reports.
- With OptiVox Advisor, clinical leaders can audit the standardization of hand-offs enterprise-wide.
- The system provides a turnkey management tool for hand-off monitoring, training, and competency evaluation.

*Source: Joint Commission  
2006 Patient Safety Goals  
Implementation Expectations*

