Vocera Edge Infant Care User Guide

October 2021

Table of Contents

Vocera Communications, Inc.

www.vocera.com

tel :: +1 408 882 5100

fax :: +1 408 882 5101

PatientSafe Solutions has been acquired by Vocera Communications, Inc.. In this process, PatientTouch is being renamed Vocera Edge. As part of rebranding, in all related documentation customers will see Vocera Edge in some places and PatientTouch in others. We are in the process of converting all our documentation and appreciate your patience.

Infant Care Module

Overview

The PatientTouch Infant Care Module supports patient safety and care quality by enabling caregivers to collect and label human milk from mothers and to ensure that the correct human milk is matched and administered for feeding. Using a unique barcode that matches admitted mother to baby, labeled human milk can be stored and made available as needed for feeding.

Mothers who are discharged while their babies remain at the hospital use pre-printed labels to collect human milk at home and bring the containers to the hospital for later feeding. Human milk collected at home is identified with a barcoded label to ensure correct matching during feeding.

Along with collecting human milk and documenting infant feeding procedures, the PatientTouch System also includes features for managing human milk in the nursery, and supports infant matching to mother, crib, and authorized visitors, helping to ensure infant safety throughout your facility.

Caregivers responsible for human milk administration use PatientTouch to manage and coordinate these activities for improved efficiency and patient safety at the bedside. The PatientTouch Infant Care module allows hospitals to improve patient safety and eliminate critical incidents, avoid serology costs, reduce time and labor expenditures, avoid legal costs, and assure parent and staff confidence.

Professional Responsibility

The PatientTouch System when used as outlined in the user guides and training documentation can help prevent serious infant care errors. The PatientTouch System should always be used in conjunction with the caregiver's professional clinical judgment and is not a substitute for this. If the PatientTouch System is used in a manner outside of these parameters the potential for errors can increase. Examples of system misuse include ignoring system warnings or failing to positively identify the patient. These examples are for illustration only and are not intended to be a complete list.

Click the forward arrow located on the top right hand corner of the screen to continue with the Infant Care Module. Or, click a topic from the Contents tab on the left.

"Sign" to Document

When the Clinical Manager setting "Require Badge Scan to Document" is disabled, users may touch Sign to complete the documentation of an infant care workflow. Or, if desired, they can scan their badge to document. It is only when the setting is enabled, that users are required to scan their badge.

The screens below are an example of a workflow with the confirmation screen and the "Sign" button. Users touch Sign, which completes the workflow process just as if the user scanned his/her badge.

By default the Require Badge Scan to Document is enabled.

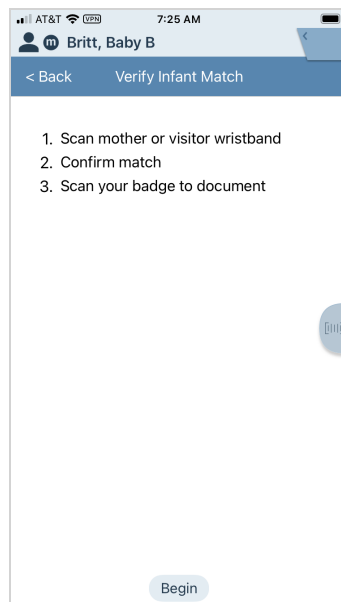|		
Care Interventions	**Verify Infant Match**	**Infant Match Verified**
Late (2)	1. Scan mother or visitor wristband	M100036 13 Jun 2019 (M)
F/U: Infant Feeding 29 Feb 01:27	2. Confirm match	**Britt, Baby B**
Vital Signs 09 Dec 05:00	3. Scan your badge to document	48.3 cm (19 in) V100036
Due (0)		3.4 kg (7.5 lb) 100/2
Upcoming (0)		Match: VERIFIED
Available (9)		Mother: Britt, Betty A
Verify Infant Match		04 Apr 1984 (F)
Print Crib Card		M100035
Verify Crib Match		100/1
Print Bin Label		
Bottle-Bin Match		
Infant Feeding		
Options	Begin	Cancel Confirm

1. Touch **Verify Infant Match** from the Care tab.

2. Scan the mother or visitor wristband.

3. Touch **Confirm**.

Care Interventions

Confirmed (1)

Verify Infant Match

Late (2)

F/U: Infant Feeding   29 Feb 01:27

Vital Signs   09 Dec 05:00

Due (0)

Upcoming (0)

Available (8)

Print Crib Card

Verify Crib Match

Print Bin Label

Bottle-Bin Match

Infant Feeding

Cancel   Options   Sign
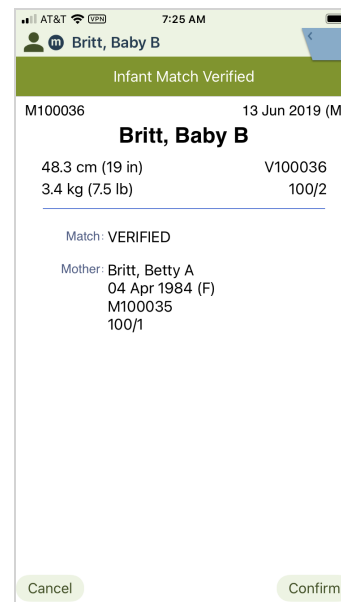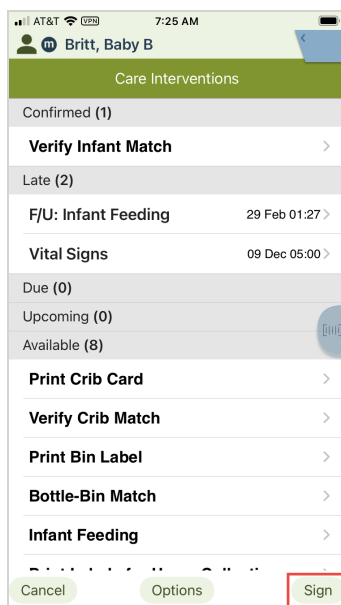
4. Touch **Sign**.

Print Visitor ID Label

To help ensure infant safety and correct visitor-to-infant identification, PatientTouch can generate and print a unique visitor ID label. For further clarity, the label can also display the relationship between the infant and visitor.

When enabled, PatientTouch will generate a unique Visitor ID for the Infant Match Visitor workflow. This ID will then be used in the infant care workflows (Verify Infant Match, Print Labels for Home Collection, and Receive Bottles). Note that in the case of multiples (twins, triplets, etc.), only one visitor ID is generated and linked. Also, caregivers must have the Infant Care - Visitor ID privilege in order to utilize this feature.

If this feature is disabled, PatientTouch will accept the infant's visit ID when scanned for the Verify Infant Match workflow.

Please refer to the instructions below to learn how to generate and print a visitor ID.

Visitor ID Activity - Without Prompts
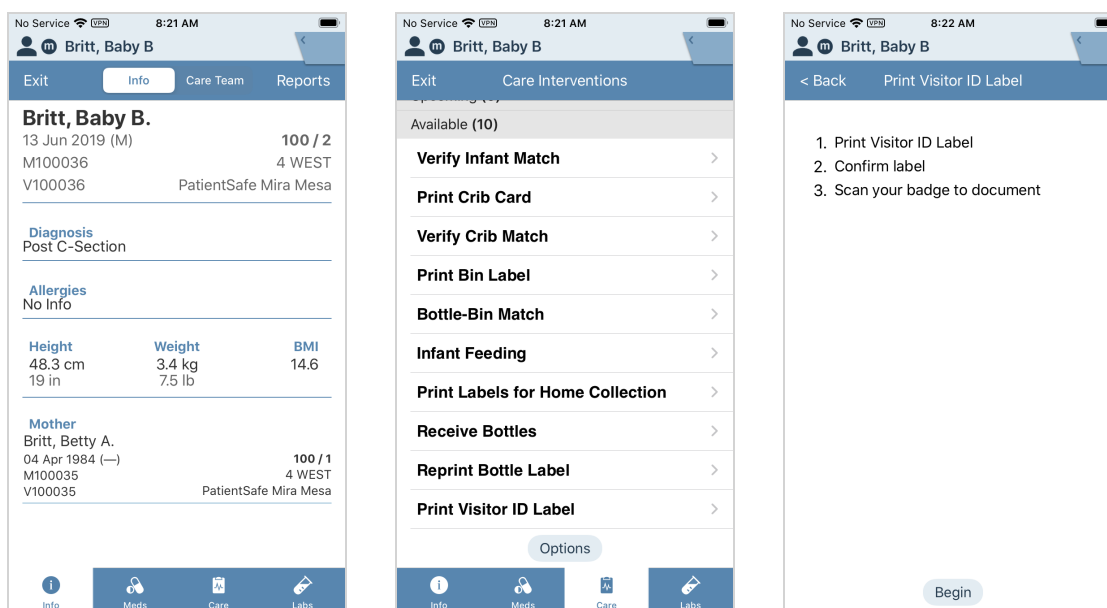
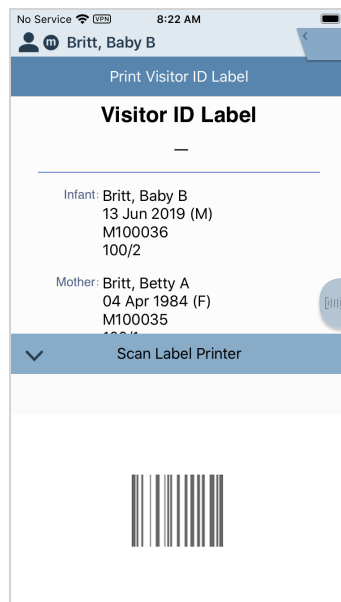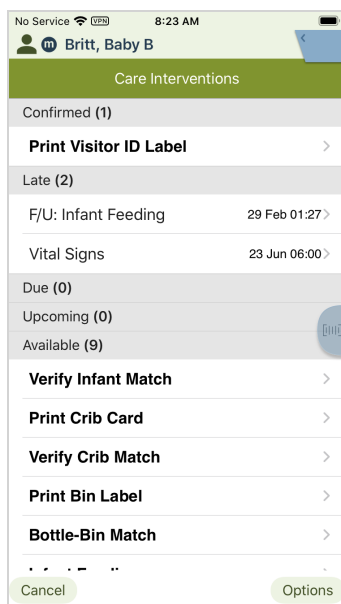| 1. After scanning the patient wristband, touch the **Care** tab. | 2. Select **Print Visitor ID Label** from the available care interventions. | 3. Touch **Begin**. |
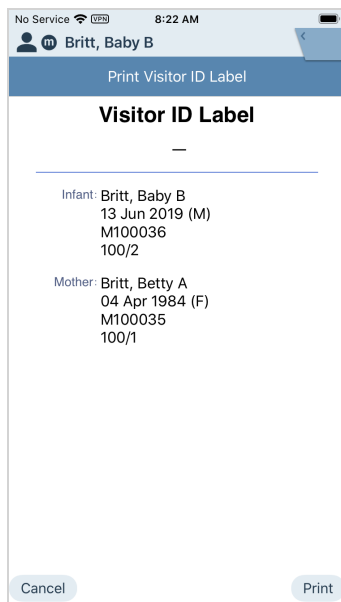
The Visitor ID Label displays.

4. Touch **Print**.

5. Scan the Label Printer barcode to print the label.

6. Touch **Confirm**.

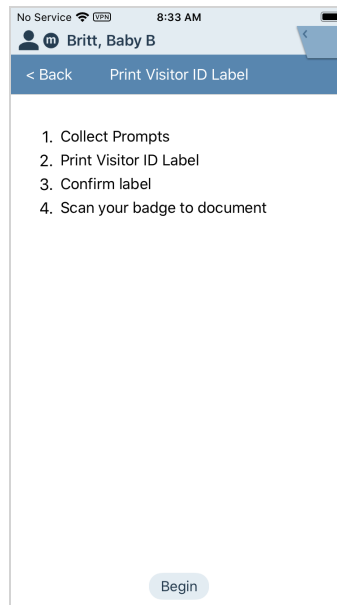7. Scan your badge to document the workflow.

Visitor ID Activity - With Relationship to Infant Prompt
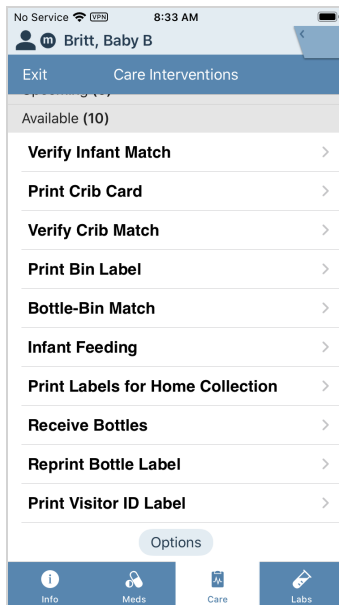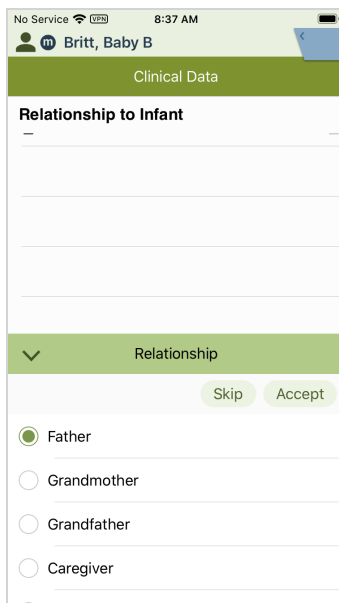
1. Select **Print Visitor ID Label** from the available care interventions.

2. Touch **Begin**.

3. Touch **Continue** to collect prompt information.

4. Select the relationship of the individual to the infant.

5. Touch **Accept**.

6. Touch **Print**.

7. Scan the label printer barcode to print the label.

8. Touch **Confirm**.

9. Scan your badge to document the workflow.

Infant to Mother and Crib Matches

Verify Match Between Infant and Mother

The *Verify Infant Match* workflow allows you to ensure that an infant is correctly linked to a mother or other visitor. Verifying an infant's link to a mother or other visitor requires that the user have the Mother-Infant Matching privilege.

To verify that an infant is correctly matched to a mother or visitor, first launch the PatientTouch application, log in, and scan the patient. Then follow the instructions below.

1. After scanning the patient wristband, touch the **Care** tab.

2. Select **Verify Infant Match** from the available care interventions.

3. Scan the barcode on the wristband of the mother or visitor.

4. Review the information and follow hospital policy to positively identify them.

5. Touch **Confirm**.

6. Scan your badge to document the workflow.

Print Crib Card

Unit clerks or nurses responsible for creating crib cards, will be able to print barcoded labels to uniquely identify the crib and link it to the infant. Only users with the Print Crib Card privilege will be able to perform this workflow. In addition, the following must be configured in the Clinical Manager for the designated facility: Infant Care>Infant Care Settings>Enable Crib Card Generation.

To print a crib card that is linked to the infant, first launch the PatientTouch application and log in. Then follow the instructions below.

Britt, Baby B	**Britt, Baby B**	**Britt, Baby B**
Exit / Info / Care Team / Reports	Exit / Care Interventions	< Back / Print Crib Card Label
Britt, Baby B.	Late (1)	1. Print Crib Card label
13 Jun 2019 (M) 100 / 2	F/U: Infant Feeding 29 Feb 01:27	2. Confirm label
M100036 4 WEST	Due (0)	3. Scan your badge to document
V100036 PatientSafe Mira Mesa	Upcoming (0)	
	Available (9)	
Diagnosis	**Verify Infant Match**	
Post C-Section	**Print Crib Card**	
Allergies	**Verify Crib Match**	
No Info	**Print Bin Label**	
	Bottle-Bin Match	
Height Weight BMI	**Infant Feeding**	
48.3 cm 3.4 kg 14.6	**Print Labels for Home Collection**	
19 in 7.5 lb	Options	
Mother		
Britt, Betty A.		
04 Apr 1984 (—) 100 / 1		
M100035 4 WEST		
V100035 PatientSafe Mira Mesa		
Info / Meds / Care / Labs	Info / Meds / Care / Labs	Begin

1. After scanning the patient wristband, touch the **Care** tab.

2. Select **Print Crib Card** from the available care interventions.
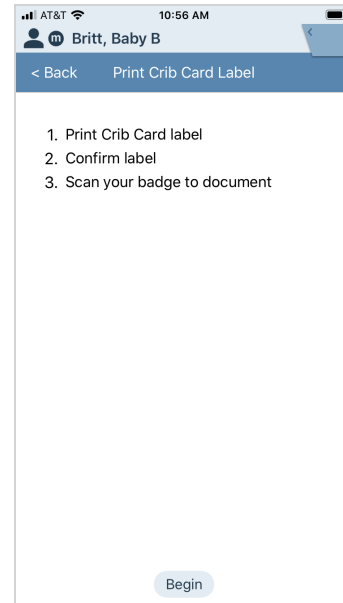
3. Touch Begin.
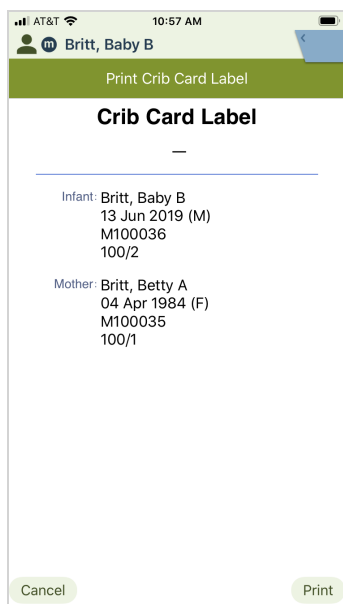
4. Verify the infant and linked mother.

5. Touch **Print** to print the crib card.
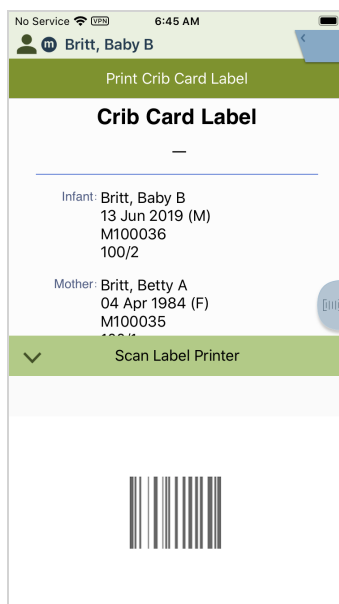
6. Scan the label printer barcode.

7. Touch **Confirm**.
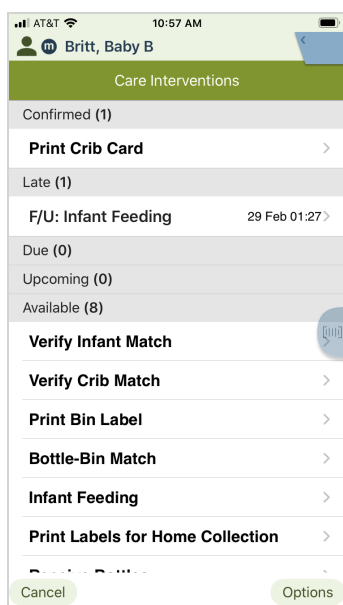
7. Scan your badge to document the workflow.

Verify Infant Match to a Crib

The *Verify Crib Match* workflow allows you to ensure a correct association between an infant and crib. Verifying an infant's link to a crib requires that the user have the Mother-Infant Matching privilege.

To verify that an infant is correctly matched to a crib, first launch the PatientTouch application, log in, and scan the patient. Then follow the instructions below.

|		
Britt, Baby B. 13 Jun 2019 (M) — 100 / 2 M100036 — 4 WEST V100036 — PatientSafe Mira Mesa **Diagnosis** Post C-Section **Allergies** No Info **Height** 48.3 cm / 19 in **Weight** 3.4 kg / 7.5 lb **BMI** 14.6 **Mother** Britt, Betty A. 04 Apr 1984 (—) — 100 / 1 M100035 — 4 WEST V100035 — PatientSafe Mira Mesa	**Care Interventions** Late (0) Due (0) Upcoming (0) Available (8) **Verify Infant Match** **Verify Crib Match** **Print Bin Label** **Bottle-Bin Match** **Infant Feeding** **Print Labels for Home Collection** **Receive Bottles** **Reprint Bottle Label** Options	**Verify Crib Match** 1. Scan crib barcode 2. Confirm match 3. Scan your badge to document Begin
1. After scanning the patient wristband, touch the **Care** tab.	2. Select **Verify Crib Match** from the available care interventions.	3. Scan the barcode on the crib card.
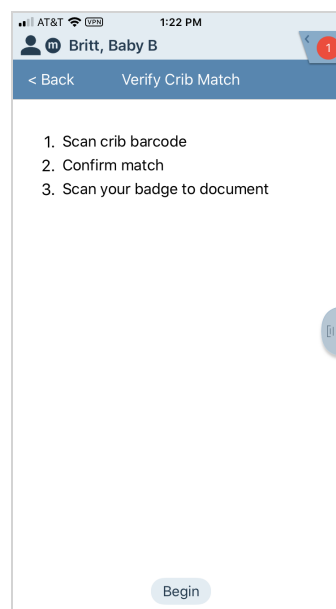
4. Review the information and follow hospital policy to positively identify the crib.

5. Touch **Confirm**.

6. Scan your badge to document the workflow.

Breast Milk Collection

Breast Milk Inpatient Collection

To collect breast milk from admitted mothers the following equipment is needed:

- PatientTouch handheld
- Wireless label printer and labels
- Breast milk containers

Documenting the collection of breast milk requires that the user have the Breast Milk Collection and Administration privilege.

Bottle labels for milk collected from an inpatient mother at the hospital include the mother's demographic data and system time-stamped collection date and time.

To collect breast milk from admitted mothers, launch the PatientTouch application and log in. Then follow the instructions below.

1. Scan the mother's wristband and touch the **Care** tab.

2. Select **Breast Milk Inpatient Collection** from the available care interventions.

3. Review the procedure instructions and touch **Begin**.

4. Enter the number of bottles being collected and touch **Accept**.

5. If you need to change the number of labels you would like to print, touch > to return to the previous step.

6. Touch **Print** to generate and print the breast milk bottle label

7. Scan the printer's barcode to print the breast milk bottle labels.

(s).

> **ⓘ** **If the Select Label Printer from a List of Available Printers option is selected in the Label Printer Settings section of the *Configuration > Global Settings* screen in the Clinical Manager, the user must select the printer name to print the breast milk bottle labels.**
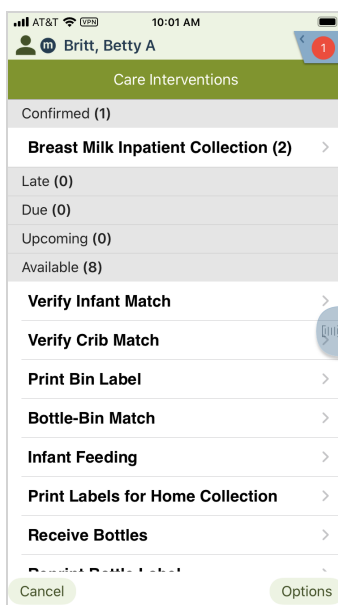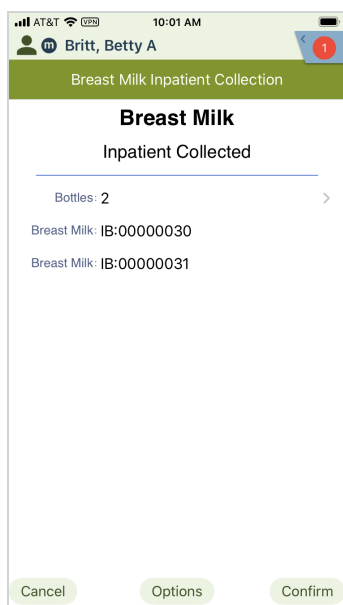
8. Verify that the labels were correctly printed and affix them to the collected bottles. Otherwise, select **Reprint** from the **Options** menu to reprint the labels.

9. Review and verify the list of breast milk bottles and touch**Confirm**.

10. Scan your badge to document the workflow.

Create Labels for Breast Milk Storage Bins

The *Print Bin Label* workflow allows you to scan the barcode on the infant's wristband to create a barcoded label that can be affixed to a refrigerator or freezer storage container.

The following equipment is needed:

- PatientTouch handheld
- Printer

The bin label barcode is encoded with a unique ID that is linked to the infant. It is used to identify the infant's supply of collected breast milk for feeding, and to verify (match via scanning) bottles when storing or removing them from storage.

Along with the unique barcode ID, bin labels typically include infant name and other identifying information. The labels generally include the following information:

- Unique barcode that identifies the bin
- Infant name, date of birth, and gender
- Infant crib location
- MRN and visit number

Your PatientSafe Solutions implementation team can customize the information to be printed on the labels for your facility.

Creating a bin label requires that the user have the Breast Milk Collection and Administration privilege.

To create and print a bin label, launch the PatientTouch application and log in. Then follow the instructions below.
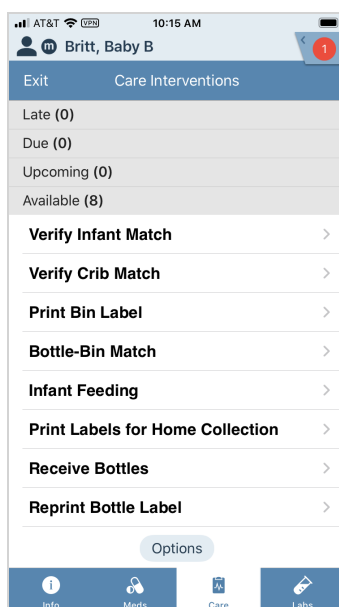
1. Scan the infant's wristband and touch the **Care** tab.	2. Select **Print Bin Label** from the available care interventions.	3. Review the procedure instructions and touch **Begin**.

4. Review the infant's information and tap **Print** to generate and print the breast milk bin label.
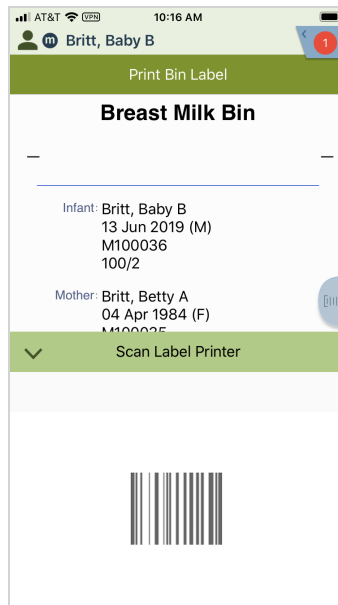
5. Scan the printer's barcode to print the bin label.

6. Verify that the label correctly printed and affix it to the infant's bin. Otherwise, select **Reprint** from the **Options** menu to reprint the label.

7. Review the summary for the bin and touch **Confirm**.

If the Select Label Printer from a List of Available Printers option is selected in the Label Printer Settings section of the _Configuration > Global Settings_ screen in the Clinical Manager, the user must select the printer name to print the breast milk bottle labels.
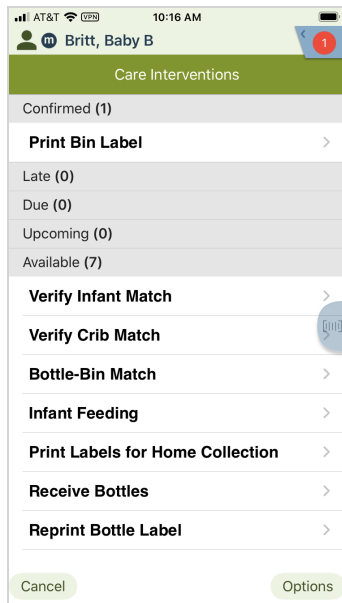
8. Scan your badge to document the workflow.

Bottle Bin Match

The *Verify Bottle-Bin Match* workflow allows you to ensure that a breast milk bottle matches the bin used for storage. The bin should be labeled with a unique barcode(s) matching the infant(s).

Refer to Create Labels for Breast Milk Storage Bins for the printed bin label.

Using this workflow, you can verify bottles for one infant at a time, including both home collected and inpatient collected bottles.

> **You can verify bottle-bin matches for one infant at a time. In the case of multiple births where each breast milk bottle is identified with a label for each of the infant siblings and is stored in a single bin, you may choose to separately verify each bottle for each sibling.**

Verifying bottles requires that the user have the Breast Milk Collection and Administration privilege.

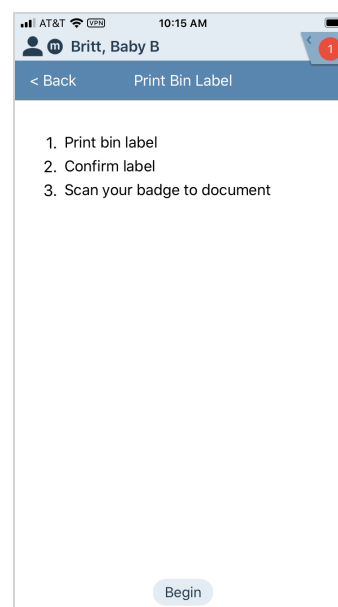To verify that breast milk bottles match the bin for storage or removal, launch the PatientTouch application and log in. Then follow the instructions below.

1. Scan the infant's wristband for which you want to verify bottles for storage.

2. Touch the Care tab.

3. Select Bottle-Bin Match from the available care interventions.

4. Scan the barcode on the label of the infant's bin.

5. Review the patient's information and follow hospital policy to positively identify them.

6. Touch Continue.

7. Scan the first breast milk bottle to verify for the bin.

8. Scan additional bottles to verify.

9. The subsequently scanned bottles will be added to the list.

10. When all bottles to verify have been scanned, review the batch and touch **Confirm**.

11. Scan your badge to document the workflow.

Print Labels for Home Collection

For mothers who have been discharged while their infants remain in the hospital, you can print labels to identify breast milk that has been collected outside the facility.

> **You will need a printer and PatientTouch to complete this workflow.**

Bottle labels for breast milk collected at home includes the infant's demographic data and blank spaces for the mother to fill in the collection date and time.

> **The mother or other authorized visitor who will be receiving the labels must be present with the appropriate wristband in order to complete this workflow.**

Printing labels for home collection requires that user have the Breast Milk Collection and Administration privilege.

To print labels for home collection launch the PatientTouch application and log in. Then follow the instructions below.

Screen 1

ꔹꔹꔹ AT&T 🛜 VPN   10:03 AM

👤 Ⓜ Britt, Baby B   1

| Exit | Info | Care Team | Reports |

Britt, Baby B.
13 Jun 2019 (M)   **100 / 2**
M100036   4 WEST
V100036   PatientSafe Mira Mesa

Diagnosis
Post C-Section

Allergies
No Info

Height	Weight	BMI
48.3 cm	3.4 kg	14.6
19 in	7.5 lb	

Mother
Britt, Betty A.
04 Apr 1984 (—)   **100 / 1**
M100035   4 WEST
V100035   PatientSafe Mira Mesa

Info | Meds | Care | Labs

1. Scan the infant's wristband and touch the **Care** tab.

Screen 2

ꔹꔹꔹ AT&T 🛜 VPN   10:03 AM

👤 Ⓜ Britt, Baby B   1

| Exit | Care Interventions |

Late **(0)**
Due **(0)**
Upcoming **(0)**
Available **(8)**

Verify Infant Match ›
Verify Crib Match ›
Print Bin Label ›
Bottle-Bin Match ›
Infant Feeding ›
Print Labels for Home Collection ›
Receive Bottles ›
Reprint Bottle Label ›

Options

Info | Meds | Care | Labs

2. Select **Print Labels for Home Collection** from the available care interventions.

Screen 3

ꔹꔹꔹ AT&T 🛜 VPN   10:03 AM

👤 Ⓜ Britt, Baby B   1

< Back Print Labels for Home Collection

1. Scan wristband of person receiving labels
2. Select number of labels to print
3. Print bottle labels
4. Confirm printed labels
5. Scan your badge to document

Begin

3. Scan the wristband of the person receiving the labels and follow hospital policy to positively identify the person.

ℹ **The person receiving the labels can be the infant's linked mother or an authorized visitor with the appropriate wristband.**

Screen 4

ꔹꔹꔹ AT&T 🛜 VPN   10:03 AM

👤 Ⓜ Britt, Baby B   1

Print Labels for Home Collection

Breast Milk
Home Collected

Receiver: Verified

Labels: —   ›

Cancel   Continue

4. Touch **Continue**.

Screen 5

ꔹꔹꔹ AT&T 🛜 VPN   10:03 AM

👤 Ⓜ Britt, Baby B   1

Print Labels for Home Collection

Breast Milk
Home Collected

Receiver: Verified

Labels: —   ›

⌄ Labels

2 ⊗

Accept

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	X

5. Enter the number of labels to

Screen 6

ꔹꔹꔹ AT&T 🛜 VPN   10:04 AM

👤 Ⓜ Britt, Baby B   1

Print Labels for Home Collection

Breast Milk
Home Collected

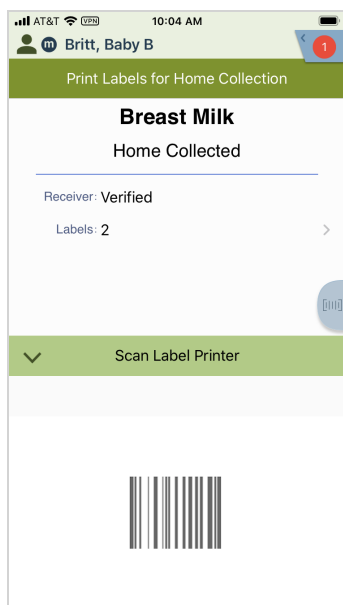Receiver: Verified

Labels: 2   ›
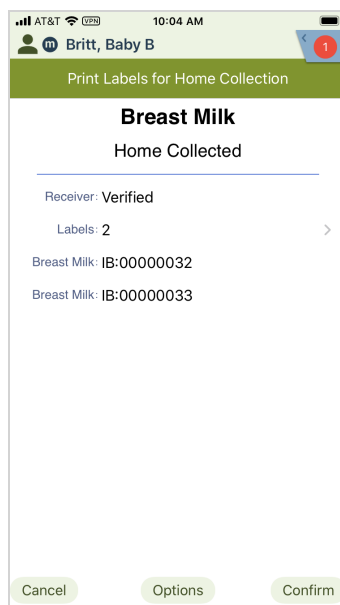
Cancel   Print

6. If you need to change the

---

print and touch **Accept**.

number of labels to print, tap >
to return to the previous step.

7. Touch **Print** to generate and
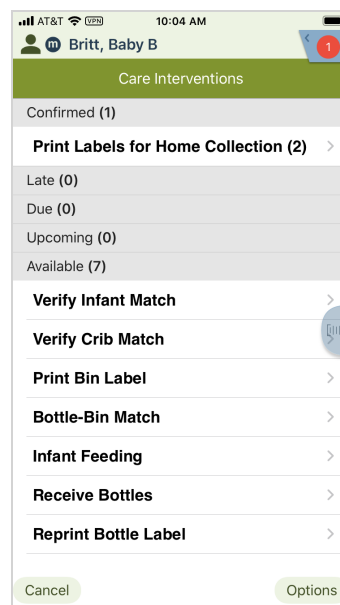print the breast milk bottle
labels.

8. Scan the printer's barcode to
print the breast milk bottle
labels.

9. Verify the labels were printed
correctly before providing them
to the receiving person.

10. Otherwise, touch **Options>
Reprint** and review the activity
summary, including the labels
that were printed, and touch
Confirm.

11. Scan your badge to
document the workflow.

**If the Select Label Printer from a List of Available Printers option is selected in the Label
Printer Settings section of the *Configuration > Global Settings* screen in the Clinical
Manager, the user must select the printer name to print the breast milk bottle labels.**

Receive Collected Breast Milk

The *Receive Bottles* workflow is used to document the receipt of collected breast milk from a
discharged or inpatient mother or other visitor. Although primarily used to document receipt of
home-collected bottles, this workflow also can be used to receive bottles collected from inpatient
mothers.

The person from whom the bottles are received must be verified by scanning the barcode on his or
her wristband.

- For home collected bottles, the bottles typically will be delivered by a person authorized to visit the baby—for example, a family member—who will have a barcoded wristband that can be scanned to verify that it matches the infant.

- If you choose to use this workflow to receive inpatient-collected bottles, the bottles will be "delivered" by the mother linked to the infant.
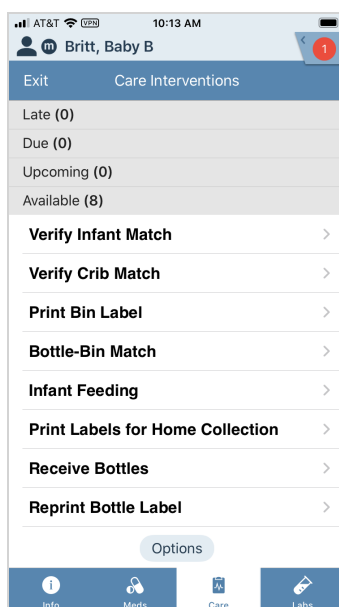
You can document receipt of bottles for one infant at a time. In the case of multiple births where each breast milk bottle is identified with a label for each of the infant siblings, you may choose to separately receive each bottle for each sibling.

Receiving collected breast milk bottles requires that the user have the Breast Milk Collection and Administration privilege.

To receive breast milk bottles for an infant, launch the PatientTouch application and log in. Then follow the instructions below.
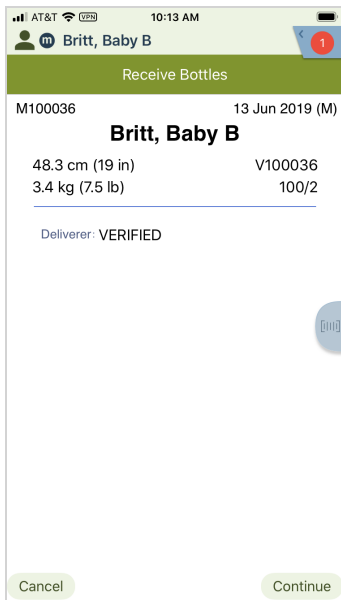
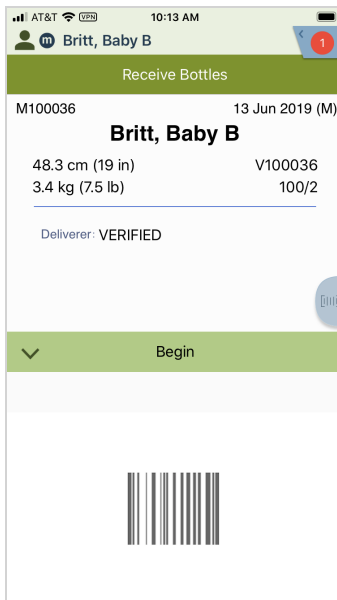1. Scan the infant's wristband and touch the **Care** tab.

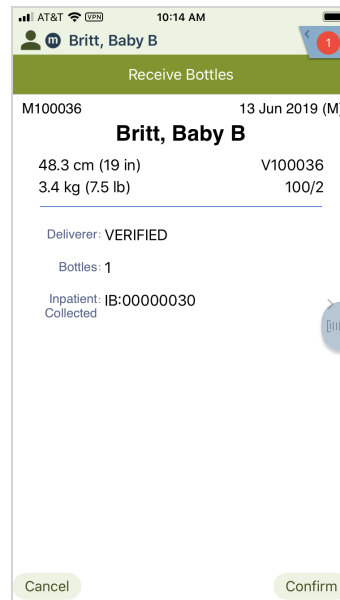2. Select **Receive Bottles** from the available care interventions.
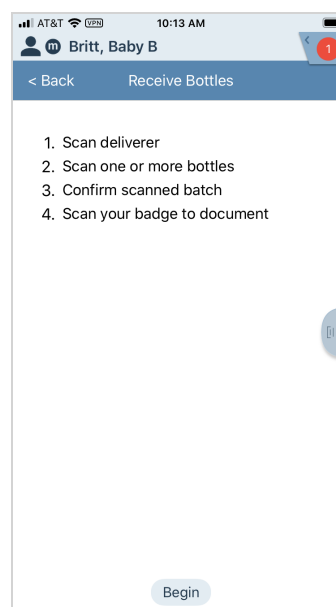
3. Scan the barcode on the wristband of the person delivering the collected breast milk. This can be the infant's linked mother. Review the patient's information and follow hospital policy to positively identify them.
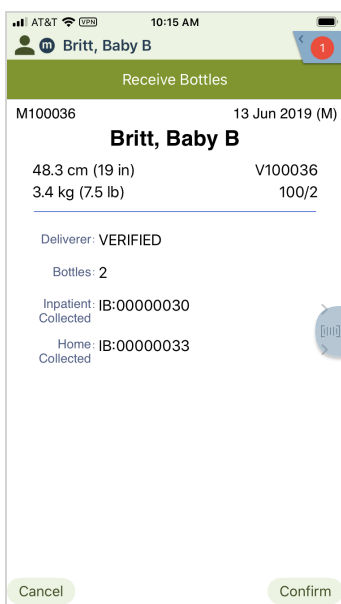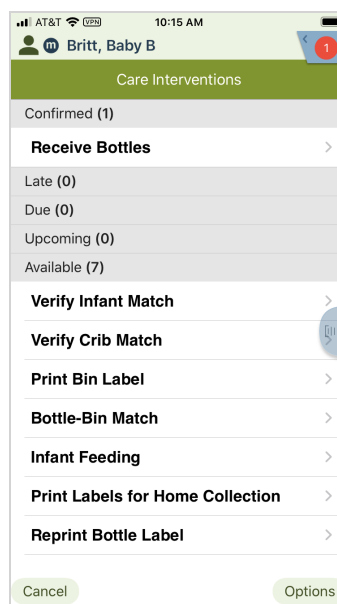
Reprint a Damaged Breast Milk Bottle Label

If a breast milk bottle label barcode can no longer be scanned due to moisture, handling, etc., you can manually reprint a label after visually identifying the bottle. Reprinting the label creates a new bottle with a new unique ID and barcode, which is linked to the infant.

> ℹ **You will need a printer and PatientTouch to complete this workflow.**

This workflow allows you to associate clinical prompts to capture information such as collection date/time, identification method, and witness. Reprinting breast milk bottle labels requires that the user have the Breast Milk Collection and Administration privilege.
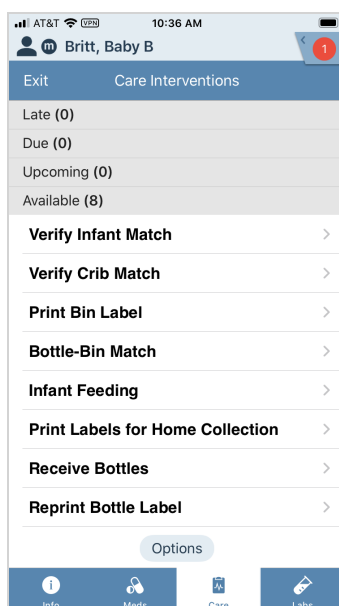
> ℹ **When an infant does not have a linked mother, you will be able to use the reprint label workflow and feed the infant without any mismatch alerts.**
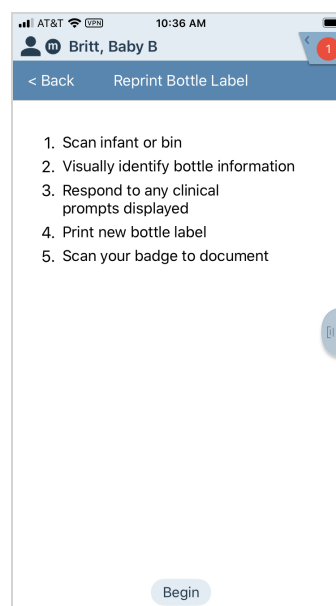
To reprint a bottle label, launch the PatientTouch application and log in. Then follow the instructions below.

1. Scan the infant's wristband or breast milk storage bin label. 2. Touch the **Care tab.**	3. Select **Reprint Bottle Label** from the available care interventions.	4. Scan the infant's wristband or the breast milk bin.

5. Visually identify the breast milk bottle and verify the information on the label.

6. Touch **Print** to generate and print the new breast milk bottle label.

7. Scan the printer's barcode to print the new label.

8. Verify that the label correctly printed, and affix it to the bottle. Otherwise, select **Reprint** from the **Options** menu.

9. Review the summary information and touch **Confirm**.

If the Select Label Printer from a List of Available Printers option is selected in the Label Printer Settings section of the *Configuration > Global Settings* screen in the Clinical Manager, the user must select the printer name to print the new bottle label.
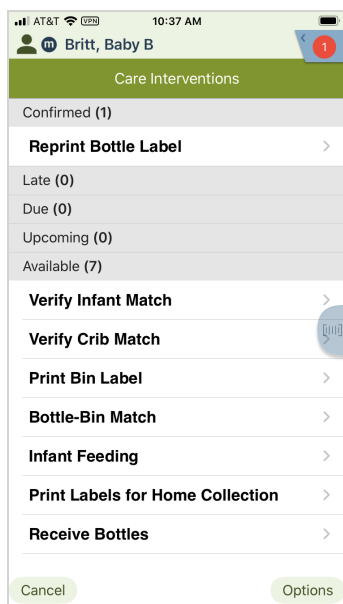
10. Scan your badge to document
the workflow.

Infant Feeding

Use the same workflow for infant feeding, whether the breast milk was collected from an admitted mother or collected at home after discharge.

At the bedside, you need both PatientTouch and the bottle labeled with the breast milk, so you can perform breast milk matching prior to feeding. Feeding an infant requires that the user have the Breast Milk Collection and Administration privilege.

To document infant feeding, launch the PatientTouch application and log in. Then follow the instructions below.

1. Scan the infant's wristband and touch the **Care** tab.

2. Select **Infant Feeding** from the available care interventions.

3. Review the procedure instructions and touch **Begin**.

4. Scan the barcode on the breast milk bottle you are going to administer.

5. After reviewing the bottle details and the information for the last feeding, touch **Continue**.

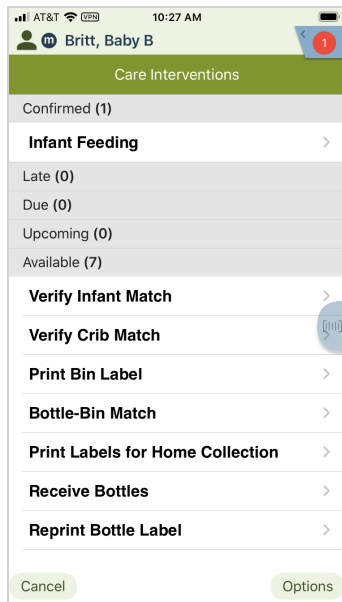6. Select the feeding route and touch **Accept**.

7. Review the summary information and touch **Confirm**.

ⓘ **If there have been previous feedings, they will display on the *Infant Feeding* screen.**

ⓘ **If you are collecting clinical observations when documenting a feeding or as a follow-up, the appropriate clinical prompts must be configured in the Clinical Manager. Refer to the *Clinical Manager Configuration User Guide* for more information.**

📶 AT&T 🗔 VPN	10:27 AM 🔋
👤 ⓜ Britt, Baby B	‹ ❶
Care Interventions	
Confirmed (1)	
Infant Feeding	›
Late (0)	
Due (0)	
Upcoming (0)	
Available (7)	
Verify Infant Match	›
Verify Crib Match	
Print Bin Label	›
Bottle-Bin Match	›
Print Labels for Home Collection	›
Receive Bottles	›
Reprint Bottle Label	›
Cancel	Options

8. Scan your badge to document the workflow.

Viewing Infant Feedings

Patient Flowsheet

When you document an infant breast milk administration, you can configure it to appear on the infant's Flowsheet available in Clinical Manager.

To view Flowsheets, the appropriate Flowsheet Categories must be configured in the Clinical Manager. Refer to the *Clinical Manager Configuration User Guide* for more information on Flowsheets.

Once configured, each infant feeding procedure is documented on the Flowsheet with the initials of the caregiver who fed the baby, along with any clinical prompts and responses associated with the *Infant Feeding* workflow. In addition, any follow-up interventions associated with the feeding procedure are also displayed.

To view infant feedings on the Flowsheet:

1. Log in to the Clinical Manager.
2. Click **Patients**, select the infant whose Flowsheet you want to view, and click **View Flowsheet**.

3. Select the Flowsheet configuration from the Flowsheet drop down menu, and select a date for which a feeding procedure was documented for the infant. The feeding information, including clinical prompts and any follow-up interventions, will be displayed.

Patient Flowsheets can include many other types of clinical information, and are highly configurable to meet the needs of your facility.

mView

Flowsheet categories must be configured in order to create *mView* tab groups. Once a Flowsheet category is configured and a tab group has been created, *mView* will display the configuration. Refer to the *Clinical Manager Configuration User Guide* for more information on *mView*.

The *mView* information screen of the PatientTouch System application will display data for an infant's most recently documented breast milk administration, including the corresponding bottle information and clinical prompts collected. Any follow-up interventions associated with the feeding procedure will be displayed with the feeding information.

The documented breast milk administrations are displayed in the **Infant Care** tab of *mView*. The tab is displayed only if the patient has had a breast milk feeding administered.

An example of infant feeding information displayed in *mView* is shown below: