



Joint Commission
RESOURCES

Improving Hand-Off Communication



CASE STUDY 6-3

CASE STUDY AT A GLANCE

Name of the organization: Located in Joliet, Illinois, Provena Saint Joseph Medical Center is a 485-bed acute care facility.

Purpose of the project: To develop a customized voice technology system to improve the efficiency of the shift-to-shift nursing report.

Lessons learned: The most important lesson learned was to actively involve frontline staff in the design of the program.

Outcomes: After implementing the voice technology system, time spent in nursing report has decreased by approximately 70%.

Staff involved: The vice president of patient services, a nursing director, an assistant patient care manager, and several nursing staff members.

Provena Saint Joseph Medical Center Uses Voice Technology System

Nursing report at shift change used to take up to an hour at Provena Saint Joseph Medical Center, Joliet, Illinois. Kathy Mikos, R.N., M.S.N., vice president of Patient Services, Provena Saint Joseph Medical Center, knew there had to be a better way. “On any given floor, up to 10 oncoming nurses could be trying to get report from 9 offgoing nurses at the same time. That could leave almost 20 nurses tied up for up to an hour instead of being available to care for patients.” Some of the staff nurses alerted Mikos to a voice technology program that was being used for nursing report at a nearby hospital. As a result, Mikos did some research and decided to develop a customized, automated, shift-to-shift reporting system at Provena Saint Joseph Medical Center.

As a result of this project, Provena Saint Joseph Medical Center installed a voice technology system that could be

