Voice-Care®

Peace of mind for all.

WINNER AWARDS 2024
HEALTH TECH DIGITAL
Best Healthcare Technology Solution
Voice-Care International Ltd
Surgical Workflow

World Health Organization

DCB0129 Compliant Supplier
verified by The AbedGraham Group

Theatre (WHO Compliance)

Voice-Care in the Operating Theatre

Voice-Care® is a ground-breaking solution developed specifically for the healthcare sector, designed to progressively transform patient safety and care.

Through the utilisation of voice-directed technology, Voice-Care is an easy-to-use, low-cost and dynamic digital solution which empowers users to work totally hands and eyes free and enables the simplification of the recording of patient observations via the use of voice directly from the bedside or point of care.

The WHO Surgical Safety Checklist – A Key Initiative in Patient Safety

The World Health Organisation (WHO) Surgical Safety Checklist was mandated for use in January 2009, and is now in standard use across the UK and worldwide. It has helped to reduce surgical complications by a third since its inception within the facilities in which it is used.

But what happens when it isn't used to its full extent?

The Voice-Care Surgical Workflow enables the verbal recording of the WHO Surgical Safety Checklist before, during and at the end of a procedure, enabling easier and faster compliance for clinicians, whilst vastly increasing positive patient outcomes.

In partnership with:

APEX SYSTEMS · Dalen Healthcare · infor · Jabra AUTHORIZED PARTNER · Lydia VOICE · NUANCE · tappable · ZEBRA

Common WHO Surgical Safety Checklist Issues

Following in-depth discussions with leading surgical clinicians, Heads of Governance and ICUs within a major London-based Trust, several checklist issues were uncovered. The checklist was often underutilised, was viewed as 'just another tick-box exercise' and there was a general unawareness of its purpose and content, with some clinicians stating that they were unsure whether any or what kind of documentation was occurring.

With audit processes still being a requirement, as is commonplace with all safety streams in high-risk industries, the checklist is largely dependent on clinicians filling out patient data on paper forms, often several hours after a procedure has taken place. Hand-written patient data information was frequently inadequate, incorrect and/or illegible, with variations being present with regard to how patient data notes were written, often leading to notes being misread or misinterpreted. The storage of notes was also an issue, with checklists being recorded and stored in a number of different places, making ascertaining their location difficult and time-consuming.

The Voice-Care Surgical Workflow Can Help

- Ensures 100% WHO Surgical Safety Checklist compliance
- Standardisation & simple usage for all clinicians
- All notes are instantly recorded and uploaded directly to the patient record
- Removes the need for person evaluation in the governance process
- Addresses human factor issues surrounding a complex invasive procedure
- Ensures the surgical team stops & adheres to the sign in / time out procedure
- Provides real-time evidentiary documentation, e.g. images / videos
- Helps to avoid potential litigation risks
- Enables automated data analysis for audit purposes
- Enables access to accurate, real-time incident information
- Saves on time & manpower

Voice-Care is in tune with the NatSSIPs 8 Sequential Standards

Organisational Standards

People for Safety

- Patients as partners
- Staff to deliver
- Roles in safety
- Training in safety
- Human factors understanding

Processes for Safety

- Documentation
- Scheduling
- Induction
- Governance

Performance for Safety

- Data for assurance & improvement
- External body engagement

Sequential Standards ('The NatSSIPs 8')

- Consent & Procedural Verification
- Team Brief
- Sign In
- Time Out
- Implant Use
- Reconciliation of Items
- Sign Out
- Debrief/Handover

"The Voice-Care solution is a game-changer. It doesn't look at anything in isolation. We're not talking just about human factors; we're talking about resource management; we're talking about patient safety."

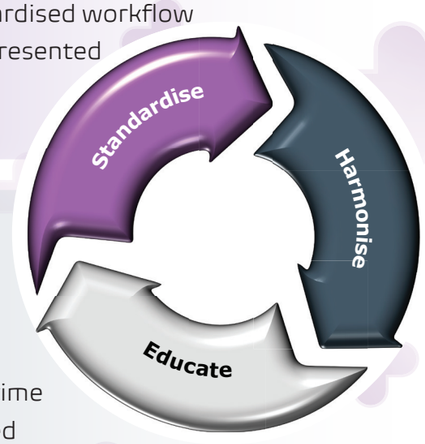
Dr Sadie Syed
Head of Specialty for Vascular Surgery and Services
Imperial College Healthcare NHS Trust (ICHT)

Voice-Care Standardises

- Enables clinicians to perform a pre-planned, standardised workflow
- Enforces standardisation of entry via the options presented
- Directs order of actions & results
- Collects & stores data in a standard way

Voice-Care Harmonises

- Brings standardisation to differing workflow interpretations
- Manages the briefing of the user about what is expected
- Records sign in, procedure start & end time in real time
- Allows comparisons between procedures performed by different users regardless of location



Voice-Care Educates

- Guides workers through the process
- Uses subject matter to create workflows
- Schedules and documents

CVV Line Insertion Procedure
See how Voice-Care works:

Video Testimonial: Voice-Care in the Operating Theatre

Voice-Care Hardware

Designed and manufactured in conjunction with our partners Dalen Healthcare, the Voice-Care Medical Cart is the ideal companion to our Operating Theatre Solutions.

With the ability to be branded with a hospital logo, the cart is sturdy yet agile and features docking stations for both a PDA and a Jabra headset.

Boasting an in-built Jabra speaker and a convenient removable see-through ear bud storage compartment, offering a clear view of the number of ear buds remaining, the cart also facilitates quick and easy sanitisation.

Effortless manoeuvrability, pneumatic height adjustment, a coiled mains cable and integrated USB smart charging make the cart suitable for both mobile and stationary applications.

Zebra HC50 PDA

- Dedicated emergency alert call button
- Made with chemical-resistant healthcare plastics
- Hot-swappable battery for uninterrupted use
- Rear camera allows evidentiary photos
- 1D & 2D barcode & image capture
- Supports voice calls & PTT

Jabra Perform 45 Headset

- Blocks 80% background noise
- 'Crystal-clear' sound quality
- Minimises risk of misheard messages
- Hygienic design for healthcare applications
- Sanitisable with 70% Isopropyl Alcohol wipes
- Single charge provides up to 20 hours standby & usage
- IP54 rated for dust & liquids
- 'Face2Face' improves patient interaction

Jabra Speak2 75

- Portable speaker phone
- IP64 protection for dust & liquids
- Innovative noise-reduction technology
- Microphone quality indicator changes colour:

  Green = good voice pick up
  Orange = move speaker closer
  Red = poor voice pick up
- 'Crystal-clear' calls for multiple users



Want to Discover More?

If you would like to find out more about the Voice-Care Surgical Workflows, specifically designed with operating theatre procedures in mind, contact us today.

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