

Vocera Ease Superuser Training

Course Description

The Vocera Ease application provides hospitals with the means to communicate in a convenient and secure way with patients and their loved ones. The Vocera Ease application provides an important bridge between the care team and families by sending one-way messages, photos, and videos. It integrates into workflows, reduces calls, makes it easy for loved ones to provide feedback, and calms anxiety.

This course will cover advanced training in troubleshooting various functions within the Vocera Ease application. This course is intended to be viewed after completing the **Vocera Ease Overview** training. If you have not completed the Vocera Ease Overview training contact your LMS administrator to gain access to the course. The completion of both courses allows the user to fully understand the functions of Vocera Ease and develop the ability to help others in the Superuser role. This training takes approximately 20 minutes to complete.

Course Objectives

By the end of the course, you should be able to:

- Demonstrate your ability to create and maintain department specific Vocera Ease documentation as support material for end-user training.
- Describe how to administer department specific Vocera Ease user training when needed.
- Describe how to provide Vocera Ease process improvement and program sustainability.
- Identify how to develop the liaison role between administrators and Vocera Ease end-users.
- Recall how to access the Vocera Ease MD application.
- Demonstrate how to utilize troubleshooting techniques to solve Vocera Ease related issues.