

LEADERSHIP SPOTLIGHT

Patti Lael

CLINICAL EDUCATION SPECIALIST

- Bachelors of Science in Nursing (BSN)
- Registered Nurse (RN)
- CCRN-K Certified – Acute/Critical Care Knowledge Professional



What is your role at SONIFI Health?

I engage hospitals in selection of video education & help them with customizing the system they purchase & support them through the process. I also give clinical support to other team members as needed for various projects.

What do you enjoy doing in your spare time?

I enjoy being with family, watching movies & volunteering at the St. Louis Crisis Nursery.

Tell us a little about your experience working in healthcare.

I have 26 years as a RN, with 20 of those years as a bedside ICU nurse in a Neuro/Trauma ICU. The last 5 years include work experience as an in-patient Care Manager/Social Work manager, Patient Advocate, & Patient Experience liaison for Mercy Health Systems.

How do you think technology is changing nursing today & are there things technology doesn't change about nursing?

Technology now assists nurses to more effectively care for patients. The easy access of education, distraction therapies now available,

nursing rounding tools, smart pumps used for IV fluids that can all interface with EMRs. There's also improved telemetry and ICU monitors as a few more examples of how technology has helped to improve patient care & workflow for nurses. Nursing will always continue to be a hands-on discipline. Patients still need the human touch for their overall wellbeing and healing.

What are the most common questions & concerns you hear from clients?

How will our older population be able to use the system, can our patients view videos pre-hospital? What are the digital whiteboards & how do we get them?

What is your favorite part of your job?

I like interacting with clients & helping them make the choices for their system, but my favorite part of the job is working with the hospital staff during training.

What do you see as some of the big or new challenges facing nurses & care providers today?

Short staffing at the bedside with the increase in responsibilities caring for patients & the decrease in support staff.

SONIFI Health delivers interactive technology proven to increase patient satisfaction, health outcomes and hospital productivity.