

Virtual Nursing

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TODAY

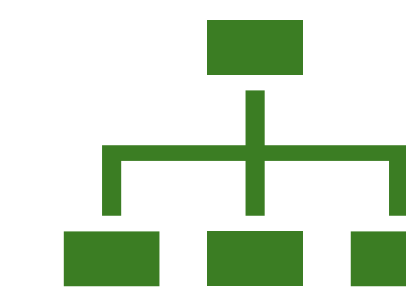
PROBLEM TRYING TO SOLVE

OSF HealthCare identified an opportunity to implement virtual nursing to facilitate timely patient admissions and discharges. By the nurse working virtually this role can be leveraged broadly to support the care team in providing care to the patient.

- Med Surg units have a uniquely higher turnover than other units experience
- Delays in length of stay, specifically discharge order to out the door
- Shifting non-hands-on tasks away from the bedside nurses, allowing more time for direct patient care, such as:
 - Pain reassessments
 - Discharge instructions
 - Patient education
 - Rounding
 - Admission documentation
 - Medication history
- Improved achievement of Quality/Safety metrics, including:
 - Admission documentation completion
 - Scheduling follow up visits

OUTCOME/GOALS/IMPACT TO PATIENT

- Implemented a hybrid model of coverage with scalability in both plans at a coverage ratio based on average number of tasks assigned
- The model is selected based on volume by operating unit, unite experience mix, recruitment and retention
- Standardized processes, technology and platform are utilized



Centralized

Oversight

- Platform, quality standards and staff managed by the OnCall Digital Health entity

Benefits

- Economy of scale, cost, staffing/coverage, consistency, quality

Challenges

- Education for specialty units, team dynamics



Decentralized

Oversight

- Platform and quality standards managed by the OnCall Digital Health entity, staff managed by the nursing units

Benefits

- Education for specialty and unit specific care, team culture

Challenges

- Increased FTE needs vs centralized, coverage with PTO/call-ins, less consistent with process, decreased quality

JOURNEY TO GET THERE/PLANNED JOURNEY

- 2023: January project kickoff
- 2023: April go-live SMFC 1700 with tablet technology
- 2023: May installation of in-room technology on SFMC 1700 and spread to SFMC 2700 & 3700
- 2024: March go-live with tablet technology at SFMC 6Ortho and SAMC CV-Tele
- 2024: April vendor demos for future technology considerations
- 2024: April thru November spread tablet technology; SAMC CV-Tele Stepdown (April), SAMC Surgical (June), SAMC Med/Onc (Sept), SAMC 4Main (Oct), and 9 additional SFMC Med Surg units and Emergency Department (Nov)
- 2024: December pilot SFMC EICU admissions with existing in-room technology
- Next steps:
 - Determine scope for spread
 - Determine timeline for spread

DIRECT IMPACT TO PATIENT/FAMILIES

- What our patients who had a virtual experience are saying:
 - “Virtual nurse was very professional and polite”
 - “Excellent Care”
 - “Very understandable and I will get all of my information that is required. Thank you very much.”
 - “Good experience”
 - “Perfect”
 - “Very professional”
 - Very thorough, in basic English for ease of understanding and applied common sense. She also followed through on any questions.”