Embracing Technology as the Extension of Nursing Practice to Enhance the Patient Experience

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Embracing Technology as the Extension of Nursing Practice to Enhance the Patient Experience

Liz Raabe
Brandon Fleharty
Frequently asked patient questions

Asking for a dining menu, or waiting on the phone to place the order
When their last pain medication (or any other PRN) was given?
What were my lab results?
Who is my doctor, nurse, case manager, respiratory therapist?
When is my MRI?
Why am I taking that medication?
What is my diagnosis or reason
What was my blood pressure this morning?
When do I get to go home?

How often are patients just bored......

How long does it take you ask patients screening questions on admission?
In one study, 71% of patients felt the application provided useful information and 76% used it at least once a day. A larger percentage of patients were able to identify at least one physician on the team (56% vs 29%) and identify their role correctly (47% vs 16%). The effect of tablet computers with mobile patient portal application on hospitalized patients' knowledge and activation. JAMIA, 2015

- 90% of patients reported that it helped them understand their medications better

*Inpatient Experiences with MyChart Bedside* Telemed J E Health, 2017
Why Bedside?

**Patient value**
- Labs
- Vitals
- Medications
- Diagnostic procedures
- Scheduled Appointments
- Care Team Members
- Education topic

**Organizational value**
- Promote patient and family engagement
- Strengthen the patient-provider relationship & improve communication
- Allow for a more enjoyable hospital stay (entertainment)
- Improve patient satisfaction scores
- Meaningful Use
- Core Measures
- Reduce readmissions
What is Bedside? Home Screen

Reason for Admission
• Info button linking
• Medication List
• Info button linking
Happening Soon

- Schedule of events (Past and Future)
- Visualization of medications given (Scheduled & PRN)
Taking Care of Me

Care Team
• Photos and Bio

- Nebraska Medicine
- Welcome
- Happening soon
  Around 8 AM: Medications
  Around 9 AM: Medications
  Around 4 PM: Medications
  Around 9 PM: Medications
  Tomorrow: Medications
- Taking care of me
- Notes
- My health

Elizabeth C Reed, MD
Attending Provider

Liz
Registered Nurse

Brittany A Ford, PA
Physician Assistant

Tony
Clerk/Patient Care

Vicki
Care Transition Nurse

Frank
Day Respiratory...
One Chart | Patient Sign Up

What is One Chart | PATIENT?

One Chart Patient offers you secure online access to your medical records. With MyChart, you can use the Internet to schedule appointments, see your test results and medical history, get medication refills, and message your care team securely.

Go to One Chart | PATIENT now!

https://www.onechartpatient.com/mychart/
My Health

Vital Signs & Results
• Trending

Blood Pressure: 97/71
Pulse: 86
Temperature: 99 °F
Respirations: 33

BUN: 17 mg/dL
Calcium: 10.1 mg/dL
CO2: 28 mmol/L
Creatinine: 1.18 mg/dL
Sodium_Blood: 142 mmol/L
Dining Menu
To Learn
Interactive Patient Education
• Content, Video, Teaching Sheets

Welcome to Nebraska Medicine

Coming to the Hospital

Our first priority is to provide you the care you need when you need it, with skill, compassion and respect. Please share with us your preferred language for learning. Tell your caregivers if you have concerns about your care or if you have pain. You have the right to know the identity of everyone involved in your care including: doctors, nurses, and all other care providers in our facility.

.patient Satisfaction: Hospital Visit Expectations
Advance Directives

Your Safety at Nebraska Medicine

Understanding Your Surroundings

- If you feel uncomfortable with any situation or person, please ask for assistance. Your safety is our number one priority
## Entertainment Applications

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Implementation Timeline

2016
Scoping/Pilot
Reference calls
Project plan
Funding/approval
Pilot on OHSCU

2017
Cancer Hospital Go Live
Specialty care
Medical-surgical
Intensive care

2018
Evaluation & Re-engineering
Metrics
Workflow
Technology

2019
House-wide roll out
Community hospital
Acute care hospital
• LDRP
• NICU
• Pediatrics
• ICU
How champions are made

**KNOWLEDGE**
Provide resources to understand the why and what of Bedside.
- Tip sheets
- Training courses
- Research articles

**COMFORT**
The more interactions with Bedside, the more comfortable nurses become.
- # of tablets distributed
- # interactions with Bedside patient
- # questions answered by team

**EFFICIENCY**
More interactions over time produces efficiency and confidence.

**CHAMPION**
The unique combination of knowledge, comfort, & efficiency helps create strong nurse champions.
Tablet Distribution Workflow

Patient Admitted

Nurse performs assessment during admission profile

Patient appropriate for Bedside tablet? Yes

Discusses Bedside features with the patient in the room

Patient is now able to use Bedside

Physician Order to Discharge Patient

Patient Discharged

Obtain Tablet from Storage/Charging Station

"Clear All Data" from Bedside Application

Clean Tablet using Wipes (70% isopropyl alcohol and water)

Open Bedside Tablet Activity, Click Activate Tablet to get Patient Barcode

Obtain Tablet and Charging Card from Patient Room

Click "Clear All Data" in Bedside App and "Deactivate" in One Chart

Log Out of MDM

Cleans Tablet using Wipes (70% isopropyl alcohol and water)

Plugs Tablet into Charging Station on the Bottom Shelf

Initial Assessment/Offer of Tablet included in Admission (Required Documentation w/in lines of admission)

Worklist task to give tablet to patient

Worklist task and Discharge Checklist items

AVS Hard stop used to prevent discharge without Deactivating in One Chart
Tablet & Cleaning Distribution Workflow

Red light = not ready for patient use. Data wipe in progress

Green light = ready for patient use. Data wipe complete

Patient Joyfully Uses Tablet

Red light = not ready for patient use. Data wipe in progress

Green light = ready for patient use. Data wipe complete
Process Metrics

ONE CHART | PATIENT BEDSIDE ADOPTION
(October 2016 - February 2019)
Outcome Metrics - HCAHPS

Werner Hospital Patient Satisfaction Scores
(Bedside Users vs Non-Bedside Users)*

*Based on Discharges from 1/1/18 - 1/31/19 (Data as of 2/28/19)
Outcome Metrics - Patient Portal

ONE CHART PATIENT ACTIVATIONS (NOVEMBER 2018 - JANUARY 2019)

90 TOTAL PATIENT ACTIVATIONS IN ONE CHART PATIENT!!!
Outcome Metrics – Patient Engagement

Activity usage (most to least)

- My Health
- Happening Soon
- Taking Care of Me
- To Learn
- Notes
- Let’s Eat
- Other
- Welcome Video
- My Chart 16%

Hours of engagement (Jan 2018 – February 2019)

- 1,219 Patients
- 9,902 Bedside Logins
- 9,686 total hours of engagement (average 9 hours/patient/encounter)
Lessons Learned

People are resourceful
Motivation – Provider Feedback

Having that education at the fingertips of patients, is a big advantage for the care team, says Heidi Tonne, nurse manager.

“Patients are able to read through patient education like it’s a book, and can click on different links within it to get more information, if they want,” Tonne says. “It’s a very intuitive application.”

Julie Fedderson, MD, chief quality and outcomes officer and One Chart | Patient steering committee member, couldn’t agree more.

“Hospitals are places that can seem very impersonal, especially for a patient experiencing the loss of control that comes with having an illness,” she says. “This technology allows patients the opportunity to be a part of their care, and helps physicians to identify what patients really want to know and have communicated to them.”

Sonja Kinney, MD, One Chart | Patient steering committee member, adds that Patient Bedside is a valuable patient engagement tool and is excited about its implementation.

“Having this new level of patient access to an updated list of their primary medical problems, medications and primary care team members (with pictures) is taking a huge step forward for all of us,” she says. “I think this tool will go a long way toward us providing the care we would want for our own family.”
Frequently asked patient questions

Asking for a menu
When their last pain medication (or any other PRN) was given?
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How often are patients just bored......
Motivation – Patient/Family Feedback

“One feature I really like is I can see what my treatment is, see my vitals, lab results, list of medications they have me on, get education about what the medications are, etc.,” he says. “It lets me know more about what’s going on in my care and I can stay up-to-date and engaged in my care.”
Motivation – Patient/Family Feedback
Questions?
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