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

Liz Raabe
Brandon Fleharty
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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
- Increase MyChart Sign-Up (Score Card)
76% of patients used it daily

56% of patients could identify at least one care team member

46% of patients knew team member roles

71% of patients found the application easy to use

90% of patients had a better understanding of medications

What do patients say?

Username: John Doe
Password: ******
Frequently asked patient questions

- What was my last pain med?
- When was my hemoglobin?
- What's going to happen when I get ready to go home?
- What time is my surgery?
- What was my blood pressure?
- I lost my menu; can I have another?
- Who is my doctor?
- When can I go home?
- Why am I taking this medication?
- Who was just in my room?
- What are side effects of this medicine?
- How do I administer my insulin?
- Bored...
Reason for Admission
• Info button linking
• Medication List
• Info button linking
Happening Soon - Schedule

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

Care Team
• Photos and Bio
One Chart | Patient Sign Up

Patient Portal 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
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

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

**Healing Arts**
Pinterest
The CW
Kids Draw and Coloring
HGTV
Infinite Painter
Spotify

**Games**
Candy Crush
Sudoku
Solitaire
Angry Birds
Mahjong

**News**
Omaha World Herald
Fox News
CNN
WOWT
NY Times
The Weather Channel
Huffington Post
KETV
KMTV

**Sports**
Fox Sports
Go
BTN2Go
ESPN
NFL
MLB At Bat
NBA
PGA

**Spotify**

**Pinterest**

**Omaha World-Herald**

**The New York Times**

**Big Ten**

**NFL**
Implementation Timeline

Scope
- Reference calls
- Project plan
- Funding/approval
- Pilot on OHSCU

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

Go Live
- Community Hospital
- Medical Surgical
- Women’s Services
- ICU

Eval
- Metrics
- Workflow
- Technology

Go Live
- House-wide roll out to entire hospital

2016
2017
2017
2018
2019
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

Tablet Distribution

Inpatient, Nurse: IPRN
Patient Care Tech: IPCT

Patient
- 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
        - 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 Cord 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
      - No
        - Patient Discharged

Inpatient Nurse

Patient Care Tech

OneChart
- Initial Assessment/Offer of Tablet included in 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
ONE CHART | PATIENT BEDSIDE ADOPTION
(November 2016 - February 2019)

PERCENTAGE OF TOTAL ENCOUNTERS

- Tablets given
- Patient Not Appropriate
- Missed Opportunities
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 ACTIVATIONS ACTIVATIONS (NOVEMBER-FEBRUARY 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

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)

My Chart 16%
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

- What was my hemoglobin?
- When was my last pain med?
- What time is my surgery?
- Why am I taking this medication?
- How do I administer my insulin?
- What were my blood pressure?
- When was my last pain med?
- Who is my doctor?
- Who was just in my room?
- When can I go home?
- When was I ready to go home?
- I lost my menu, can I have another?
- Bored...
“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
Contact Information

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Questions?

Nebraska Medicine

SERIOUS MEDICINE. EXTRAORDINARY CARE.