GpTRAC – Telehealth Everywhere May 2024

Virtual Support Services at the bedside

Kathi Cox, COO, Ambulatory & Virtual Channel

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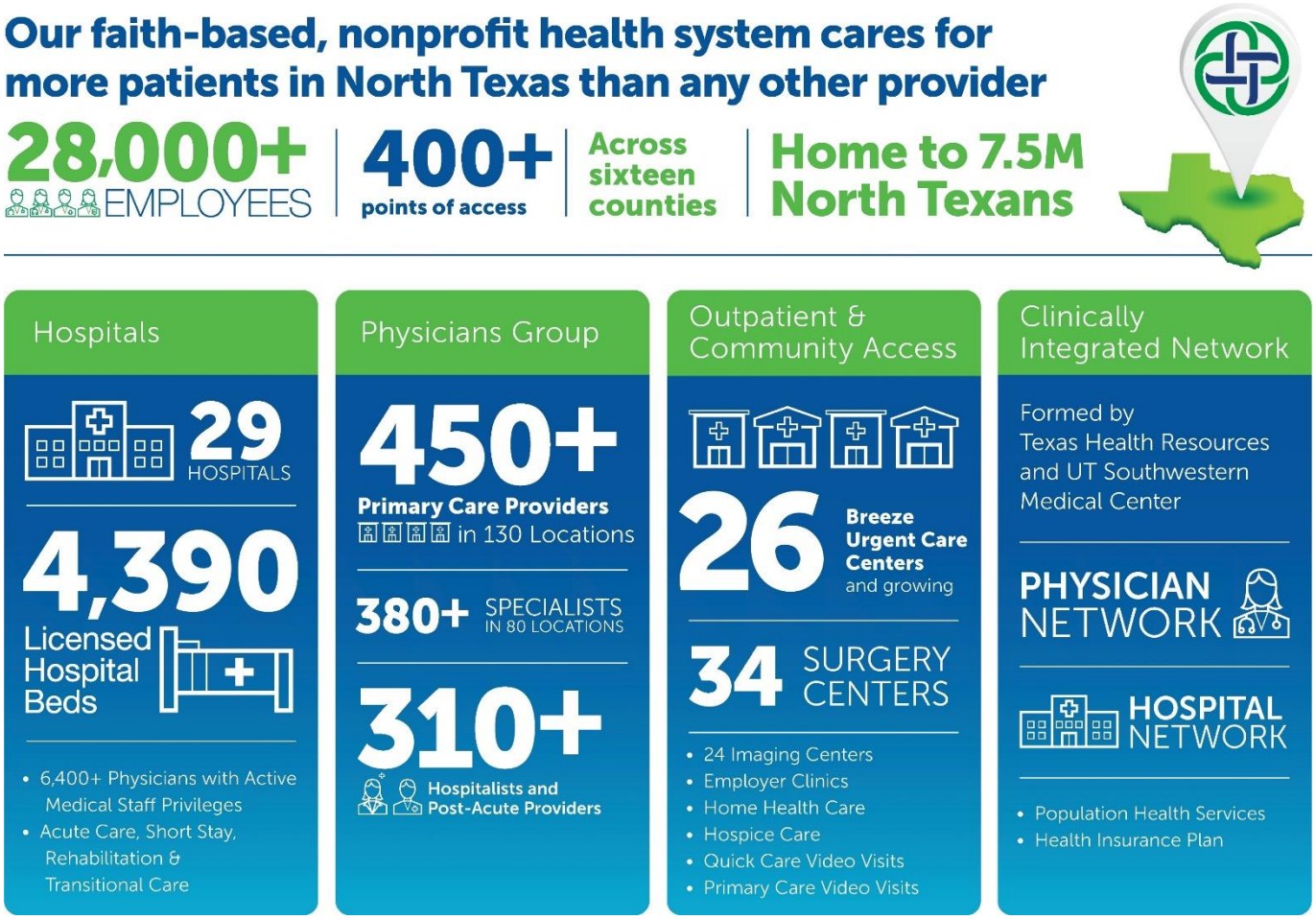
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Texas Health – Who we are and How we serve



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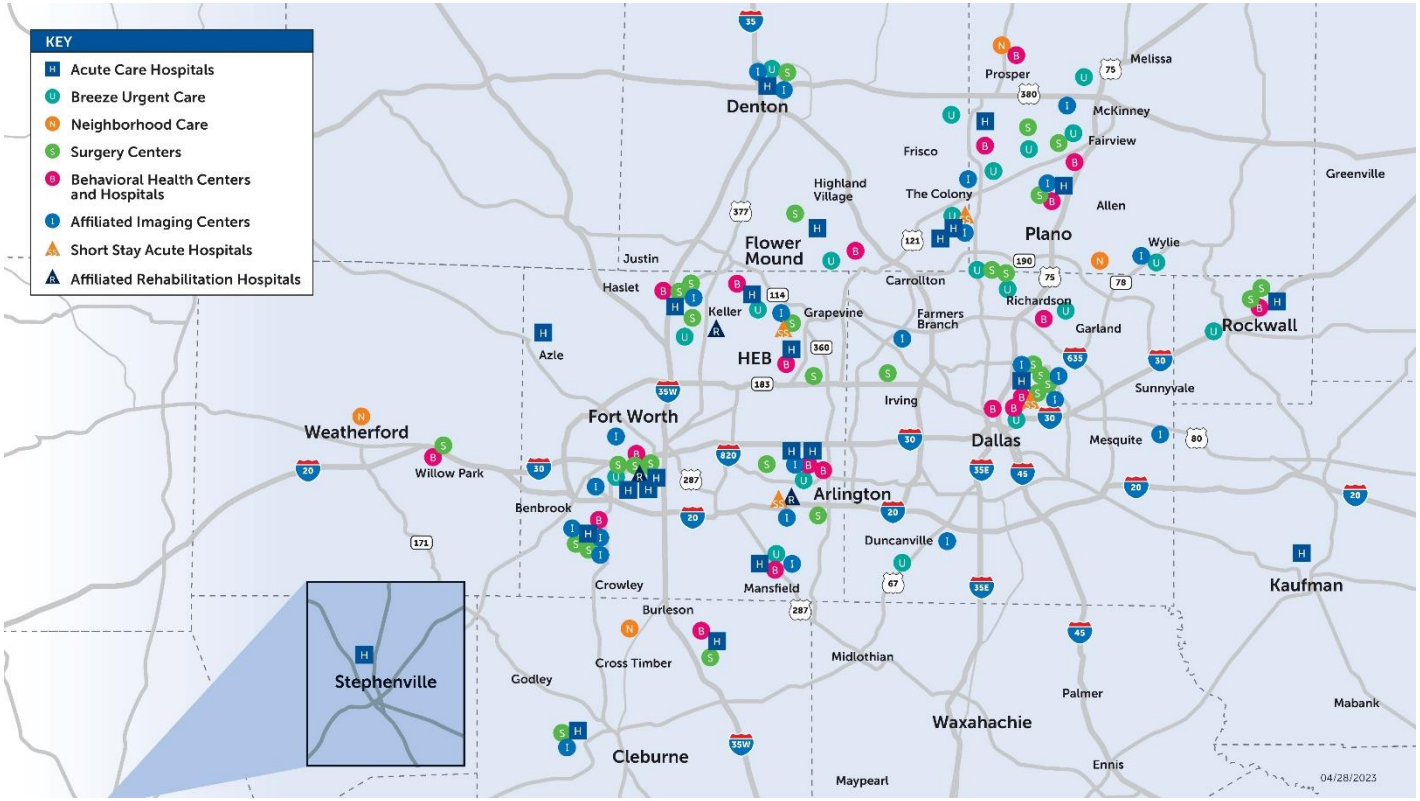
Texas Health - What We Believe



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Texas Health is all in on North Texas

Service area leadership in the nation's 4th largest metropolitan area



Service Area (16-county): **Collin**, Comanche, **Dallas**, **Denton**, Eastland, Ellis, Erath, Henderson, Hood, Hunt, Johnson, Kaufman, Parker, Rockwall, Tarrant, Wise.

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Bedside Virtual Care Delivery at Texas Health

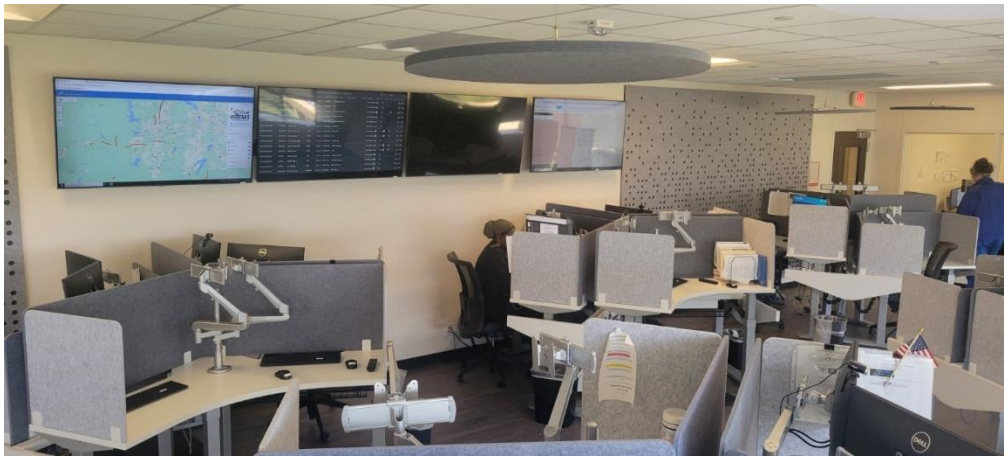
- Virtual Patient Observation
  - Tele-sitters supporting 14 inpatient facilities
  - Implemented April 2022
- Behavioral Health Assessments
  - Conducted virtually in ED and inpatient rooms
- Tele-Chaplaincy
- Virtual Nursing
  - ADT
  - Piloting on one nursing unit
- Diabetes Support
  - Glycemic Management
  - Patient Education

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Medical Command Center



Centralized location the multi-disciplinary team that supports Texas Health Care at Home and virtual patient observation



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Virtual Nursing: Goals & Scope of Work

Pilot Goals

1. **DC Order to Pt. Departure**
   DC Order to Departure: Increase the %age of encounters with a DC order to DC timestamp of ≤2hours from 29% to 34.8%
2. **Admit Order to Roomed**
   Admit order to patient roomed: Decrease the time from admit order to roomed from 122 mins to 98 mins
3. **Admit Order to Roomed ≤2hrs**
   Patient roomed to admission complete: % complete within 2 hours of roomed
4. **Patient Satisfaction**
   Ensure ≥85% of patient experiences and audio/visual quality are *very good* or *good* ratings
5. **Nurse/Staff Satisfaction**
   Conduct a Pre & Post Nurse satisfaction survey to gather feedback & perception of the pilot

Virtual Nurse Tasks

Targeted Workflows

- Complete Admission Questionnaire
- Complete Admit/ Discharge Medication Reconciliation
- Complete Discharge AVS Review & Education

Documentation Support

- Complete admission documentation & discharge after visit summary (AVS) paperwork

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Admission Process Overview



Bedside Team

Patient is transported from ED/PACU to med/surg 5

PCT/RN transfers patient from stretcher to bed

Set up iPad and inform patient of virtual admission process

Document vital signs and “Patient ready” for admission

Virtual Team

Conduct Virtual admission with patient

Complete Admission Navigator documentation

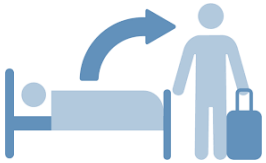
Vocera/Secure Chat bedside RN based on concerns escalation process

Provide patient satisfaction questionnaire

Vocera bedside RN for handoff

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Discharge Process Overview



Bedside Team

- Identify patients ready for discharge in Multidisciplinary Rounds
- Mark patients ready for discharge within Epic
- Finalize Discharge Navigator documentation
- Remove lines, drains, airways from patient
- Print AVS
- Set up iPad and inform patient of virtual discharge process

Virtual Team

- Complete Discharge Navigator documentation
- Conduct Virtual Discharge with patient
- Secure Chat bedside RN when patient discharge is complete
- Provide patient satisfaction questionnaire

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Overall Results

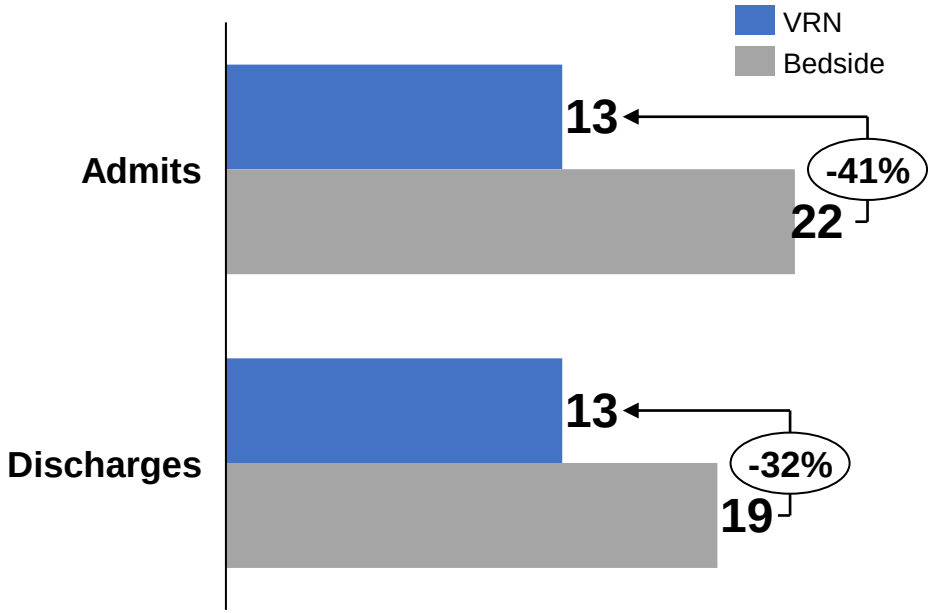
The VRNs saved the THSW MST5 Team ~65.5 hours of time & show to be more efficient in completing admits & discharges

65.5
Hours

The Virtual Nursing Team Saved the THSW Bedside Team:

- ✓ 3,640 mins completing admission documentation
- ✓ 161 mins completing AVS paperwork
- ✓ 132 mins reviewing AVS's & providing education to patients

The VRNs complete admits in ~9 min less & ~6 min less than the THSW Bedside



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Results - DC Order to Pt. Departure

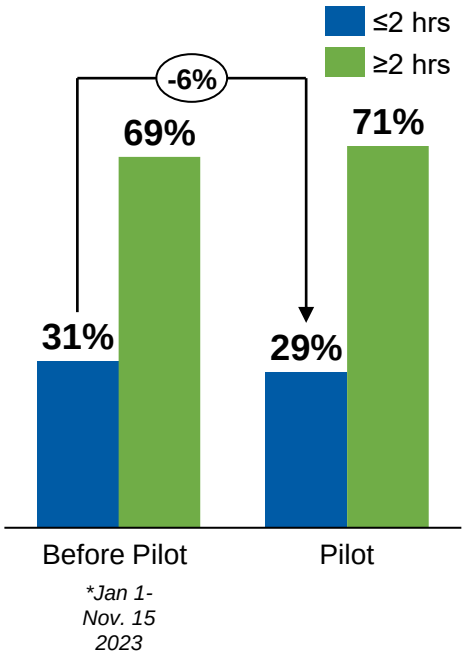
Findings: The %age of discharges ≤2hrs declined during the pilot, with VRNs completing AVS paperwork for 59% of opportunities

1

DC Order to Pt. Departure

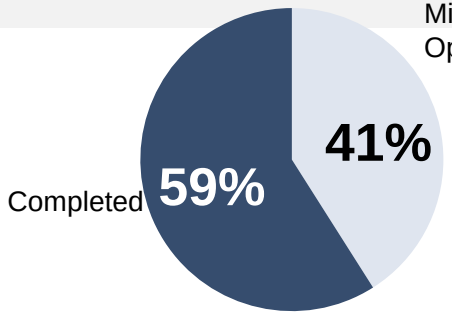
DC Order to Departure: Increase the %age of encounters with a DC order to DC timestamp of ≤2hours from 29% to 34.8%

%age of Encounters w/ DC Order-to-DC ≤2hrs



*Jan 1-Nov. 15 2023

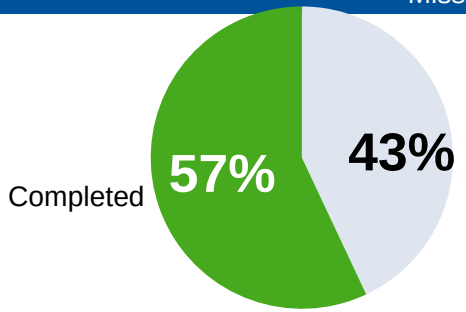
Percentage of AVS Paperwork Completed of All Opportunities



99 of 168 VRN discharges completed from 1/18-2/16/24

Missed

Percentage of AVS Video Reviews w/ Pts Completed of All Opportunities

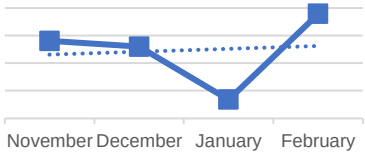


71 of ~123 VRN discharges completed from 1/18-2/16/24

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Results - Decrease Admit Order to Roomed Time

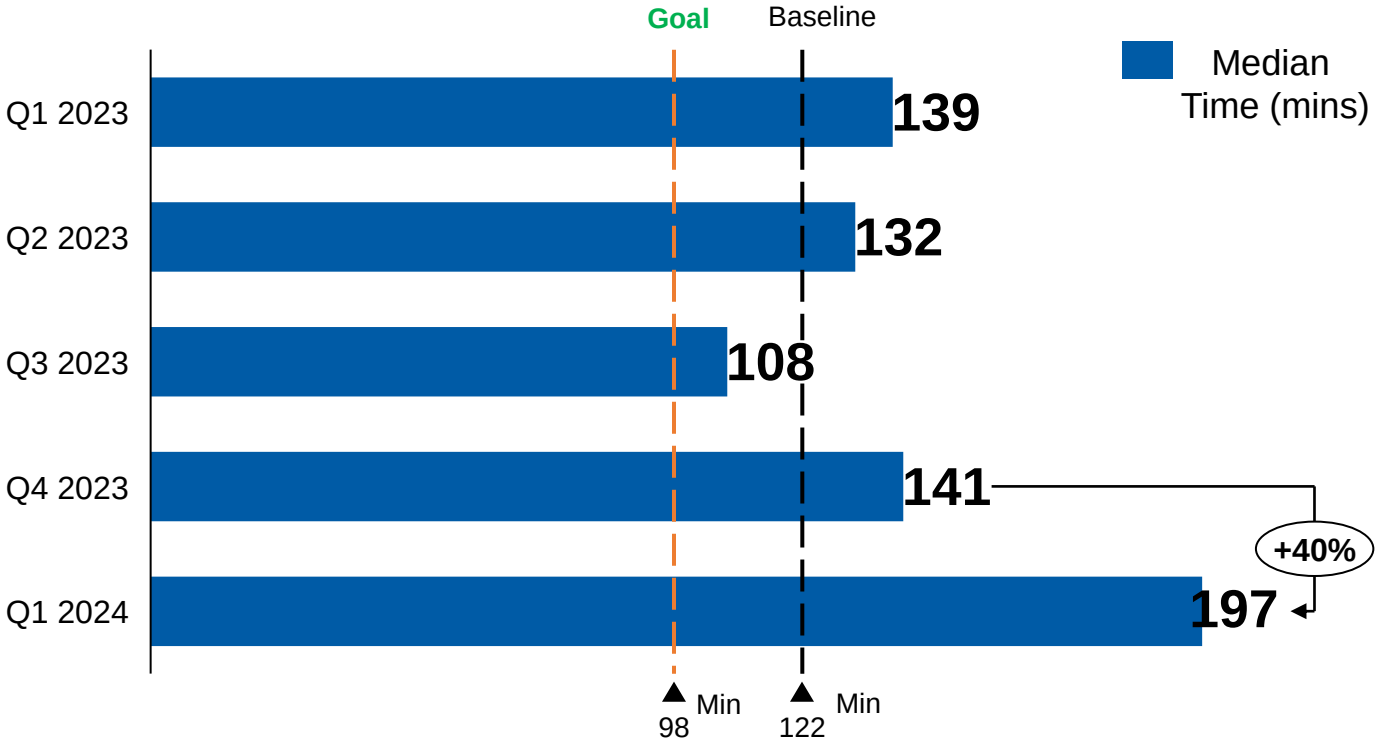
Findings: The median time from admit order to pt. roomed did not improve in Nov. & Dec.'23, improved in Jan.'24, then has increased significantly in Feb.



2

Admit Order to Roomed

Admit order to patient roomed: Decrease the time from admit order to roomed from 122 mins to 98 mins



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Results - Decrease Admit Order to Roomed Time

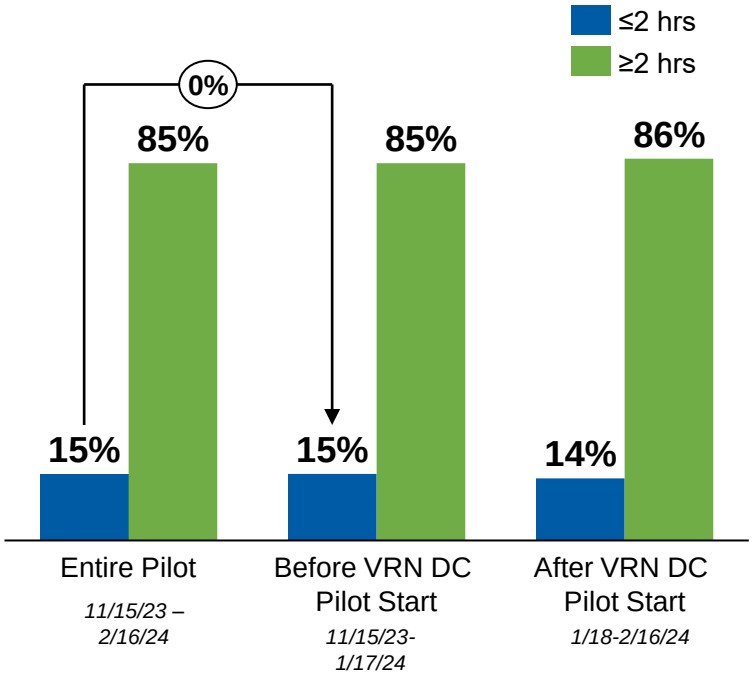
Findings: The %age of admits ≤2hrs declined during the pilot, with VRNs completing AVS paperwork for 59% of opportunities

3

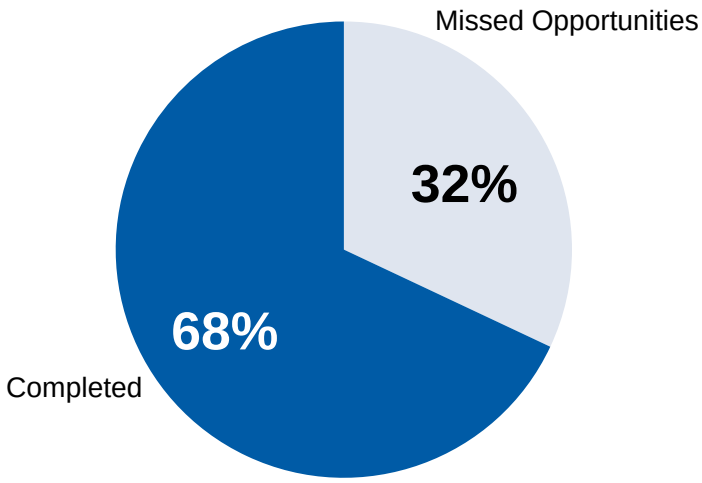
Admit Order to Roomed ≤2hrs

Patient roomed to admission complete: % complete within 2 hours of roomed

%age of Encounters w/ DC Order-to-DC ≤2hrs



Percentage of Admits Completed of All Opportunities



280 of 410 VRN admits completed from 11/15/23-2/16/24

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Results - Patient Satisfaction ≥85% of Ratings (Very Good/Good)

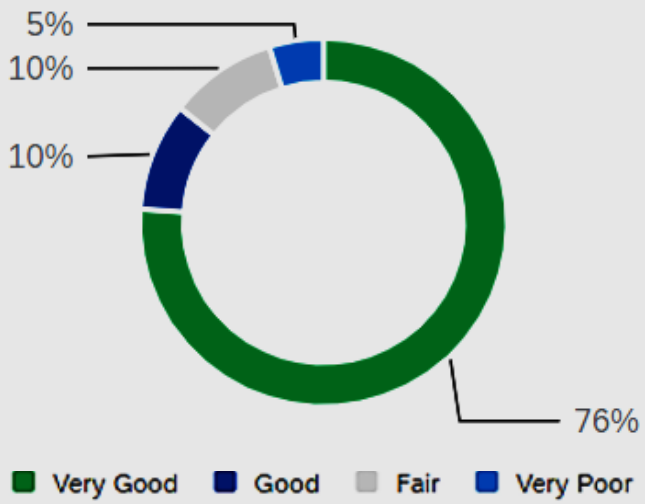
Findings: Patients were/are satisfied with the experience, with 86% of respondents rating their experience as Good or Very Good, and 90% rating their video/audio experience as Good or Very Good

4

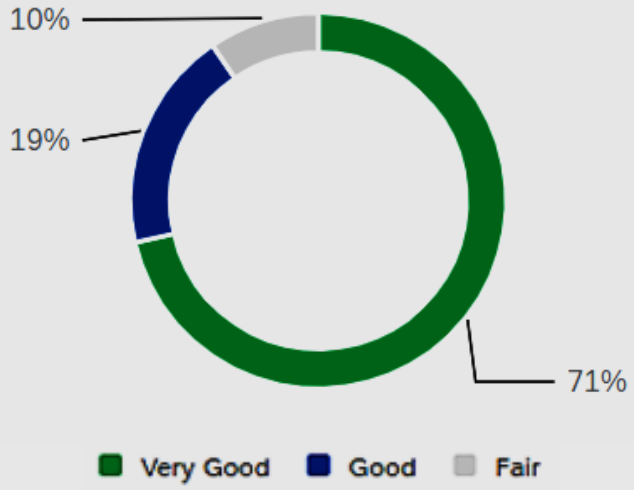
Patient Satisfaction

Ensure ≥85% of patient experiences and audio/visual quality are *very good* or *good* ratings

Rate Experience



Video / Audio Quality



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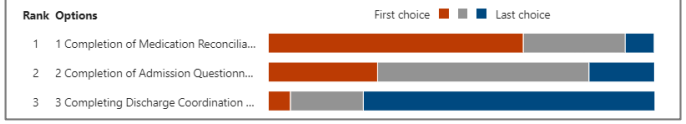
Bedside Pre & Post Pilot Survey Results

Findings: Thus far, post pilot survey results are relatively unchanged in comparison to pre-pilot results for the questions below:

Pre-Pilot Survey

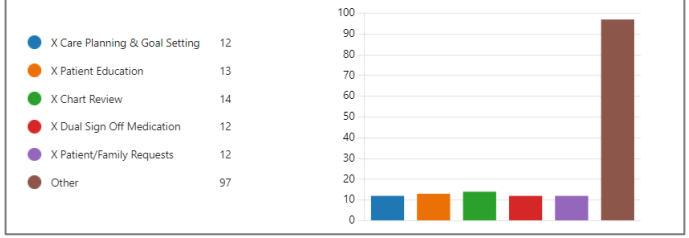
3. Please rank the nursing activities below in order from most beneficial activities for a virtual nurse to complete to least beneficial.

53 Responses



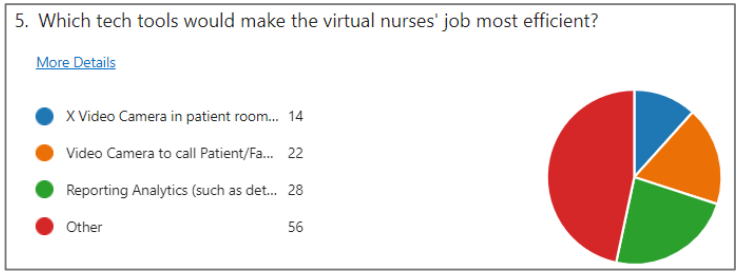
2. What are some other nursing activities that would be beneficial for a virtual nurse to complete? Please select all that apply from the list below:

More Details



5. Which tech tools would make the virtual nurses' job most efficient?

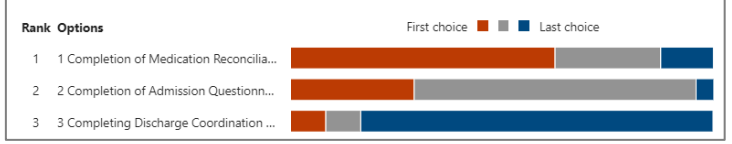
More Details



Post-Pilot Survey

2. Please rank the nursing activities below in order from most beneficial activities that the virtual nurses completed during the pilot to least beneficial activities.

24 Responses



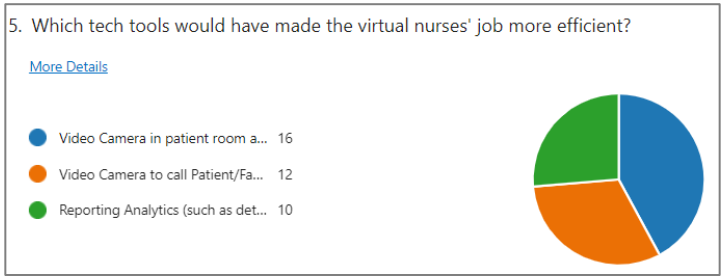
3. Based on your experience during the Virtual Nursing pilot, what other nursing activities that would be beneficial for a virtual nurse to complete? Please select all that apply from the list below:

More Details



5. Which tech tools would have made the virtual nurses' job more efficient?

More Details



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Other Opportunities being explored

- Glycemic Management/Diabetic Education
- Case Management
- Pharmacy/Medication Education
- Tele-Consults
- Patient Deterioration
- Tele-ICU

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Questions?



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