

Transcript of Media for Virtual Nursing

Patient Ernest Cummings

Likes virtual nursing and suggests OSF HealthCare continue it.

"It was better. Sometimes they (nurses) have other patients and sometimes it does take too long and sometimes I'm impatient," Cummings says with a laugh. "But it was nice today," he said after his hospital discharge discussion with OSF OnCall Virtual Nurse Laurice Domingo. (:10)

Q and A with Virtual Nurse Laurice Domingo & Patient Ernest Cummings

"How about transportation? "Yes. My brother is probably downstairs waiting for me," Cummings shares. Domingo closes out the visit. "If there isn't anything else I can help you with, I'll let you go so you can go home!" (:18)

Brandi Clark, vice president Digital Care, OSF OnCall

Clark says it'll be important to measure if admissions and discharge time can be reduced.

"Patients certainly have expressed that they have had a good experience with the virtual nurse both with the tablet as well as with the installed technology in the room. A real benefit to the installed technology for the bedside nurses is that it requires no work from them to bring that technology into the room to the patient." (:19)

Jennifer Croland, OSF Saint Francis Medical Center Vice President-Chief Nursing Officer Jennifer Croland

The pilot is still testing what duties can and should be handled by the virtual nurse

"We've also looked at things like scribing patient assessments, doing regular rounding in the rooms to check on the patients, completing checklists and providing information on discharge appointments. And setting those up. So, there's been a fair amount that we've tried to do and we're really still trying to land on what is best for that virtual nurse to do." (:21)

Brandi Clark, vice president Digital Care, OSF OnCall

There are no "how to" guides for how hospitals should use virtual nurses.

"While there is not necessarily published, evidence-based literature out there to say, 'this is how it should work,' we are all learning together about how this will help optimize care for patients in the inpatient setting in the future." (:14)