

TRANSCRIPT OF MEDIA-A check-up on virtual nursing

Jennifer Croland, vice president and chief nursing officer at OSF Saint Francis Medical Center

Croland says initially there were communication challenges between bedside and virtual nurses.

"I think initially it was really adding another member to our care delivery team and how do we communicate with them. How do we let them know that we have an admission coming in? How do we let them know the patient is getting ready to be discharged and how do we let them know there's something else the patient needs before they're discharged?" (:22)

Croland says the virtual nurse is freeing up floor nurses for more direct, hands-on care and that's resulting in fewer falls, pressure injuries and faster time for admissions and discharges.

"Regarding the discharge process, we're also seeing a shortened amount of time from the time that the physician writes the order till the time that the patient actually goes home. So our baseline was around three hours when we started, and we're down to two now." (:13)

Dalton Havens, former floor nurse at OSF HealthCare Saint Francis Medical Center

Havens says he enjoyed having more time for direct care and communication.

"Since you do have more time with each patient, it just makes it a little bit easier to be able to spend the time to give them (patients) more detailed care than trying to rush around trying to get all these tasks done so you can get to the next thing and get to the next thing and the next thing." (:18)

Primary charge nurse Hannah Tomblin, OSF HealthCare Saint Francis Medical Center

"It was more of like awe (she frowns and shrugs her shoulders as other nurses listening laugh), because you had to go in and answer all the questions, you had to maybe call nursing homes, you have to call their pharmacy, you have to do all this, you have to do all that. But now that there's a virtual admission and the mobile admission nurse, that's all done for you so now when I have to say as a charge nurse, 'You're gonna get an ED admit,' (floor nurses respond) 'Oh, that's OK, I have the virtual nurse now.'" (:28)

Alvin Baluyut (pronounced bal-you-yoot), floor nurse, OSF HealthCare Saint Francis Medical Center

Baluyut would like to see future expansion of education virtual nurses perform.

"If you have somebody who's doing that regularly for patients to keep them informed, the rate of compliance would be more because the patient knows that 'Hey, these are the benefits that I'm getting' and then the plans and the indications for the medication for them are clearly communicated." (:23)

Brandi Clark, vice president of OSF OnCall Digital Care

"As we think more broadly about this being about more than only nursing but about what does the technology-enabled hospital of the future look like? There are so many features and functions available through many of the technology platforms and so it's really about how we redesign that total model of care and the experience that patient has using that technology in their hospital room." (:28)