

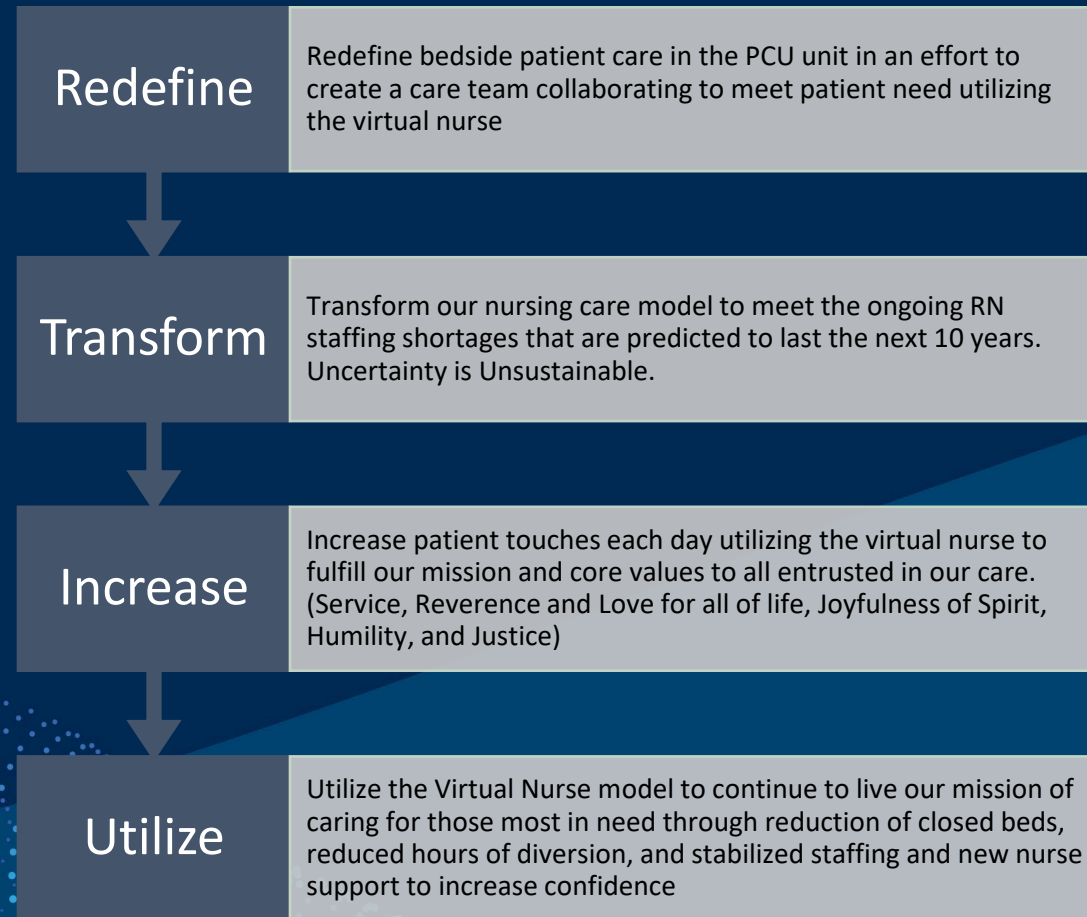
**PCU**

# Virtual Nursing at the Lake

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# Goal of the Virtual Nursing Model



# PCU Staffing model – Pre-Virtual

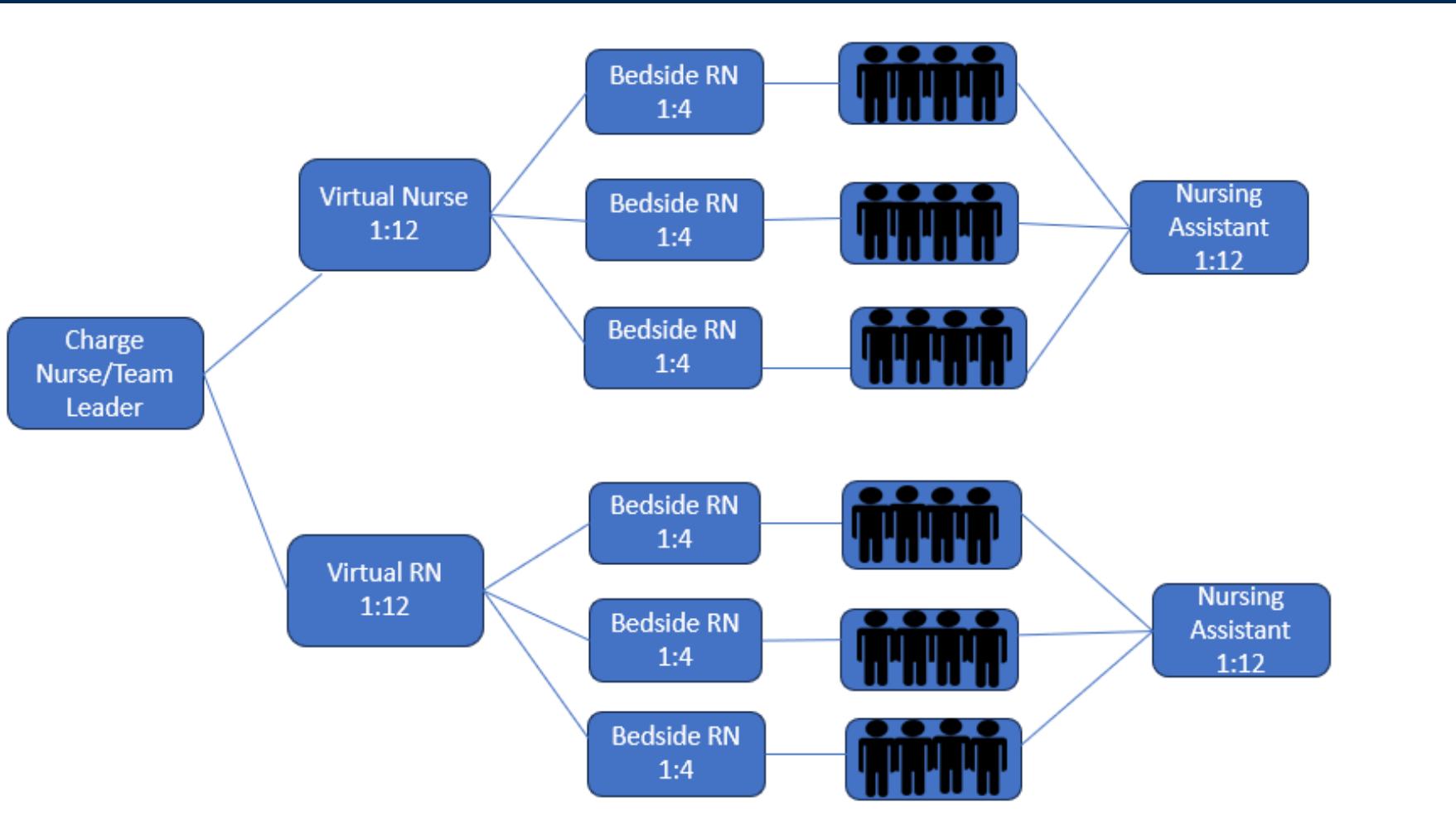
High Acuity Progressive Care Unit with stable vents, trachs, and non-communicative patients. 33 Beds

- Charge Nurse: Free
- Bedside RNs: 1:3 ratio—frequently 1:3-4
- CNAs: 2-3 per shift
- CSR: 1 per shift
  
- Total RNs per shift for optimum staffing: 12
- (We rarely had 12 RNs scheduled)



# Virtual Nurse Model

(Med-surg VN model will look different)



This model requires the same number of staff that the previous model called for—12 RNs and 2 CNA's



# Virtual Nurse Impact

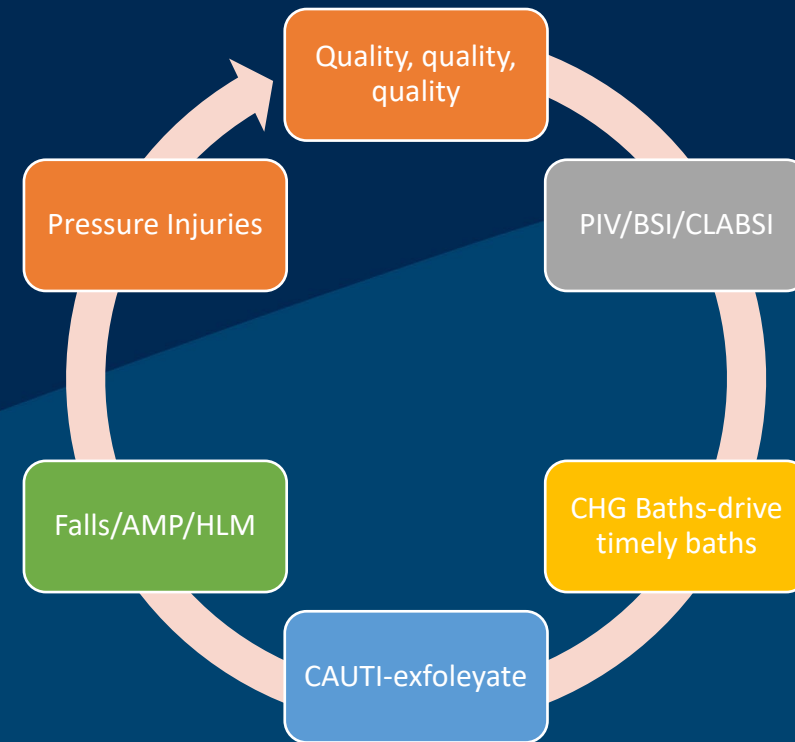


# Virtual Nurse Responsibilities

## Currently Doing



## Future Gains



# Virtual Nurse Resource Guide Includes \*\*Policies, Procedure, and Contact references\*\*

## General Info

- PCU Leadership Contacts
- PCU Room Configuration
- Frequent Call List
- Provider Contacts
- Voalte messaging and communications

## Virtual Nurse Workflow

- PCU VN Scripting/Education
- EPIC Sign-in
- EPIC Patient List Setup
- PCU VN Workflow
- Spacelabs Documentation
- Blood Administration
- Complete report for transfers
- HAC monitoring
- SDOH Screening

## Quality

- PIV/BSI/CLABSI
- CHG Baths-drive timely baths
- CAUTI-exfoleyate
- Falls/AMP/HLM
- Pressure Injuries



# Technology

- EMR: Epic
- 2-way Video and Audio Conferencing: Cisco
- Physiological Monitoring (ECG and SpO2): Spacelabs
- Integrated Nurse Call System: Ascom
- Secure Texting platform: Voalte
- Additional Video monitoring system: Careview





# Future Recommendations for VN

## 1. Expand to Medsurg Units

- Focus on Admit/Discharge Process
- Reduce HAC

## 2. Future Capabilities

- Dual Sign-off for Medications (EPIC Solution)
  - Insulin
  - PCA
  - Any other dual signoff required elements



# What are we doing with the info and data?

## PRIMARY OBJECTIVE

This project was presented and was approved by our OLOL IRB to be a research study . The objective of this study is to determine whether the VN Pilot improves staff communication, workload perception and job satisfaction among nurses working on PCU



## SECONDARY OBJECTIVE

To determine whether the confidence level of new nursing graduates improves at a faster rate than new graduates working on floors which do not have a virtual nurse program and whether patient satisfaction scores increase related to the virtual nurse experience.

## IMPLEMENTATION

A pre and post survey (administered at 3 months and 6 months post implementation) via use of a QR code. We are in the process of collecting 3-month data.



# VN as a Recruitment Strategy!

- “Roughly two-thirds of frontline nurses are interested in providing virtual care in the future.” (Berlin, 2021)
- 77% of SELU’s Graduating Senior Nursing Students responded that they have interest in joining an organization that has a virtual nursing model in place.
- “Mentor in the Sky” concept resonates with students

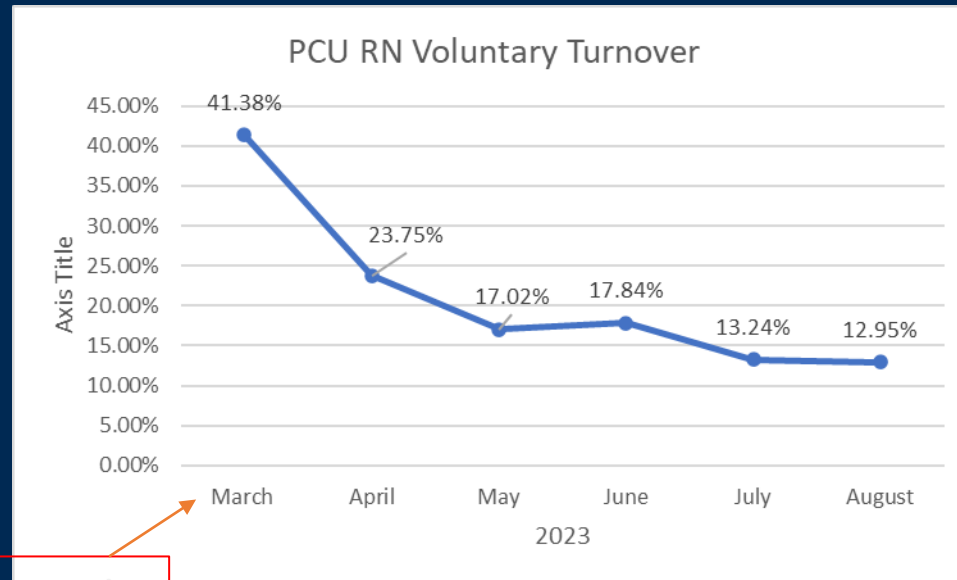


# Data and Metrics

- Bedside RN perception
  - End of shift surveys
  - Formal survey at 3 months and 6 months
- RN Voluntary Turnover
- LOS/ TAT for discharges
- Patient Experience



# PCU RN Voluntary Turnover



VN Pilot started at the beginning of March



# Patient Experience

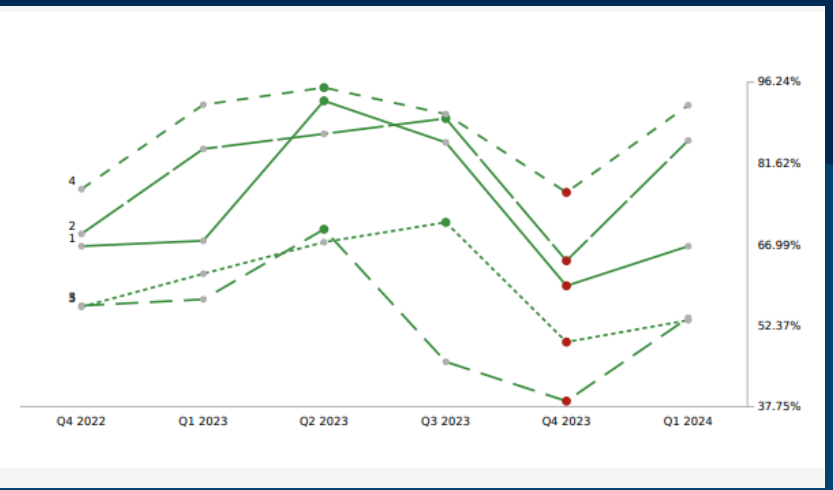
FILTER BY All sections selected

Survey Items	SECTION/DOMAIN	Survey Type	n	Top Box Score			Percentile Rank	Score Trendline	
				Current (Q1 2024)	Previous (Q4 2023)	Goal			
Rate hospital 0-10	GLOBAL ITEMS	CAHPS	21	66.67%	59.52%	—	7.14%	33	
Domain: Comm w/ Nurses	COMM W/ NURSES	CAHPS	21	85.71%	64.03%	—	21.68%	87	
Domain: Response of Hosp Staff	RESPONSE OF HOSP STAFF	CAHPS	21	53.75%	38.75%	—	15.00%	12	
Domain: Comm w/ Doctors	COMM W/ DOCTORS	CAHPS	21	92.06%	76.36%	—	15.71%	97	
Domain: Comm About Medicines	COMM ABOUT MEDICINES	CAHPS	15	53.33%	49.39%	—	3.94%	12	
Domain: Discharge Information	DISCHARGE INFORMATION	CAHPS	19	86.84%	80.00%	—	6.84%	51	
Domain: Care Transitions	CARE TRANSITIONS	CAHPS	21	56.85%	47.31%	—	9.54%	73	

† Custom Question   ^ Focus Question  
 ■ At or Above Goal   ■ <5 Points Below Goal   ■ >5 Points Below Goal   □ No Goal

● High Point   ● Low Point

TRENDLINE COMPARISON  
 Select up to 5  
 ✖ 1. Rate hospital 0-10  
 ✖ 2. Domain: Comm w/ Nurses  
 ✖ 3. Domain: Response of Hosp Staff  
 ✖ 4. Domain: Comm w/ Doctors  
 ✖ 5. Domain: Comm About Medicines



# Questions or comments?

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# References

Berlin G, Lapointe M, Murphy M, Viscardi M. Nursing in 2021: Retaining the Healthcare Workforce When We Need It Most. McKinsey & Company. Updated May 11, 2021.  
<https://www.mckinsey.com/industries/healthcare-systems-and-services/our-....> Accessed August 25, 2023

