Bedside Technology Improving the Patient Experience

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Objective

Participants will be able to describe the elements of bedside technology that improves patient engagement and the patient experience.
Department of Women & Infants Snapshot

Inpatient

- Level III Maternity Center
- Approximately 4,800 deliveries per year
- Logistics:
  - OB Outpatient Clinics
  - Maternal Fetal Medicine
  - Maternal Special Care
  - Labor & Delivery
  - Postpartum & Wellbaby Nursery
  - NICU (part of Nationwide Children’s Hospital)
Department of Women & Infants Snapshot
Postpartum Unit

Postpartum & Wellbaby Nursery

- 40 private rooms
- Dyad care (Mother & newborn care given by one RN & PCA)
- Average Length of Stay for patients:
  - Vaginal Delivery – 1.8 days
  - Cesarean Delivery – 3.16
- Approximately 100+ staff members
Why Improve the Patient Experience?

- It is the right thing to do! Providing a positive lifetime memory
- Patients with higher satisfaction have fewer safety events and experience higher quality outcomes
- Patients can shop around for the best experience
- OB patients are often family decision makers of future health care needs
- Value-Based Purchasing
- Future reimbursement models
Patient Experience Initiatives

- Four proven tactics: nurse leader rounding, bedside shift report, purposeful rounding, discharge phone calls
- RN/MD rounding
- Amenities: gifts for mom and baby, support person breakfast, dining on demand, private rooms, room renovations
- Quiet time
- Family Advisory Council
- Staff led patient experience committee
Patient Experience Initiatives

- Room renovations
- Focused physician training
- CNO lead multidisciplinary work
- Environmental service improvements
- Lactation support
- Dietary enhancements
What was the next strategy to improve the patient experience?

Bedside EMR Technology
Implementation of Bedside Technology- Goals

- Provide patient with access to their medical record and real-time results
- Allow patients to order meals via bedside technology
- Provide patients and staff with a convenient, coordinated method for patient education
- Provide a vehicle for patient entertainment
Amenities Offered with Bedside Tablet

- EMR supported patient portal
  - Most recent vital signs
  - Medication lists
  - Today's schedule
  - Test results
  - Questions for healthcare team
- Entertainment-video conferencing, movies, games
- Internet access-email,
- Request concierge services
- Patient Education that crosses the care continuum in a format patients can access from almost anywhere
Bedside Tablet Pilot

- Initial pilot on a cancer and heart unit
- Pilot yielded positive result in patient experience scores
- Decision to include maternity patients in pilot
  - Perfect age group
  - Area to focus changes in patient education techniques
  - Larger volume
  - Potential for large impact on system HCAHPS
Final Rollout to Postpartum Unit

- Challenges:
  - Connectivity
  - Device upgrade
  - Provisioning process refined
  - Staff re-education

- Decision to integrate third party education vendor

- Develop an education experience across the care continuum through the EMR patient portal
Our Vision for Engaging Our OB Patients

- At Home
- When it's time to go home
- Patient Education Documents
- In the hospital
- Prenatal Clinic Visits
Prenatal Education

At Home

When it’s time to go home

Patient Education Documents

Prenatal Clinic Visits

In the hospital

Education Activity, AVS
Inpatient Education

- At Home
- When it’s time to go home
- Patient Education Documents
- Prenatal Clinic Visits
- MyChart Bedside Education Activity
- In the hospital

Education Activity, AVS
Inpatient Education

- Inpatient care plan & education activity prior to bedside tablet
  - Electronic care plans were available, but not consistently utilized
  - Printed books / pamphlets
  - Videos
  - Workflow inefficiencies
Bedside Tablet - Project Team

- Project Manager
- Documentation Application Analysts
- Patient Education Department
- Clinicians (IP and AMB)
- Nursing Leadership
- Nursing Education
- Communications and Marketing
- IT Field Services
Bedside Tablet – Project Development

- Patient education books reviewed by Nursing workgroup
- Biweekly update meetings with IT, Pt. Education team, & Nursing workgroup
- In-house patient education compared & combined with 3rd party vendor materials
- IT work to “map” identified, “key” materials for patient access in tablet
- Discussion of new patient education workflow process initiated with all Mother/Baby inpatient staff
Nursing Workflow – Staff Education

- Staff education
  - Just in time online staff education website developed
  - 2-3 minute video clips created for quick access by unit staff
  - Step by step instructions of workflow created for access
  - In person training by educator provided
  - Bedside specific tip sheets provided to staff
Nursing Workflow – Staff Responsibilities

- **Admission**
  - Tablet provisioned in first 4 hours by RN or PCA
  - RN to provide more in-depth education about tablet features
  - “Opt Out” process – All eligible patients receive tablet
  - Exceptions: Under 18 years of age, non-English speaking, or a prisoner

- **Discharge**
  - RN collects tablet from patient with exchange of AVS
  - PCA or RN data wipes & disinfects tablet, cord/plug
  - Placed back in locked cabinet
MyChart Bedside – File Back

- File Back: Patients can respond to each point with “I Understand” or “I Have Questions,” which files back to the education activity in the patient’s chart.
Discharge Education

- **At Home**
- **When it’s time to go home**
- **Patient Education Documents**
- **Prenatal Clinic Visits**
- **In the hospital**
- **MyChart Bedside Education Activity**
- **Education Activity, AVS**
- **After Visit Summary (AVS)**
Education at Home

OSUMyChart

At Home

After Visit Summary (AVS)

When it’s time to go home

Patient Education Documents

Prenatal Clinic Visits

Education Activity, AVS

In the hospital

MyChart Bedside Education Activity
Postpartum Care

Postpartum Following Vaginal Delivery Overview

Expected Physiologic Changes Following Delivery

The New Mother - Taking Care of Yourself After Birth

Treatment Plan

Medication: Analgesics

Pain Control after Delivery

Activity: Early Ambulation

Self-Management

Infection Prevention

Caring for Yourself after Delivery

Balance Rest and Activity

For New Mothers: Staying Fit After Delivery
Pre-Post Comparison

- **Pre-Implementation**
  - Education provided in a paper format
  - Duplicative education provided in prenatal clinic and during postpartum admission

- **Post-Implementation**
  - Patient education provided *electronically* to eligible patients, consistent use of care plans
  - Efficient patient education that spans the prenatal & postpartum periods
Lessons Learned

- Nursing culture change
- Technology issues: Wireless and device management
- Document identification and linking
- Unanticipated staff reliance for printed books
- Percent (%) of patients that choose not to register for OSUMyChart
## Outcomes

<table>
<thead>
<tr>
<th>Unit</th>
<th># Patients</th>
<th>% With a Tablet Provisioned (met criteria)</th>
<th>% Pts Accessing Education Titles</th>
<th>% Responding with “I understand” or “I have questions” (auto files to EMR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>K7W</td>
<td>374</td>
<td>~99%</td>
<td>36.4%</td>
<td>16.6%</td>
</tr>
<tr>
<td>R7W</td>
<td>289</td>
<td>~99%</td>
<td>36.3%</td>
<td>17.6%</td>
</tr>
</tbody>
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Data for 1/1/2015 – 7/6/2015
Thank You

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