The microsystem is a specialized pharmacy partnered with a large healthcare institution. The larger institution has expanded and increased its geographic reach, and patient population. Pharmacy nurses are understaffed to meet patient demand.

1. Securing per diem nurse – long process
2. Implement a telehealth delivery system:
   - Asynchronous patient education video
   - Internet-based videoconferencing

✓ Monitor safety, efficacy and patient satisfaction
✓ Individualize care
✓ Collect data pre- and post-implementation

Global Aim: Increase patient education access in a chemotherapy infusion clinic.

Specific Aim: Increase the number of pharmacy-nurse-completed patient education visits at the new clinic location by 30% within two months after project implementation.

- Implementation underway
- Approved for cross-clinic implementation to improve access to care
- Reassess all data after two months, compared using a paired T-test.
- Projection: visit completion by pharmacy RNs will increase by 30%, satisfaction scores and teaching efficacy remain stable.
- Education video produced, approved by education committee, embedded in organization resources
- Telehealth protocol and nurse education material created

Furthers current knowledge on:
- Technology as a healthcare delivery method
- Nurse-led technology implementation effort
- More research on telehealth is needed

I would like to thank my preceptor and mentor, Dr. Susan Mortell. She has shown me great kindness and guidance throughout this project.
**Strengths**
- Staff & Management engagement
- Minimal cost - requires only cost of research and set up
- Improves efficacy
- Employee growth in using technology
- Student help with R&D

**Weaknesses**
- Equipment & connectivity issues
- Requires research and development of concept
- Requires eternal help for set up
- Some reservation from staff about using technology tool

**Opportunities**
- Use of New technologies and equipment
- New method of delivering care
- Exciting
- Supported by evidence

**Threats**
- HIPPA Compliance
- Not much control over pace of project
- May not be received well by clients
Savings of 76%

**Dark green dollars (savings):**
- ↓ waste and inefficient use of nursing time
- ↓ need for additional hours of the per diem nurse

Does not sacrifice quality

**Light green dollar (savings):**
- ↑ access to care for patients and nurses
- ↑ nurse satisfaction
- innovative: bragging rights
The 8-Step Process for Leading Change – Dr. John Kotter
*Photo Credit: http://quotesgram.com/kotter-on-change-quotes/#xgx54KZjQqz*
Assessment

Theme

Global Aim

Specific Aim

Change Ideas

Change Theory

Measure

Prototype

Process Mapping

Fishbone Diagram

Action Plan & Timeline

PDSA

Analysis

Assessment

Meetings

*Adapted from The Dartmouth Institute (2014)
Plan
- Contact members of the multidisciplinary team
- Schedule meetings
- Make appointment to audit charts, call logs, pt. satisfaction surveys, and RN/Pharmacy schedules
- Will implementing telehealth increase pt. ed visits by pharmacy RNs? Will telehealth operate in new clinic?
- Develop test plan

Do
- Test videoconference process at new clinic
- Document problems and unexpected observations, prepare for implementation aids
- Begin analysis of any observations or problems

Act
- Employ login instructions
- Inform team members of process flow change
- Determine what modifications should be made
- Prepare a plan for the next test

Study
- Analyze the data and study the results. Collaborate with other team members for their input.
- Complete the analysis of the data
- Compare the data to predictions
- Summarize and reflect on what was learned
- Create graphs and reports, communicate reports to stakeholders


Throughout the process, each phase overlapped at some point
2 Sets of Data:

**Objective Measures**
- Schedule and patient chart – zero visits completed

**Intervention Quality Assurance**
- Patient Satisfaction Surveys – 4.7/5 overall
- Call log – 2 calls in 6 months
Asynchronous Video:
Patient Education

Included:
✓ Chemotherapy Management
✓ Troubleshooting Tips
✓ When to seek help and when to return to clinic

Scripted and needed approval of institution’s education committee