

VIDEOCONFERENCING FOR IMPROVED ACCESS TO CARE

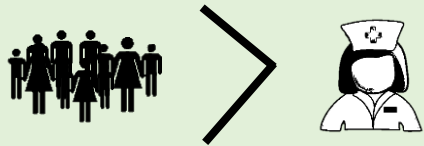


Improvement Theme: Access

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THE PROBLEM

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.



SOLUTION

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

OBJECTIVES

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.

METHODOLOGY

ASSESSMENT

- 5 Ps → Process map and contributing factors
- Data Collection → Audits of schedules, patient charts, patient satisfaction surveys and troubleshooting call logs

ANALYSIS

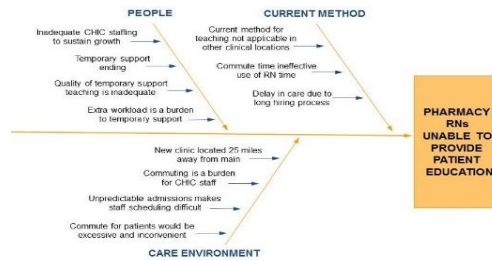
SWOT Analysis

Strengths	Weaknesses
<ul style="list-style-type: none"> • Staff & Management engagement • Minimal cost requires only cost of research and set up • Improved efficacy • Employee growth in using technology • Student hits with N&C 	<ul style="list-style-type: none"> • Equipment & connectivity issues • Requires research and development of content • Requires normal hits for set-up • Some reservation from staff about using technology tool

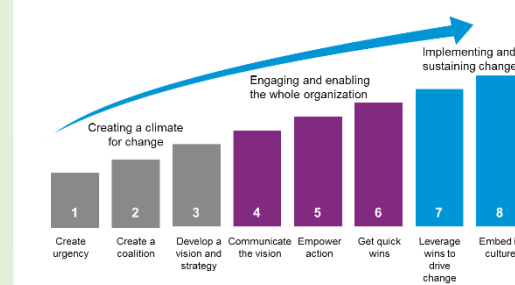
Cost-Analysis



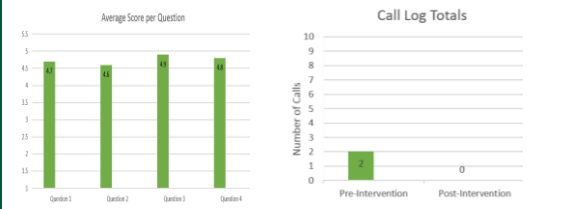
Fishbone Diagram



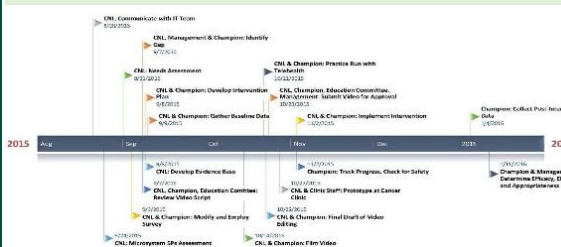
KOTTER'S CHANGE THEORY



MEASURES



ACTION PLAN/TIMELINE



PROJECT STANDING

- 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



SUMMARY

Further current knowledge on:

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

ACKNOWLEDGEMENTS

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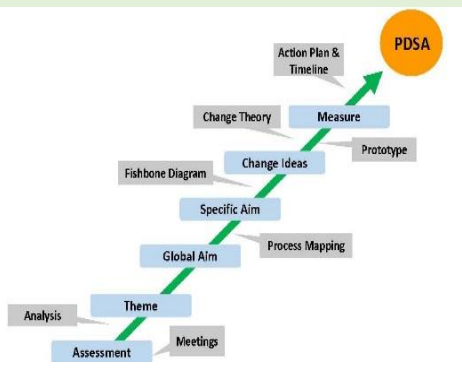
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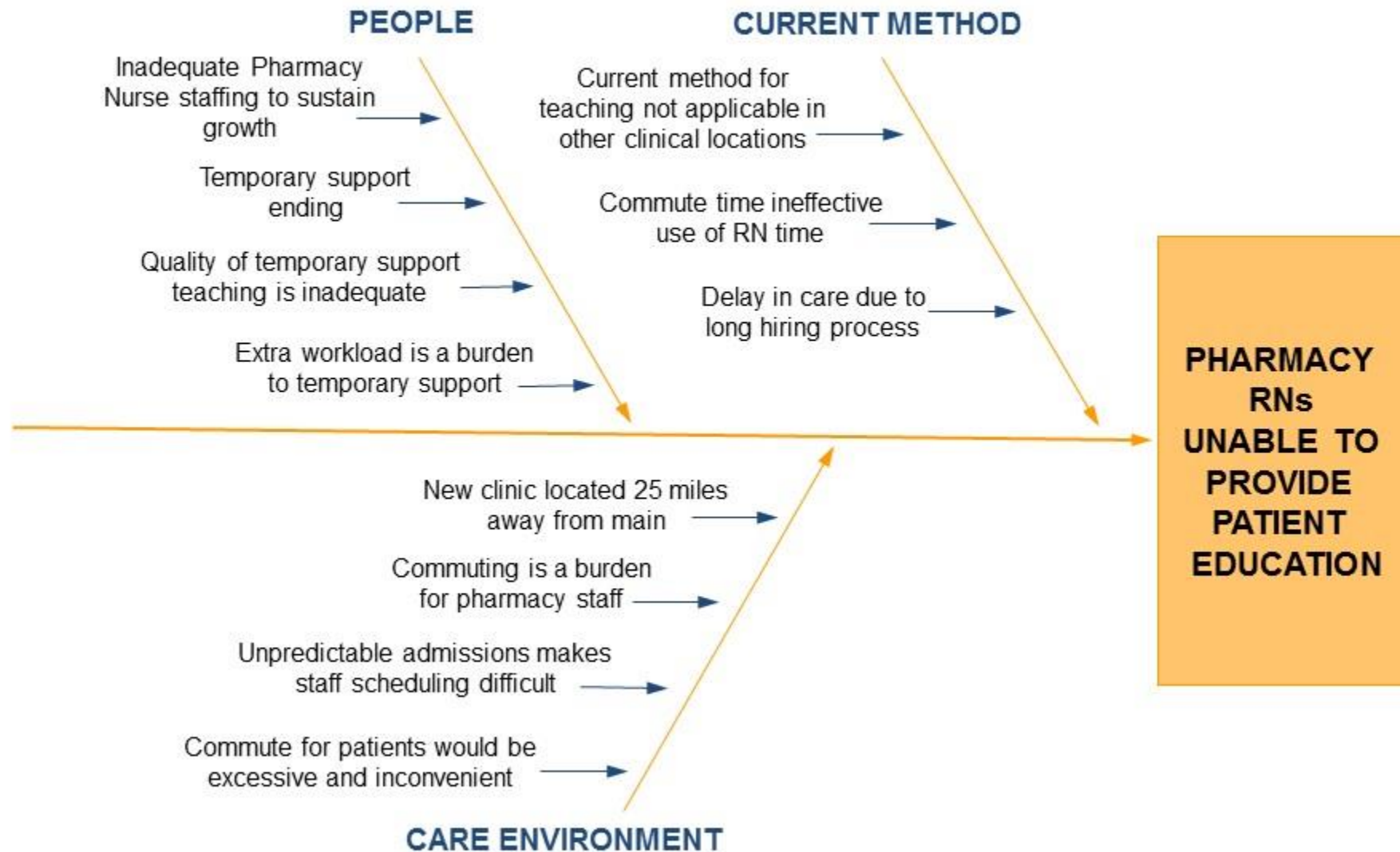
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PROJECT OVERVIEW



CAUSES OF POOR ACCESS TO PATIENT EDUCATION



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 external help for set up
- Some reservation from staff about using technology tool

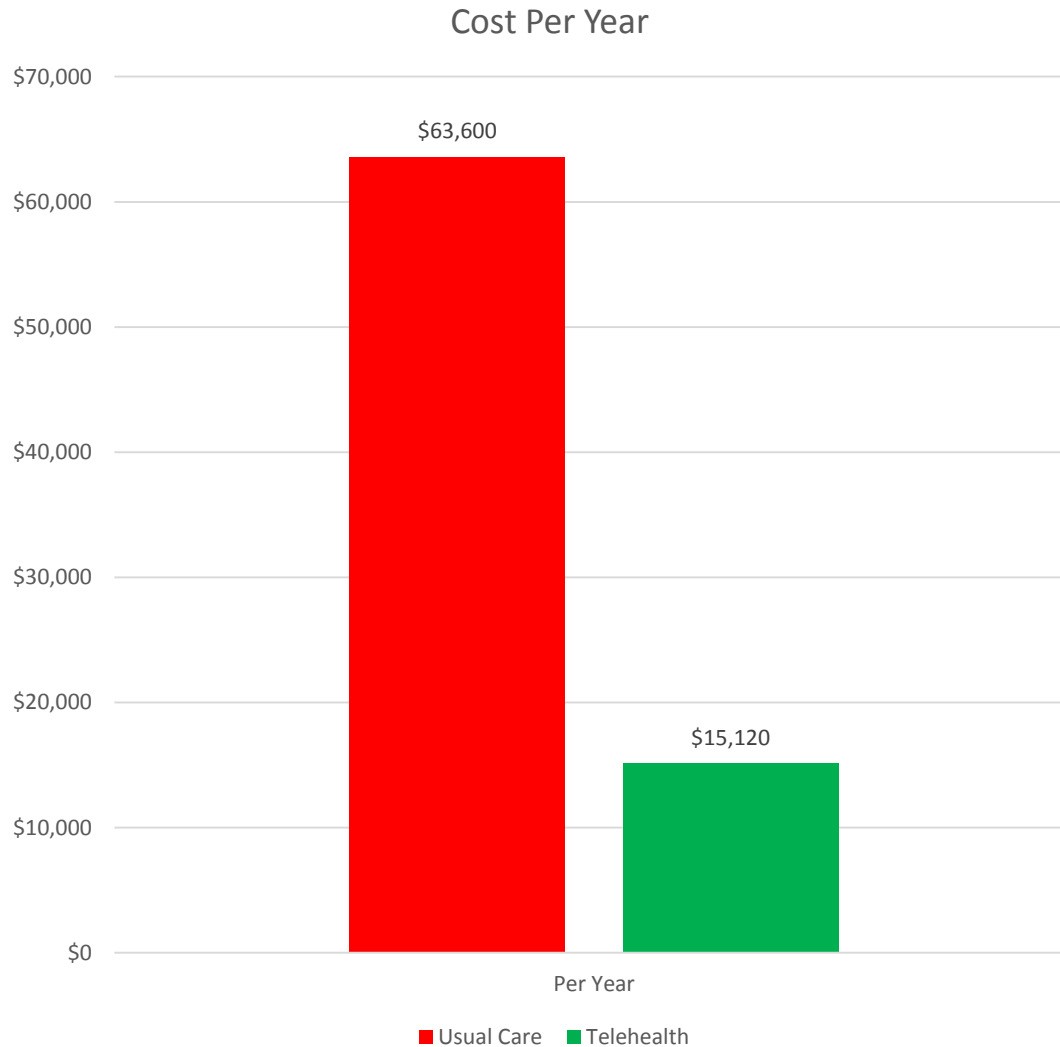
SWOT Analysis

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

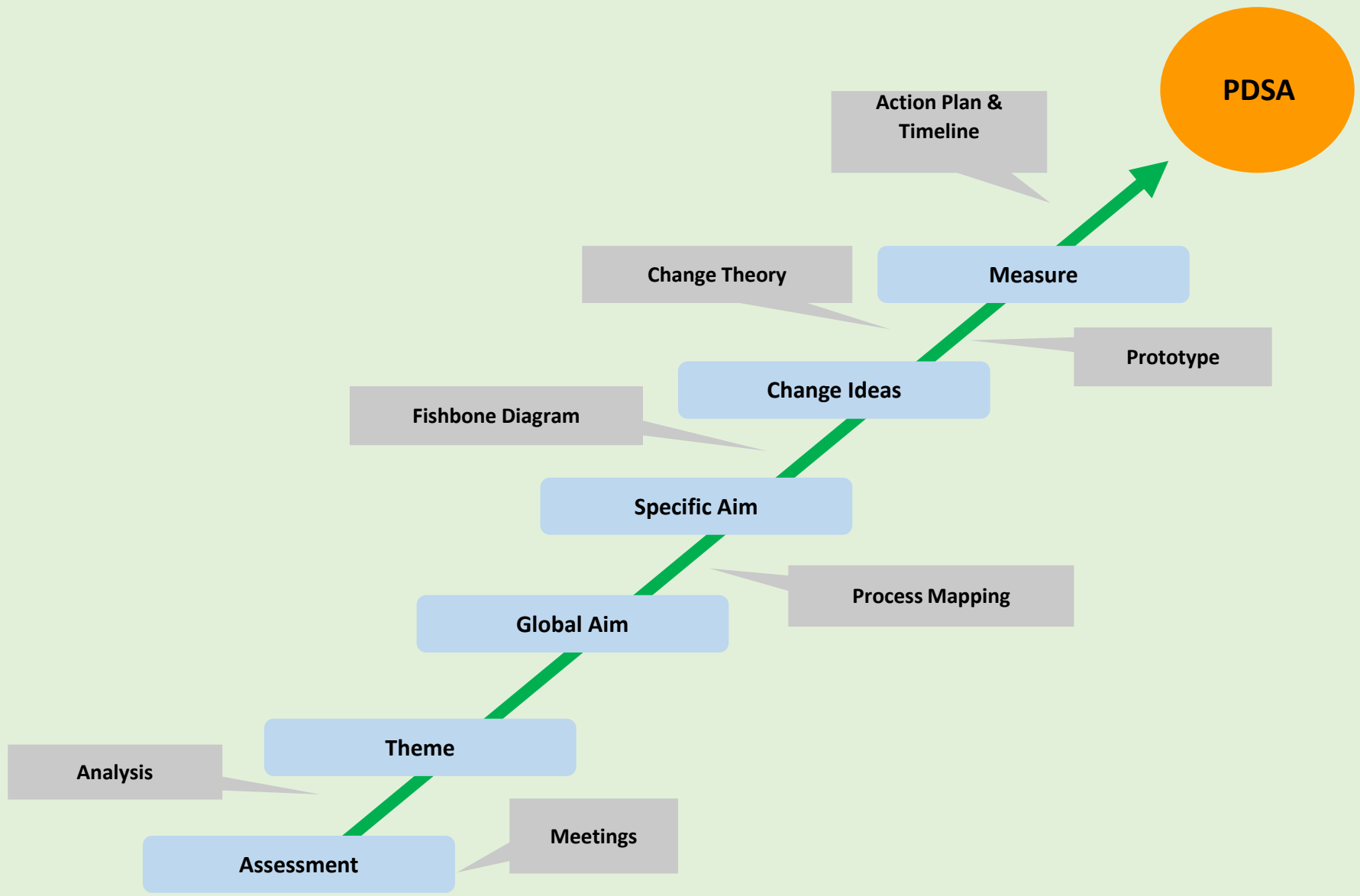
Light green dollar (savings):

- ↑ 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/#xgxS4KZjqz>



*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

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

Act

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

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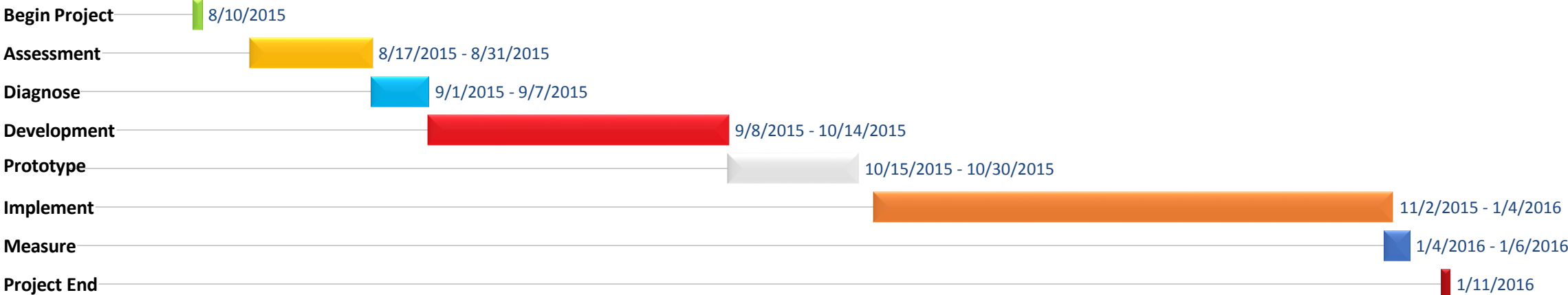
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GANNT CHART



**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

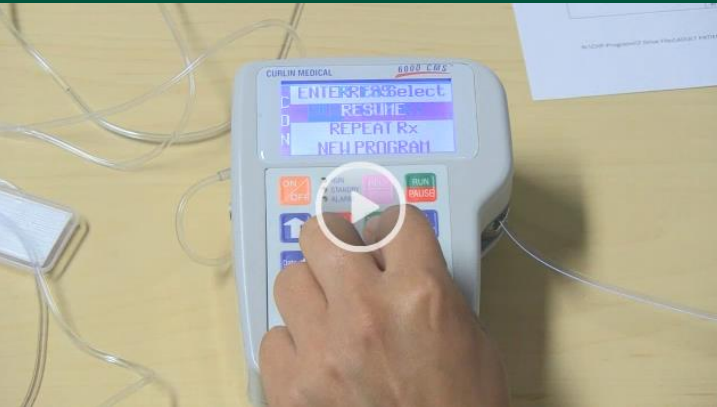


Asynchronous Video: Patient Education

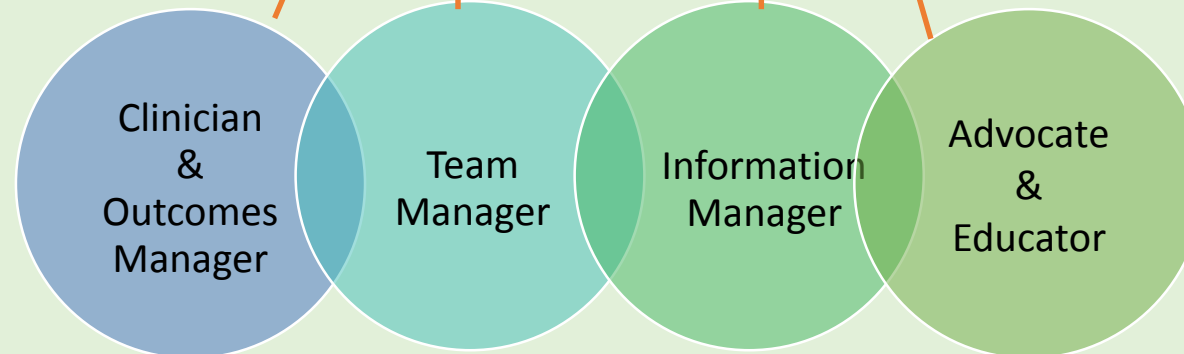
Included:

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

Scripted and needed approval of institution's education committee



Clinical Nurse Leader Roles



- Knowledge Management
- Health Promotion and Disease Prevention Management
- Evidence-Based Practice

- Horizontal Leadership
- Team Coordination
- Healthcare Finance and Economics
- Healthcare Systems
- Healthcare Policy
- Quality Improvement

- Healthcare Informatics

- Lateral Integration of Care Services
- Interdisciplinary Communication & Collaboration Skills
- Healthcare Advocacy
- Integration of the CNL Role