



# Virtual Resource Nursing Model

## *Building High Acuity Confident Care*

### The Increasing Role of Telehealth in Care Delivery

There is nothing more important in healthcare today than our workforce. As hospital systems struggle to maintain experienced, talented and qualified nurses in their unit's, the natural evolution is to integrate technology, and telehealth. Hybrid care models that bring virtual workflows into bedside processes are reducing the burden on acute care teams and improving patient coverage and safety by using remote resources to support clinical collaboration and accelerate intervention. Virtual nursing has become that solution. At Equum Medical, we recognize that we can't keep doing things the way we have done, and that we want in our healthcare experiences the same convenience and quality we expect in our daily lives. With the power of the EMR, data analytics and two way audio video, the Virtual Nurse is not limited to being a unit level resource, but instead a valuable asset for patient flow across the enterprise.

Technology and telehealth investments are increasingly being evaluated to buoy organizational strategies of operational efficiency and clinical quality. These together address today's challenges of clinical workforce shortages, rising nurse violence, and burnout. A **virtual nursing framework** is revolutionizing the healthcare landscape, fostering models of shared responsibility spanning from the "bedside to webservice," uniting a collaborative care team including patient room care teams and virtual resource nurses. This transformative approach holds significant promise in enhancing patient care, as it redistributes various tasks and responsibilities within the healthcare system. While hands-on patient care remains indispensable, a multitude of essential functions can now be efficiently executed in a virtual capacity.



# Benefits of Virtual Nursing Enhanced Care

## Patient Advantages

- Access to specialized nursing care and support, even in remote or underserved areas
- Timely intervention and monitoring, leading to better health outcomes through optimized admissions and discharges
- Improved patient education and self-management, promoting a proactive approach to healthcare
- Greater continuity of care, fostering stronger relationships between patients and providers

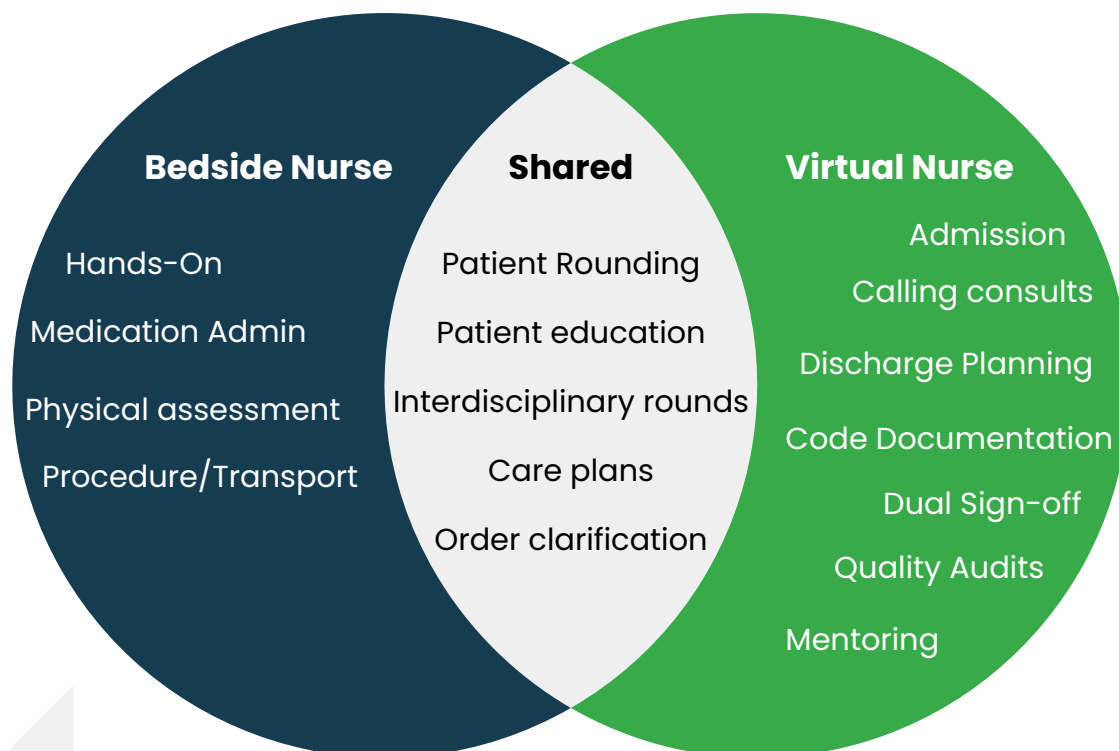
## Provider Benefits

- Reducing the need for patient transfers to specialized facilities, saving time and money
- Streamlining workflows and increasing efficiency, leading to better resource utilization
- Minimizing the risk of hospital readmissions and associated costs through proactive monitoring and intervention
- Address transitions in care and patient flow bottlenecks

## Collaborative Care:

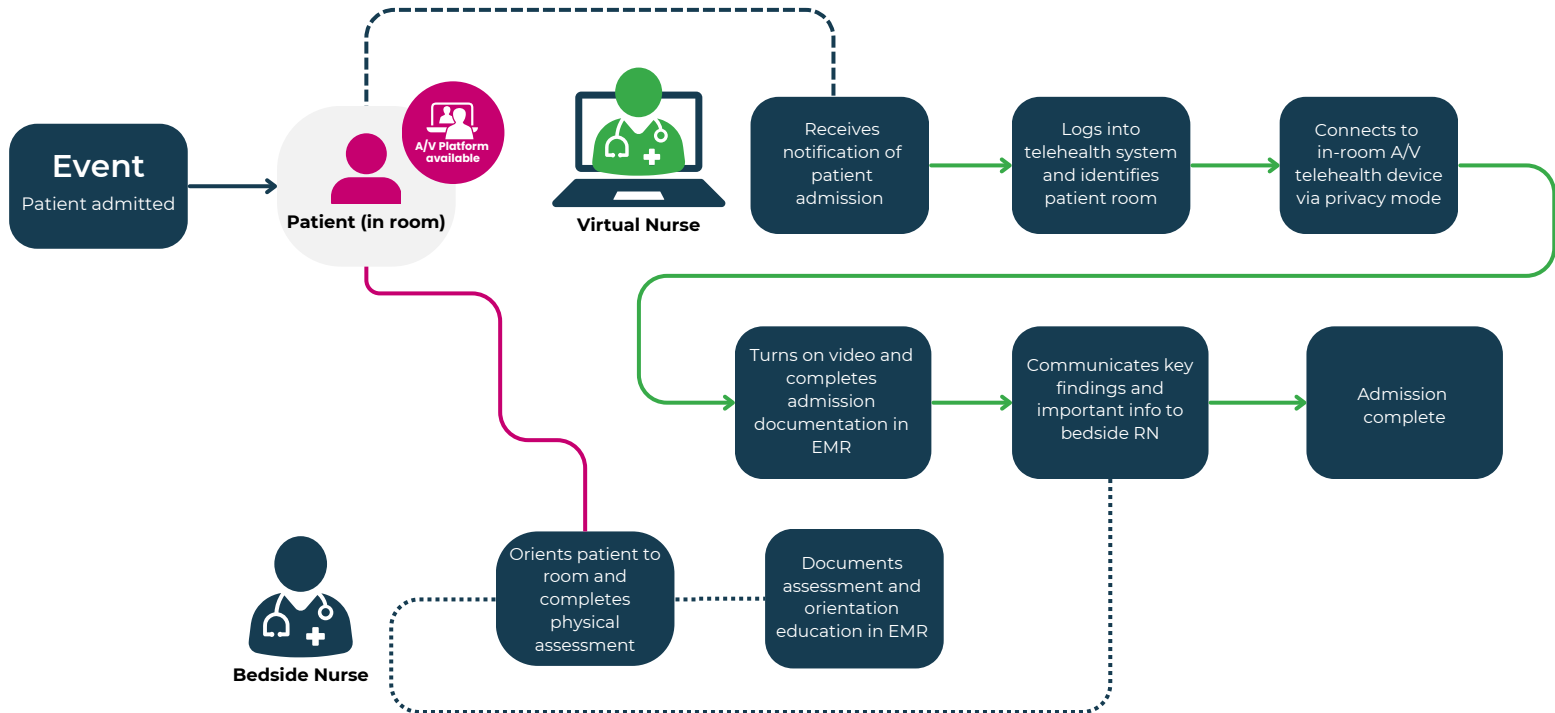
### *From Bedside to Web-side Responsibilities in a Digitally Enabled Nursing Workflow*

This innovation in healthcare administration brings about a substantial shift, whereby certain administrative duties traditionally handled at the bedside are transitioned to the domain of virtual nurses. Virtual nursing is not merely an administrative role. Instead, it encompasses a comprehensive system that empowers virtual nurses to continuously monitor patients and engage in real-time communication and collaboration with patients, their families, other visitors, and care team members. This includes promptly responding to patient nurse calls, thereby ensuring a high level of patient care coordination. Numerous health systems that have adopted virtual nursing programs have reported remarkable levels of job satisfaction among their nursing staff.



# Virtual Nursing Workflow

This innovative virtual nursing workflow represents a transformative evolution in healthcare delivery, redefining the contours of shared responsibility and elevating the quality of patient care. It optimizes the efficiency of administrative tasks while fostering a harmonious collaboration between virtual and bedside nurses, ultimately leading to a healthcare environment that prioritizes patient well-being and nurse job satisfaction.



## Equum Medical's Virtual Nursing Service Lines

Equum Medical offers a range of Virtual Nursing services designed to meet the diverse needs of healthcare providers and patients. Equum provides hospitals with highly experienced nurses who understand telehealth, emergent care, admissions and discharge protocols. Equum's RN's serve as a value added resource, helping the bedside team with tailored tasks to help facilitate improved admission and discharge processes as well as providing mentorship when needed.

**The Flexible Virtual Nurse Program from Equum supports three critical areas:**

### Admissions

- Collaborate with transfer center to move patients from outside hospitals to the floor/ICU i.e., follow up on room readiness
- Work with the ER to reduce wait times for admissions and help drive down left without being seen (LWBS) rates
- Review orders and make necessary phone calls to facilitate care, i.e., radiology, pharmacy, or blood bank
- Act as double-check for admission checklist especially during periods of high census or overload





## Hospital Stay

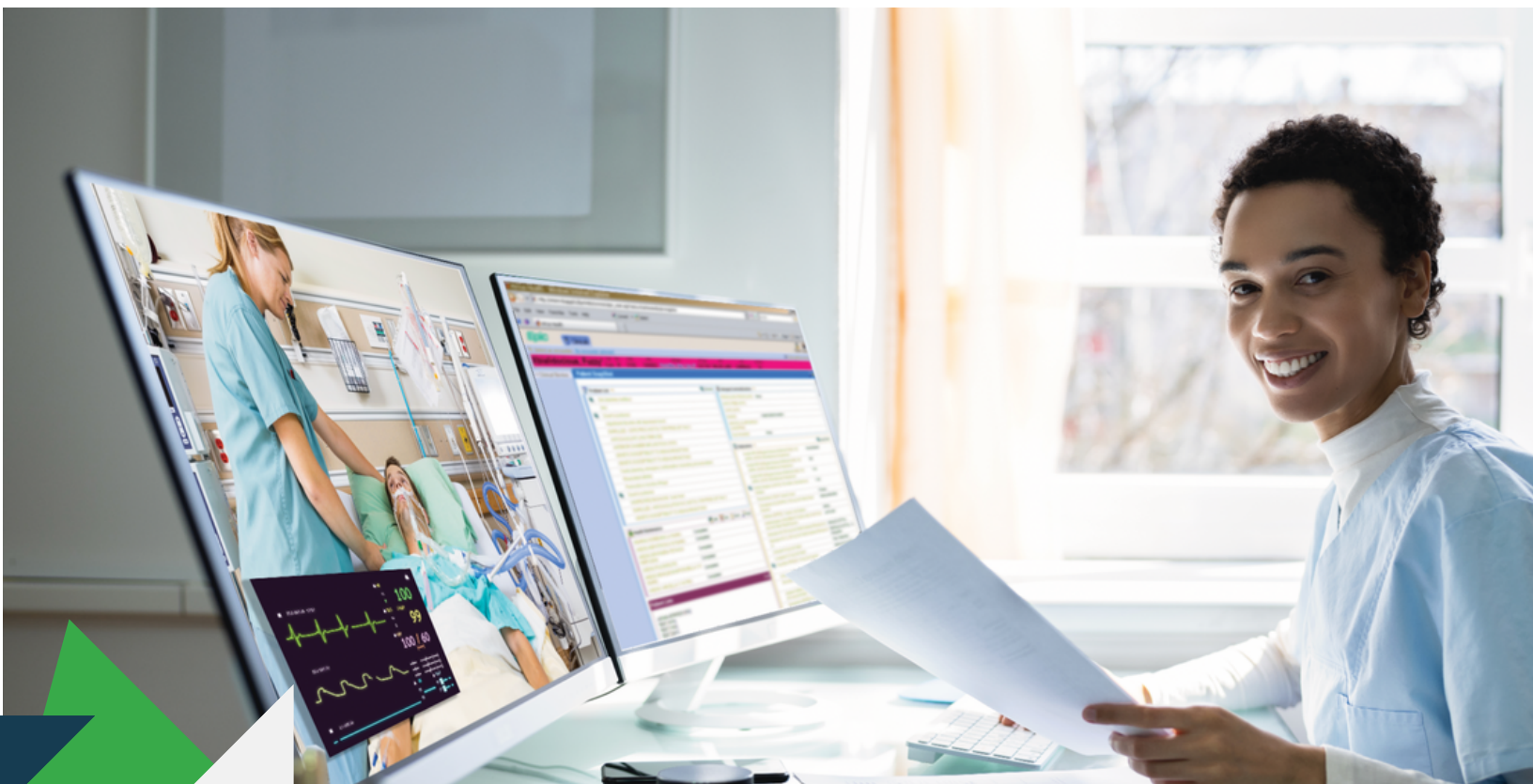
- Act as second signature for medications and blood administration
- Facilitate phone calls on behalf of the managing nurse to family, providers, or ancillary departments
- Guide new nursing staff just completing orientation
- Support per diem and travel nursing staff regarding health system standards, policy, and procedure
- Identify and communicate potential discharge patients based on unit / health system standards
- Perform 24-hour nursing chart checks – all orders completed / addressed

## Discharge

- Ensure readiness of patients identified for discharge per health system standards
- Obtain and/or review discharge orders
- Perform discharge teaching – medications, signs/symptoms of when to call the physician, wound care
- Observe teach-back of discharge instructions
- Follow up on pharmacy fill of discharge medications
- Perform medication reconciliation
- Make the appropriate discharge appointments e.g.: primary care provider, PT/OT, etc.
- Provide the nursing report to long-term care or rehabilitation center

## Embracing the Future of Healthcare with Equum Medical

Equum Medical's Virtual Nursing services represent the future of healthcare, offering an innovative solution to the challenges faced by healthcare providers and patients alike. By embracing this cutting-edge approach, we can enhance the quality of care, optimize resources, and create a more efficient, patient-centered healthcare experience.



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