Video Telerounding to Improve Cardiac Patient Satisfaction and to Expedite Discharge

Ginger S. Pierson, PhD(c), MSN, RN, CCNS Joseph Burkard, DNSc, CRNA
Jonathan Mack, PhD, RN, NP Dr. Neala Hunter- EP/Cardiologist

University of San Diego®
HAHN SCHOOL OF NURSING AND HEALTH SCIENCE
Betty and Bob Beyster Institute for Nursing Research, Advanced Practice, and Simulation

BACKGROUND

- Patients nearing hospital discharge, want to be informed and plan when they can go home
- Delays in hospital discharge are frequent and frustrate patients, families, and clinicians
- The value of Telehealth has unlimited possibilities within the healthcare industry to impact care
- Inconsistencies and barriers for a timely cardiologist discharge visit occur often due to multiple, competing priorities- resulting in discharge delays, dissatisfaction of patients, families and clinicians, and add to inefficiencies, creating increased costs
- Time to discharge in the hospital setting may be expedited using **Telerounding**- real-time videoconferencing for remote, collaborative bedside nurse/ physician/ patient rounds

METHODOLOGY

This quasi-experimental study will enroll 36 eligible adult hospitalized cardiac procedural patients to the intervention group with an expected 1-2 day LOS

Intervention group:

- Will receive **Telerounding**- remote, virtual discharge rounds are between 0730 – 0800 (approximately 5 minutes each)
- Discharge Satisfaction Survey- which includes a Telerounding Survey, to be given prior to discharge
- EHR discharge time measures will be collected
- Phone survey 2 weeks post-discharge regarding any unplanned medical consultations once home

Control group: all eligible patients- from the same two cardiologists for 3 months prior to study, are invited to participate; retrospective Discharge Satisfaction Surveys and EHR discharge time measures will be completed

LITERATURE REVIEW

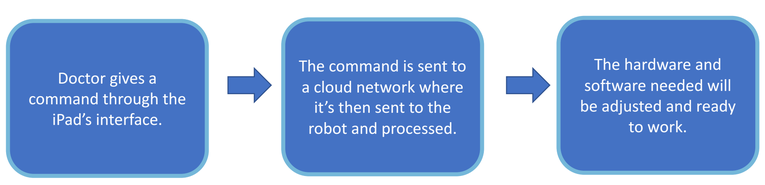
- Application of telehealth technologies have the ability to effectively automate processes, facilitate care coordination, decrease costs, and connect healthcare providers in a seamless manner
- This research is influenced by a study from Ellison and colleagues (2004), which used **Telerounding** for post-procedure laparoscopic urology patient rounds. Results showed telerounding beneficially affected patient ratings for examination thoroughness, quality of medical care discussions, post-op care coordination, and perception of physician availability, after adjustments for differences in age and pain
- A gap in the literature exists for use of this innovative technology for Telerounding to expedite discharge

STUDY AIM

This study will test an innovative, robotic, telehealth videoconferencing discharge process- called **Telerounding** to:

- measure patient satisfaction with discharge and telerounding
- evaluate discharge efficiency for post-procedure cardiac telemetry patients

How does it work?

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http://cdn.medgadget.com/wp-content/uploads/2013/02/controlstation-ipad2.jpg

InTouch Health Vita. *Photo from InTouch Health with permission, 2016.*

STUDY IMPLICATIONS

- This study will explore discharge satisfaction with use of telerounding, its impact on discharge efficiency, and the acceptance of telerounding by patients and clinicians
- Cost savings may occur from expedited discharge times and improved bed turn-around time to facilitate pending transfers from the ED and ICUs

RESULTS

- Results pending

REFERENCES

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Researcher Contact Information:
gingerpierson@sandiego.edu

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