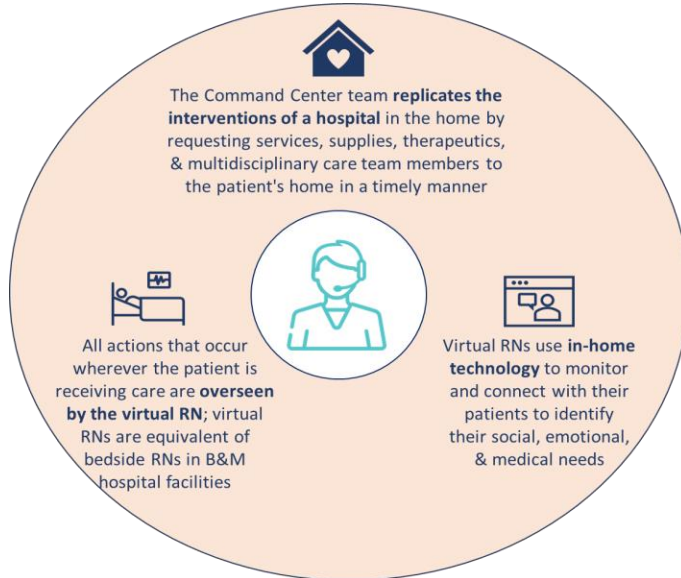# Evolving Hospital at Home Through Virtual RN Engagement & Insight

Author: Payal Sharma, DNP, MSN, RN, FNP-BC, CBN   **Affiliation:** Medically Home Group Inc., 500 Harrison Ave, Boston, MA, 02116

Introduction

- Nurses are central to the Hospital at Home (HaH) care delivery model as they are key drivers of the plan of care for patients
- It is imperative that we understand the current state of RN engagement as it has direct implications on safety, quality, & patient experience outcomes
- Virtual RNs work closely with physicians & Advanced Practice Providers (APPs) to ensure that patients receive high quality care by directing, guiding, & influencing the outcome of care provided in the home
- They are responsible for assessing & responding to changes in patient's condition, providing decentralized & holistic care by leveraging visibility into the patient's home environment & routine, mitigating SDOH challenges, providing individualized education while leveraging the software platform for patient communication, care coordination, care planning, & order fulfillment

The Command Center team **replicates the interventions of a hospital** in the home by requesting services, supplies, therapeutics, & multidisciplinary care team members to the patient's home in a timely manner

All actions that occur wherever the patient is receiving care are **overseen by the virtual RN**; virtual RNs are equivalent of bedside RNs in B&M hospital facilities

Virtual RNs use **in-home technology** to monitor and connect with their patients to identify their social, emotional, & medical needs

Survey Background

- Principal survey created to gather & examine the insight, perspective, & level of engagement from the virtual RNs who operate in this new care delivery model
- Developed through modification of items from NDNQI survey, a validated tool, with the addition of HaH specific items
- Initial survey product was created through cross-functional feedback collected on 1:1 & working sessions with interdisciplinary teams
- Anonymous likert scale survey containing 20+ questions & 3 open-ended questions

Objectives

✓ To create a framework guiding HaH programs on how to evaluate for Virtual RN engagement
✓ To use insight gathered to consider innovative ways of evolving the model & patient practice

Results

Analyzed & shared with key stakeholders to drive the development of action plans to improve RN engagement, virtual nursing practice, & patient practice
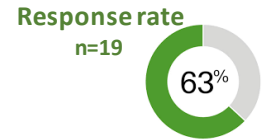
Response rate
n=19
63%

91.6% of RNs agreed/strongly agreed that they would recommend HaH to their loved ones

83% of RNs agreed/strongly agreed that there's adequate support services & supplies for patients

100% of RNs agreed/strongly agreed they could count on each other to pitch in

Legend:
- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

100% of RNs agreed/strongly agreed there's a good deal of teamwork & support among RNs

100% of RNs agreed/strongly agreed that they have a good working relationship with physicians

100% of RNs agreed/strongly agreed that they have a good working relationship with APPs

Implementation, Future Considerations, & Conclusion

- This is a valuable tool to gather insight from virtual RNs operating in the HaH model, improving RN engagement, & patient practice
- Additional pilots need to be conducted to continue aggregating critical nursing specific data nationally
- Survey serves to unleash areas for improvement but also allows for celebration in categories that have exceeded expectations
- For the survey to continue receiving positive reception, it will need to undergo revisions as this new care delivery model evolves; first revision 2023
- The virtual RNs insight is integral & fundamental to the success of the HaH programs, overall model & patient care

Medically Home