Tablet Technology
Reinventing the Handoff to Skilled Nursing Care: Fostering Collaboration, Reducing Readmissions and Including the Patient and Family

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Overview

- Reducing avoidable readmissions is a major strategy for achieving the Triple Aim
- Reduction efforts are broadly applied
- In 2013, 75% of hospitals are subject to penalties due to higher than expected rates
- Hard to contribute reductions to any one intervention
Healthy People 2020

• Use health communications strategies and health information technology to improve population health outcomes and health care quality, and to achieve health equity.

• Deliver accurate, accessible and actionable health information that is targeted or tailored.

• Facilitate the meaningful use of health IT and exchange of health information among health care and public health professionals.
• Progress on overall readmission reductions has been positive
• 13% in 2013 to 10% in last quarter of 2014
• Beating University Health System Consortium 25%tile and approaching 10% tile (our goal)
Looking at Just Skilled Nursing Discharges Nationally…

• 20% of Medicare pts are discharged to a skilled nursing facility (SNF) 25% of Medicare pts will return to the hospital w/in 30 days
• We wanted to keep pts from bouncing back from SNFs
• We wanted to improve the care provided to our patients through out their recovery

http://www.ahcancal.org/quality_improvement/qualityinitiative/Pages/Hospital-Readmissions.
- OHSU uses many facilities
- Oregon is largely rural outside Portland metro area
- 60% of OHSU discharges are >50 miles away
- 138 SNFs in Oregon
- 3 large chains, plus freestanding facilities
- Patient placement decisions a function of: patient preference, bed availability, skill of SNF, and insurance contract
- Our RN/RN hand off via phone was not robust or routinely completed
Vision

- Utilize secure video technology to improve hand over of care to post acute partners.

- **Goals:** Improve outcomes and ensure continuity of care
Program Stages

- Phase I – Warm Video Handover
- Phase II – Education
- Phase III – MD virtual visits
Telehealth Overview

Why?

• The Institute for Healthcare Improvement (www.ihi.org)
  The Triple Aim of Healthcare Reform

  - Improving access to care
  - Keeping patients as close to home as safely possible
  - Reducing costs
What is Telemedicine?

Using telecommunication technology (aka video-conferencing equipment)

Improves

- Access to Care
- Quality of Care
- Provider & Patient Satisfaction

Reduces Cost
Telehealth – Across the Continuum of Care

Other uses: Language interpretation
Acute Care & Ambulatory Telehealth

- Program began 2007
  - PICU to Sacred Heart, Eugene

- Expansion in 2010
  Service lines
  - Stroke, PICU, NICU
  - Genetics
  - Psychiatry

- Ambulatory offerings

- 27 sites
  - based on local needs

Estimated Transport Savings: $7,173,740
Care Delivery Innovations

Telemedicine Warm Handovers: uses HIPAA-compliant videoconferencing program and iPad technology to provide video nurse-to-nurse handoffs for patients going to skilled nursing facilities (in Portland metro area)

- Used for 200 patients
- Patients appreciate being included
- Able to send more complex patients as nurses can review dressing changes, gait, lines, etc.
How we developed the process...

- Creating a new visual care plan
- Technology & Care Transitions
- Building the rapport with Collaborating Skilled Nursing Facility
- Buy in from nurses on both sides
- Training
How does a Telemedicine Handover Happen?

• http://www.ohsu.edu/xd/health/for-healthcare-professionals/telemedicine-network/about-telemedicine/videos.cfm
Concerns from nursing....

- Being “on camera” issue
- “Is this in my Job Description?”
- “Have you cleared this with the union?”
- HIPAA and the patient
- SBAR...
Results Using this Technology

• Readmissions from partner facilities (including readmissions to other hospitals) from 26.9% to 11.9%.
  January 2012 to Dec 2014

• The OHSU all SNF readmission rate is 16.7% (community comparison 18.9%)
“I was very impressed” -- patient in first handoff

“Interesting because I never used it before.”

“I liked being able to see the nurse there and they could see me.”

“I’d like to go back to that place I went before, I saw the nurse using video before I left the hospital, I really liked that.”
“During the video handover, our patient expressed his goal of being able to walk again, the RN at the facility asked our RN if there were PT/OT/SLT orders in his discharge packet. Our RN double checked before he left our hospital and assured they were present – great example of how the video handovers enhance the process and improve the patient experience”

- staff involved in the handover
We saw the opportunity to address knowledge gaps with our health care partners.

Improving the care of all Oregonians in those facilities – not just OHSU patients.
Brown Bag Topics

- PICC Lines & Infectious Disease (4 Part Series Year 1)
- Stroke Assessments
- Congestive Heart Failure Basics
- VADs Basics
- Wound & Ostomy (2 Part Series)
- More…
“The connection was great and with the special camera, Dr. Munch was able to see all 4 wound sites with one oozing. Dr. Munch was able to save John’s mom a follow up trip back next week. Mom was so relieved to not have to go to the in-person visit and loved the technology.”
Our Partners Perspective

- Increased clinical sophistication for Post Acute Nurses via Brown Bag Telemedicine Trainings—utilizing OHSU staff as content experts
- Increased trust due to transparency with OHSU (better match up front)
- Commitment to accept increased acuity from OHSU
- Purchase of additional Telemedicine equipment for Post Acute Centers beyond pilot
Nursing Considerations

- Broadening clinical enhancement skills for RN & MD
- RN Licensure
- Enhances patient satisfaction by involving the patient in their own care...the bigger picture
- Technology is a tool or resource; it does not replace the face to face with patient
- Promotes nursing rapport
Future Efforts

- Use of telemedicine for routine post op follow-up appointments
- Use of telemedicine for ED consults to decrease avoidable readmissions
- Use of telemedicine for urgent care visits & ambulatory visits
- Home visits & In-Home Monitoring
- Leverage Home Health/Hospice efforts
- Joint strategic planning with partners