

The background features a series of thin, concentric circles in light gray and white, some solid and some dashed, creating a ripple effect. A large, solid green oval is centered on the page, containing the main text.

IT and the patient experience

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Objectives



Name 3 ways in which IT can be applied to the patient experience



Describe at least one way to engage the community digitally

Consumerism or patient care?

- Improving patient experience is not simple. As well as effective leadership and a receptive culture, trusts need a wholesystems approach to collecting, analysing, using and learning from patient feedback for quality improvement. Without such an approach it is almost impossible to track, measure and drive quality improvement. (NHS, 2019)
- What consumers really want to understand is what the care experience will be like. (Press Ganey, 2019)

Inpatient care

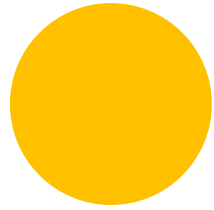
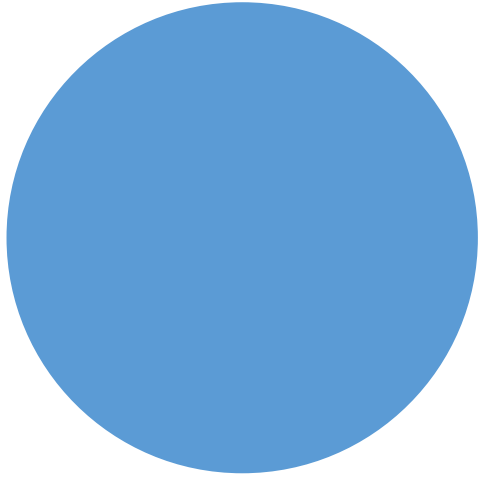
| 30 Day Readmit | |
|--|--|
| Discharged From ANY Facility Within Past 30 Days | <input type="radio"/> Yes-HIGH Risk For Readmit <input type="radio"/> No If Yes, STOP here. Patient is a high risk for readmit. Selecting Yes as an answer will send an automatic notification to the Case/Care Management department that this patient is high risk for readmit. |
| 30 Day Readmission Comments | <div></div> Enter last discharge date and facility information. |
| High Risk Readmission Screen | |
| Age 65 or Greater | <input type="radio"/> Yes |
| Hospital Admission Within the Past Year | <input type="radio"/> Yes |
| More Than One ER Visit Within the Past Year | <input type="radio"/> Yes |
| Home Situation | <input type="checkbox"/> Lives Alone <input type="checkbox"/> No Assistance Available <input type="checkbox"/> Skilled Nursing Facility <input type="checkbox"/> Requires Assistance @Home |
| Clinically Complex | <div> <input type="checkbox"/> Cognitive Impairment <input type="checkbox"/> Respiratory Disease <input type="checkbox"/> Incontinent <input type="checkbox"/> End Stage Condition <input type="checkbox"/> Poor Healing Wound/Ulcer <input type="checkbox"/> Renal Failure/Dialysis <input type="checkbox"/> History Wound Infection <input type="checkbox"/> History Heart Failure <input type="checkbox"/> Anticoagulant Therapy <input type="checkbox"/> History Diabetes <input type="checkbox"/> Insulin Therapy <input type="checkbox"/> History Mental Illness <input type="checkbox"/> Narcotic Therapy <input type="checkbox"/> History VTE <input type="checkbox"/> Chemotherapy <input type="checkbox"/> >One Fall w/in Last 6 Mon <input type="checkbox"/> More Than 7 Rx Meds <input type="checkbox"/> Not Applicable </div> |
| Requires Assistance for Getting Around | <input type="checkbox"/> Cane <input type="checkbox"/> Wheelchair <input type="checkbox"/> Walker <input type="checkbox"/> One or More Person Assist |
| Risk for Readmission | |
| Score From High Risk Readmission Screen | <div></div> A score of 5 or more will send an automatic notification to the Care/Case Management department that this patient is high risk for readmission. |



Patient portal

Interacting in
a digital world





Making care
convenient

<https://www.walgreens.com/pharmacy/>

The background of the slide features several thin, curved lines in a light gray color, some solid and some dashed, creating a sense of motion or a stylized globe. A blue rectangular box with a speech bubble tail at the bottom is positioned on the left side.

Virtual visits
and moving
care out of the
hospital

- <https://www.ochsner.org/>



When you need it
Where you need it

Coordinating care across disparate systems

<https://onlinecare.com/index.html>



Engaging the community

- <https://www.conehealth.com/>

Key takeaways

Consumers
expect digital
access to
healthcare

IT gives you
access to the
entire
community

Creativity and
ease of use
are
paramount
considerations

Build your
brand

The background features three overlapping circles in a medium blue color, arranged horizontally. The circles overlap in the center, creating a darker blue triangular region. A horizontal white band cuts across the middle of the circles.

THANK YOU!!!