



**SINI 2016**  
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**A Mobile Solution for Nursing Communication**

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## Agenda

- Session Objectives
  - Why Nursing Communication Matters
  - Today's Nurse Communication Challenges
  - Technology's Role with the Challenges
  - Integrated Technology and Clinical Practice Examples
  - Integrated Technology and Practice Vision
  - Working Together
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## Session Objectives

- Recognize the four primary communication challenges nurses face:
    - Interruptions
    - Information sharing with others
    - Communicating with physicians
    - Communicating with families
  - Identify effective communication methods based on use cases
  - Understand the role of gamification with improved team and patient communication
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## Question 1

### TRUE OR FALSE:

More than half of the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) patient satisfaction questions focus directly on nurse – patient communication or nursing practice impacted by communication challenges.

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### Why Nursing Communication Matters



**2.6m** registered nurses in the US workforce  
**62%** of nurses work in hospitals  
**4x** as many registered nurses as physicians in the U.S



Communication **top 3** cause of sentinel events  
**\$12B** waste annually in US hospitals due to inefficient communication



**Average 500** bed hospital loses approximately **\$4m** annually

Sources:  
<http://www.aacn.nchw.edu/media-relations/fact-sheets/nursing-fact-sheet>  
<http://www.aacn.com/resources/press-releases/11-15-2004-achieve-4-year-1-year-2004-20-2015.pdf>  
<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2081292/>  
 Algeewal, R., Sarriff, D.Z., and Diaz-Schneider, J., Quantifying the Economic Impact of Communication Inefficiencies in U.S. Hospitals, CHDS Research Briefing 5 (3-18), Center for Health Information and Decision Systems, Robert H. Smith School of Business, University of Maryland, 2008, pp 1-4

### Understanding The Situation



**Observation and 1:1 Shadowing:**  
 24 x 7  
 All shifts



**Three Hospitals – Two States:**  
 Community and academic  
 Small and large



**Wide Range of Units and Services:**  
 Emergency  
 Intensive Care  
 Medical-Surgical  
 Short Stay  
 Post Anesthesia Care

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### A Day in the Life of a Nurse



**1** minute for transition conversations



**3** minutes between overhead pages



**19+** minutes lost with transfer delays

**15** interruptions      **1** patient      **1** hour

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### Communication Challenges Key Findings



**Biggest time loss—** locating other clinicians



Frequency and variety of **interruptions**



Need for communication options with **patients and families**



Technologies have **increased communication expectations**



**EHR potential** for streamlined communication **not yet realized**



**Tension** between **best quality and most efficient** communication

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### Today's Technology Avalanche



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### Question 2

**TRUE OR FALSE:**

Hospitals should implement technologies that ensure nurses are interrupted only as allowed within set clinical practice policies.

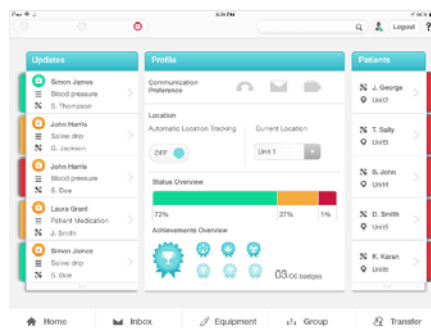
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### Technology Nurses Dream Of

- **One Device**
  - Integrated functionality
- **Constant Visibility**
  - Patients
  - Team members
- **Control**
  - Availability
  - Communication medium
- **Rewards and Reinforcement**
  - Individual and team behaviors
  - Gamification = Fun



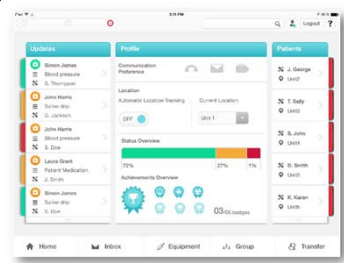
### A Mobile Solution - Technology Concept



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### The Solution Brought to Life

[https://www.dropbox.com/s/mf3ypxzuc9meuup/FINAL\\_Nurse\\_Solution\\_Concept.mov?dl=0](https://www.dropbox.com/s/mf3ypxzuc9meuup/FINAL_Nurse_Solution_Concept.mov?dl=0)



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### The Integration Imperative

- Location / presence
- RFID tracking
- EMR inbox / alerts
- Voice to text, etc.
- Other messaging sources
- Medium preference
- Alerts / care plan
- Supply chain or inventory location
- Team messaging
- Standards of care for transitions and transfer



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### Question 3

Which of the following is an important “best practice” for technology teams to support more effective nursing communication:

- A. Customize technologies based upon requests from individual departments or units
- B. Establish end-of-life policies for legacy technologies
- C. Follow a best-of-breed approach to identify and implement communication and collaboration technologies

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### How Nursing & IT Can Work Together



- Essential to have **partnership** between nurses and IT
  - Different vantage points
- Use of **councils/committees**
  - Share purpose, common and shared language
- **Enterprise** approaches
  - Collaborate on content, flow, function
- Address **concerns** related to safety, quality, cost, and functionality

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An Executive-Level Imperative

**“This is a  
potential game  
changer”**

- Health System COO



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Questions?



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