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CoxHealth

Reimagining care delivery through virtual nursing innovation

CoxHealth is redefining patient care and clinician collaboration by implementing Philips eCareManager and Philips Capsule Surveillance. The catalysts for its virtual nursing program were an increasingly complex patient population and nursing shortage straining the ability to deliver consistent, high-quality care.

CoxHealth, a not-for-profit health system in Springfield, Missouri, faced a challenge familiar to many hospitals today — severe nursing shortages exacerbated by the pandemic.

Like many facilities across the country, CoxHealth faced the challenge of decreasing tenure at the bedside level in both critical care and med/surg nursing. It needed an innovative solution to support and mentor newer nurses while reducing burnout and improving efficiency for experienced staff.

CoxHealth embarked on a nurse-driven pilot program to implement virtual nursing technology on two acute care floors. The pilot was initially assembled using technology already available, which was key in designing a model it would be able to scale. Nurses were heavily involved in developing workflows and responsibilities for virtual nurses to assist with tasks like admissions, discharges, documentation and patient education using principles of human-centered design thinking.

The results were transformative. Within 90 days, the virtual nursing pilot exceeded expectations by completing discharges quickly, reducing documentation errors and freeing up more time for bedside nurses to focus on their patients.

The results have been transformative. With experienced virtual nurses mentoring new staff in real-time, CoxHealth has improved efficiency, quality of care and staff satisfaction. Since implementing virtual nursing, specific improvements include*:



**60% decrease
in patient falls**



**50% reduction
in documentation
errors for restraints**



**26% lower staff
turnover for pilot unit**

Based on this success, CoxHealth quickly expanded virtual nursing across all five hospitals. It partnered with the Philips team to implement its innovative platform, eCareManager. Philips eCareManager and Philips Capsule Surveillance brought predictive algorithms and surveillance to CoxHealth's critical care and med/surg units. Within the new virtual command center, CoxHealth not only has nurses and hospitalists but has also involved its rapid response, respiratory and pharmacy teams. This multidisciplinary approach to virtual care allows them to be responsive and deliver a team-centered approach to all their patients' care.

"Our nurses have more time to invest in relationships with patients," said Beth Polivka, Chief Nursing Officer. Nurses on the floor can focus on intervention and direct patient care while remaining confident that the virtual teams have Philips eCareManager and Philips Capsule Surveillance to help them monitor patients and act quickly to prevent deterioration. She also noted that working in a command center gives experienced nurses leaving bedside roles due to physical demands an avenue to continue using their expertise.

Just months after going live, CoxHealth is already experiencing tremendous benefits. Bedside nurses have more time to spend with patients and collaborate with the virtual team, leading to higher satisfaction.

Experienced virtual nurses can also mentor new graduate nurses and provide an extra set of eyes to catch potential issues early. Patients are also benefiting, as they are more engaged with their care through educational videos and virtual rounding.

"We witness such great things in the Virtual Command Center every single day with continuing collaboration, great catches and improved patient care," said Dr. Gina Ellerbee, Administrative Director of Nursing Practice. By embracing innovation and nurse-driven design, CoxHealth has created a new model of care that benefits nurses, patients and the entire healthcare team.

Looking ahead, CoxHealth sees virtual nursing as a way to drive improvements in quality metrics such as sepsis management and hospital-acquired infections. It will also help standardize care across its multi-hospital system. CoxHealth's experience highlights how virtual nursing powered by Philips eCareManager advanced analytics and Philips Capsule Surveillance can transform hospital care delivery for both patients and nurses. Its journey shows the pivotal role of clinician input, strong executive sponsorship and a culture focused on quality care and staff support.

To learn more about eCareManager and Capsule Surveillance, visit www.philips.com/inpatient-telehealth

*Data is derived from CoxHealth internal studies

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