

Elevating care with pharmacists in the virtual ICU

"eCareManager revolutionizes how we benchmark and improve care, offering limitless potential to enhance patient outcomes and operational efficiency by comparing our performance with others nationwide."



Rebecca Conley
PharmD

A virtual command center, recognizing the transformative potential of virtual care in the healthcare landscape, embarked on an innovative journey to enhance patient outcomes and operational efficiency in their Intensive Care Units (ICUs).

The initiative centered around a groundbreaking idea: incorporating pharmacists directly into the virtual ICU team. This integration was driven by the understanding that pharmacists, with their deep expertise in pharmacology and patient care, could significantly contribute to the virtual multidisciplinary approach to critical care, offering precise medication management, critical insight and enhancing treatment plans.

Through a strategic partnership with Philips and the use of the Philips eCareManager platform, Rebecca Conley and team set forth to redefine ICU care. Pharmacists like Rebecca became central figures in the virtual care environment, acting as vital links between different healthcare disciplines. Their involvement meant an extra layer of scrutiny and insight into patient conditions, leading to optimized clinical outcomes and improved efficiencies.

Rebecca notes that including pharmacists in the virtual ICU has transformed patient care by providing additional clinical expertise and oversight. As part of the healthcare team, pharmacists offer valuable insights and collaborate closely with physicians and nurses, acting as a cohesive unit focused on patient well-being.

Transformative results

Since adding a pharmacists to the virtual ICU and implementing their ICU liberation project, Rebecca and team have seen the following improvements*:

26.26%
reduction in ICU
mortality ratio

10.26%
reduction in
ICU length of
stay ratio

1.43%
reduction in
vent days ratio

18.75%
reduction in patients
with average daily
glucose > 180mg/dL (%)

Pharmacists often help close communication gaps among the care team, enhancing the effectiveness of care plans and ensuring that all team members are aligned with the patient's needs. Rebecca and other pharmacists also started an initiative to standardize admission and discharge orders, ensuring consistency and continuity of care. Their expertise in medication management has led to the development of additional initiatives around critical protocols for glycemic control, sedation, targeted temperature management and renal injury, among others.

By leveraging Philips eCareManager reporting tools, they are able to quantify the significant impact of these initiatives. Philips eCareManager provides reports that allow Rebecca and her team to see how well they are doing on their quality metrics in relation to other Philips customers. Since the virtual pharmacy program began, they have seen improved clinical metrics such as Length of Stay, VTE Prophylaxis, Tidal Volume control, Blood Transfusion rates, and Glycemic Control. These improvements demonstrate the clinical advancements made through the integration of pharmacy services and highlight the operational efficiencies gained from the program.

Looking ahead, Rebecca is committed to further expanding the role of pharmacists in the ICU setting. Her team wants to expand virtual pharmacist coverage to 24/7 from the current design of second shift support, which is split between dedicated office hours and clinical support hours, to the overnight virtual ICU team.

This change to service hours would ensure the care teams have access to their expertise around the clock. The team also wants to further integrate pharmacists into the care teams to enhance decision-making and care planning by implementing pharmacy-driven multi-disciplinary rounds and patient care protocols. Finally, as a leader in the virtual pharmacy space, they want to continue to help create evidence-based best practices and work on research-driven initiatives that can not only help elevate care at their facility but throughout the entire healthcare landscape.

Through the strategic integration of pharmacists and the innovative use of Philips eCareManager and its reporting tools, Rebecca and team have demonstrated significant enhancements in patient care processes and outcomes. The success of this initiative underscores the importance of embracing multi-disciplinary approaches and leveraging cutting-edge technology, like eCareManager, to meet the complex demands of modern healthcare, affirming the shared commitment to setting new benchmarks for excellence in patient care.

To learn more about eCareManager and implementing or expanding telehealth at your facility, visit
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*Data concluded from eCareManager reporting tools and Rebecca Conley and her facility's internal studies.

