

BROADCAST-OSF HealthCare pilots virtual nursing to reduce burnout and improve patient experience

ANCHOR INTRO:

The National Council of State Boards of Nursing found about 100,000 registered nurses left the profession since 2020. In addition to increasing benefits, OSF HealthCare is piloting the use of its OSF OnCall Digital Health virtual nurses to reduce the workload of bedside nurses.

WRAP OR V/O RADIO WRAP :42 SOC

OSF OnCall virtual nurses are being used to admit and discharge patients covering 75 beds on the surgery floors at OSF HealthCare Saint Francis Medical Center in Peoria. Patient Ernest Cummings thinks its great.

SOT-Ernest Cummings

"It was better. Sometimes they (nurses) have other patients and sometimes it does take too long and sometimes I'm impatient" (Cummings laughs) "But it was nice today." (:12)

OSF is tracking whether virtual nurses can speed up admissions and discharges ... and whether they can be used for other tasks such as patient education. Ultimately, the effort has to be cost-neutral while, at the same time, relieving pressure on nurses giving hands-on care.

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Medical surgical floors at any hospital are the busiest, high-pressure areas, and recruiting and retaining those nurses is a challenge. Because of that, OSF HealthCare is piloting a new model of care for those patients by leveraging virtual nurses from its OSF OnCall Digital Health division.

WRAP or V/O

Virtual nurse Laurice Domingo pops on the TV in Ernest Cummings room at OSF HealthCare Saint Francis Medical Center and goes over his discharge instructions, answers questions and makes sure he's prepared to leave.

"How about transportation? "Yes. My brother is probably downstairs waiting for me." "If there isn't anything else I can help you with, I'll let you go so you can go home!" (:17)

OSF is using OnCall virtual nurses mainly for hospital admission and discharge but it's also testing if remote nurses can also help with patient education and documentation of care. The goal is to improve patients' time in the hospital and relieve the workload of bedside nurses.