



Virtual Nursing Care Through a Pandemic and Beyond

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Presenting on behalf of RPA Virtual Hospital





Acknowledgement of Country

Artwork:

Ngurang Dali Mana Burudi – a place to get better

The map was created by our Aboriginal Health staff telling the story of a cultural pathway for our community to gain better access to healthcare.

Artwork by Aboriginal artist Lee Hampton utilising our story.





rpavirtual

A new way of caring

Virtual Care

Virtual Care, often referred to as telehealth, safely connects patients with health professionals to deliver care when and where it is needed and complements face-to-face care

Includes:

- Clinical consultation/communication
- Remote monitoring and diagnostics
- Care navigation

Core Objectives:

1. Support patient flow by delivering hospital care in the community
2. Reduce unnecessary ED presentations, hospital admissions and length of stay
3. Enhance the patient experience of health care
4. Inform the understanding of the role of virtual care by articulating the model and its capabilities, demonstrating its viability and financial sustainability
5. Inform the broader adoption of virtual health across Sydney LHD and NSW



RPA Virtual Hospital Introduction of Model

- Exploratory planning for a virtual hospital model from early 2019
- Chief Executive vision articulated November 2019 with ambitious launch date of January 2020
- Stand-alone, district-wide facility
- 24/7 Virtual Care Centre to respond to deteriorating patients with 1800# and on-call medical roster
- Multidisciplinary Virtual Care Centre complemented by 'on the ground' Sydney District Nursing Comprehensive governance to ensure optimal performance, quality and safety and to support research and innovation – Chief Executive sponsorship critical
- Organisational and governance structures mirror those of 'bricks and mortar' hospitals
- Local relationships with hospital specialists critical to support safe and effective virtual care



How it started (and through the pandemic)

Nursing workforce

- 24/7 Virtual Care Centre staffed by Registered Nurses
- Director of Nursing
- Nurses: mix of secondments, deployments due to closed wards, vulnerable staff
- Midwives: key group from the start
- Continuous increase of roles – managers, educators, specialised staff based on need
- Staffing demand and capacity - surges

Patient Cohort

- COVID
- COVID
- COVID
- COVID
- COVID

Patient Activity

- COVID-19 patients: over 64,000
- Peak 2,500 in September 2021





How it looks



How it's going (beyond the pandemic)

Nursing Workforce

- Director of Nursing
- Operational Nurse Manager
- After hours Nurse Manager (hospital)
- Nursing Unit Manager
- Clinical Nurse Educator
- Clinical Nurse Consultants
- Stable roster, permanent Registered Nurses – General and Paediatric
- Registered Midwives
- Work with Sydney District Nurses

Patient Activity

- Over 4,000 non-COVID patients

Patient cohort

- Acute Respiratory Conditions (including COVID)
- Virtual Surgical Model (e.g. diverticulitis)
- Virtual Trauma Model
- Virtual Nurse Assist and Midwifery Support (supporting 2 x regional local health districts)
- District Palliative Care Advise Line
- Midwifery-led models of care
- Direct Observed Therapy (Tuberculosis)
- Sydney District Nursing joint care (e.g. lower leg ulcers)
- MediHotel (hospital transition to community)
- Emergency Department collaborations e.g. Ambulance arrivals night shift, ED to Community

How we work

Delivering virtual care

- Zoom conferences and mobile phones
- SMS broadcasting - text message
- Electronic Medical Records
- Miya Dashboard/Journey boards
- Emails and Teams
- Electronic notes – no paper or pens!
- Electronic posters and notifications
- Wearable devices linked from patients to nurses

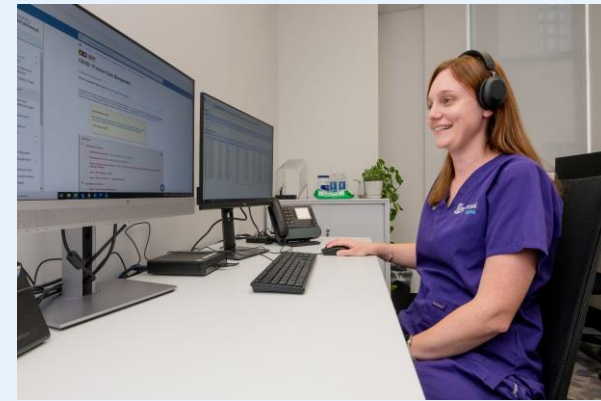
Challenges

- Technology doesn't always work!
- Work arounds
- Building close relationship with Digital Health and Innovation



Miya Dashboard Launched in November 2021

- Risk stratification
- Communication
- Automate appointments
- Virtual home monitoring
- Medical assessments



| MIYA FLOW | | Camperdown HC Medical Review List | Camperdown HC ICAD Medical Review | Camperdown HC RPAV Acute Resp | Patient Search | | | | | | | | | | | | | | | Shila.Poude@rpa |
|-----------------|-------------|-----------------------------------|-----------------------------------|-------------------------------|---|---------------------------------------|---------------------|---------------|----------------------------------|----------|---------------|---------------|---|------------------------------|--|--|---------------------------------|-------------------|--|--------------------|
| Filter | | | | | Type to filter by name or identifier | | | | | | | | | | | | | | | No roles available |
| Left (0 More) | | | | | | | | | | | | | | | | | Right (3 More) | | | |
| Patient Details | DOB | LOS | Patient Tasks | Observations | Contact Schedule | Contact Booking | Medical Review | Review Status | Requested | Priority | Provider | Nurse | Tasks | Additional Information | Notes | Flag | Heart Rate | SpO2 | | |
| UAT1, Staging | 01-Jan-2000 | 23y | 133 | 3 Overdue 0/5 Completed | BP 120/67 Temp 36.6 c HR 71 /min Skin 36.6 c | Overdue Last contacted 65 days ago | ICAD Medical Review | Active | 26-May-2023 1627 3w ago | | | N42 50:1 d | <input type="checkbox"/> walk | Other (see Notes) | Needs assistance | | 71 /min @ 11:50 27 Apr 23 | 27.04 22.05 18.08 | | |
| TEST9, Staging | 26-Sep-1959 | 63y | 81 | 12 Overdue 0/20 Completed | BP 120/67 Temp 36.1 c HR 71 /min Skin 36.1 c | Overdue Last contacted 65 days ago | ICAD Medical Review | Active | 30-May-2023 1149 2w 3d ago | | abosc | N42 84:3 d | <input checked="" type="checkbox"/> Te... <input checked="" type="checkbox"/> Ini... <input checked="" type="checkbox"/> T... | Fully Vaccinated Interpreter | This is another test note This is a test patient. | <input type="radio"/> Pain Rating - 6 <input type="radio"/> Unable to drink | | 27.04 22.05 18.08 | | |
| TEST8, Staging | 02-Feb-1980 | 43y | 86 | 3 Overdue 0/5 Completed | BP 120/67 Temp 36.1 c HR 71 /min Skin 36.1 c | Overdue Last contacted 65 days ago | ICAD Medical Review | Active | 26-May-2023 1616 3w ago | | | N42 84:3 d | | | Testing Testt teste and test, drink water as ... | | | | | |
| TEST8, Staging | 02-Feb-1980 | 43y | 86 | 3 Overdue 0/5 Completed | BP 120/67 Temp 36.1 c HR 71 /min Skin 36.1 c | Overdue Last contacted 65 days ago | ICAD Medical Review | Active | 26-May-2023 1442 5w ago | | | N42 84:3 d | | | Testing Testt teste and test, drink water as ... | | | | | |
| TEST9, Staging | 26-Sep-1959 | 63y | 81 | 12 Overdue 0/20 Completed | BP 120/67 Temp 36.1 c HR 71 /min Skin 36.1 c | Overdue Last contacted 65 days ago | ICAD Medical Review | Active | 30-May-2023 1212 2w 3d ago | | adrian bos... | N42 84:3 d | <input checked="" type="checkbox"/> Te... <input checked="" type="checkbox"/> Ini... <input checked="" type="checkbox"/> T... | Fully Vaccinated Interpreter | This is another test note This is a test patient. | <input type="radio"/> Pain Rating - 6 <input type="radio"/> Unable to drink | | | | |
| TEST8, Staging | 02-Feb-1980 | 43y | 86 | 3 Overdue 0/5 Completed | BP 120/67 Temp 36.1 c HR 71 /min Skin 36.1 c | Overdue Last contacted 65 days ago | ICAD Medical Review | Active | 26-May-2023 1612 3w ago | | | N42 84:3 d | | | Testing Testt teste and test, drink water as ... | | | | | |
| TEST8, Staging | 02-Feb-1980 | 43y | 86 | 3 Overdue 0/5 Completed | BP 120/67 Temp 36.1 c HR 71 /min Skin 36.1 c | Overdue Last contacted 65 days ago | ICAD Medical Review | Active | 26-May-2023 1429 3w ago | | | N42 84:3 d | | | Testing Testt teste and test, drink water as ... | | | | | |
| TEST8, Staging | 02-Feb-1980 | 43y | 86 | 3 Overdue 0/5 Completed | BP 120/67 Temp 36.1 c HR 71 /min Skin 36.1 c | Overdue Last contacted 65 days ago | ICAD Medical Review | Referred | 30-May-2023 1202 2w 3d ago | | | N42 84:3 d | | | Testing Testt teste and test, drink water as ... | | | | | |

How it helps: benefits of virtual care

Health care system:

- Vision for the future for health care
- State leading virtual hospital model
- Hospitals used for patients who need it most
- Adaptability of changing health care landscape
- Use latest technology to deliver care to patients

Patients:

- On demand health care for patients
- Caring for patients in the comfort/safety of their own homes,
- Reduce hospital associated risks
- Use skills and adapt to different ways of delivering patient care
- Access patients in remote areas, reduce need to travel

Staff:

- Positive culture of innovation and frequent change
- Work remotely, reduce travel time
- Work life balance
- Access to talent from broader group e.g. statewide, interstate, overseas



Quotes from Virtual Nurses

*It was a **totally different clinical/nursing experience** for me working at RPA Virtual Hospital amid the global pandemic. It has some limitations (geriatric patients who doesn't know how to **navigate through technology**, no internet connection, etc) but overall, it was rewarding. I felt like I was able to reach out to our **community patients** in my own way, & made them feel **safe & supported** whilst in quarantine – **Nurse K***

*Being able to provide care to patients virtually using the new **technology in a timely manner**. Virtual care is evolving in nature, with new cohorts coming, it makes this **job exciting**. Ability to facilitate **flexible service delivery model** and **involve multidisciplinary team** in the care provided. Coming from ED background, being able to **prevent ED presentation** and **reduce hospitalisation** by performing the virtual assessment is the thing I like most about this job – **Nurse S***

*As a **Paediatric** Registered Nurse working at RPA Virtual Hospital, I have the opportunity to care for **children and their families** within their **homes**. Using zoom I can **assess, plan, provide care and support** to my patients which is greatly rewarding. Virtual care is patient focused, incorporates **partnership of care** and **promotes capacity of the family unit**. Parents often tell me they are reassured and grateful of the 24 hour, 7 day a week service to deliver appropriate and timely support – **Nurse A***

*In the last two years, I have watched **RPA Virtual grow** into the hospital it is today. It has been amazing to see the nursing care centre **adapt** to the **evolving changes** to how we deliver virtual care. From looking after **patients at home** due to COVID-19 to monitoring medication adherence of tuberculosis patients, we have been able to provide **patient centred care** in their **own comfortable home**, 24 hours a day, 7 days a week – **Nurse I***

Virtual midwifery** care offers pregnant and post natal women and their families a **high standard of care** and **support in their own homes** – **Midwife T

Virtual nursing cult phenomena



Alamy Stock Photo 2021, <https://www.russh.com/a-new-age-of-enlightenment-cult-dynamics/>

