

In Our Hands RN Tele-facilitators Forward Patient Assessments

Collaboration is Vital to the
Success of Telemedicine

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Children's Mercy
KANSAS CITY

Objectives

- Value nurses' role as an extension of the provider to achieve excellent patient outcomes
- Envision how the model of tele-facilitation/tele-presentation at Children's Mercy utilizing a coordinated, team-based approach augments nurses', providers' and patients' experiences with healthcare.

A Snapshot of Children's Kansas City

- 6,000 employees
- 400+ pediatric specialists
- 2,200 nurses
- More than 900 allied health professionals
- 930 volunteers



The Region's Pediatric Health System of Choice



- 354 beds
- 370,321 outpatient visits
- 147,938 ER/UC visits
- 13,397 admissions
- 19,144 surgeries
- 20+ outreach clinics

** All numbers Fiscal 2012*



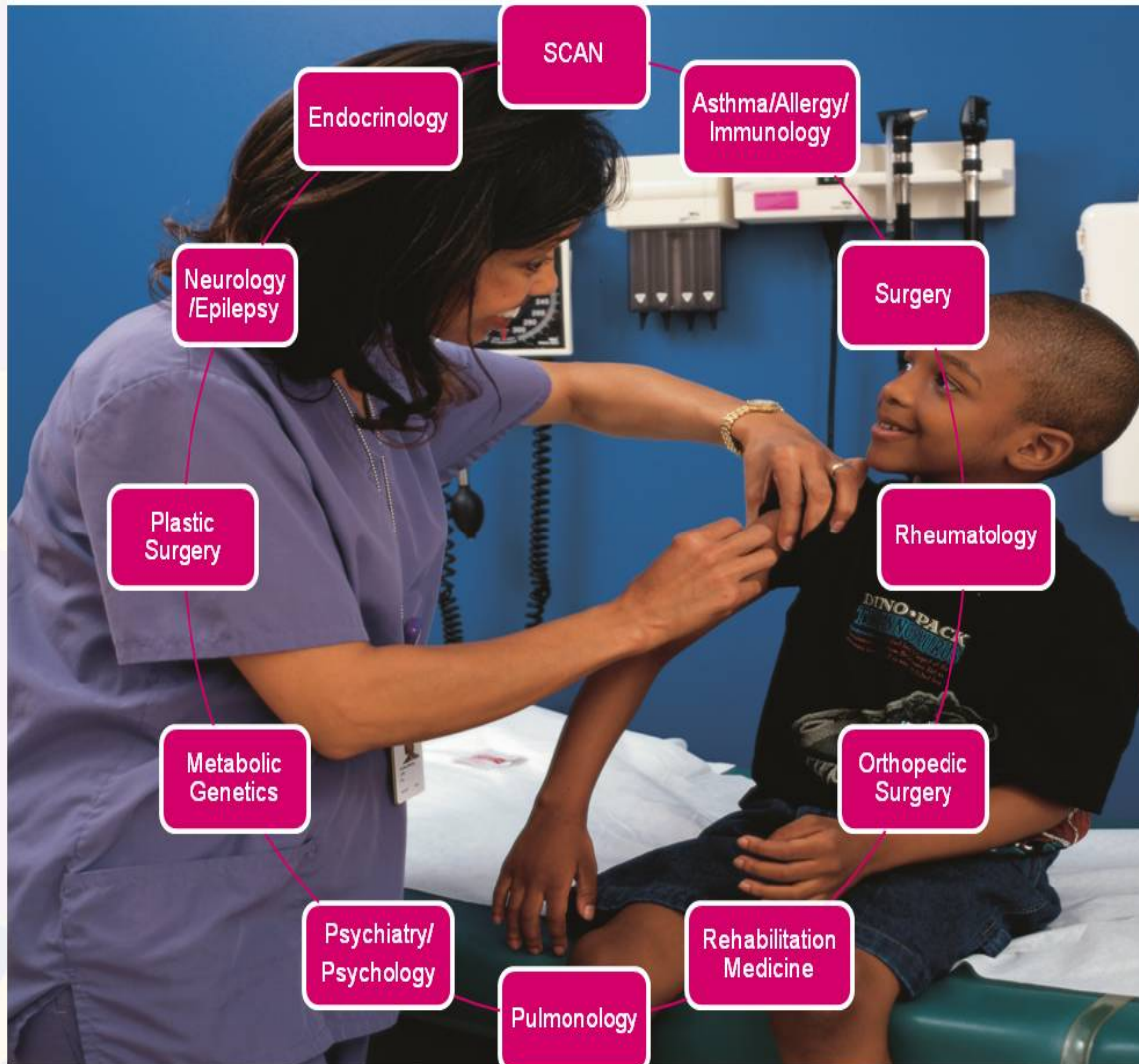
ATA Recommendations for Tele-presenting

- Tele-presenter is often used (but not required)
- Provider must be skilled in leveraging resources
- Successful use of technology is dependent on efficient information exchange
- Presenter “acts as a patient advocate to optimize the exchange of clinical information between the provider and patient.”

American Telemedicine Association (ATA)
<http://www.americantelemed.org/>



Team Tele-specialties



RN Satisfaction

- Competitive pay
- Professional development
- Expanded skills
- Variety of practice



Half a Heart → A Brand New Start

Winston | 9 Months | Buhler, KS



Arthritis → Artist

Children's Kansas City
JOPLIN • FREEMAN HEALTH SYSTEM



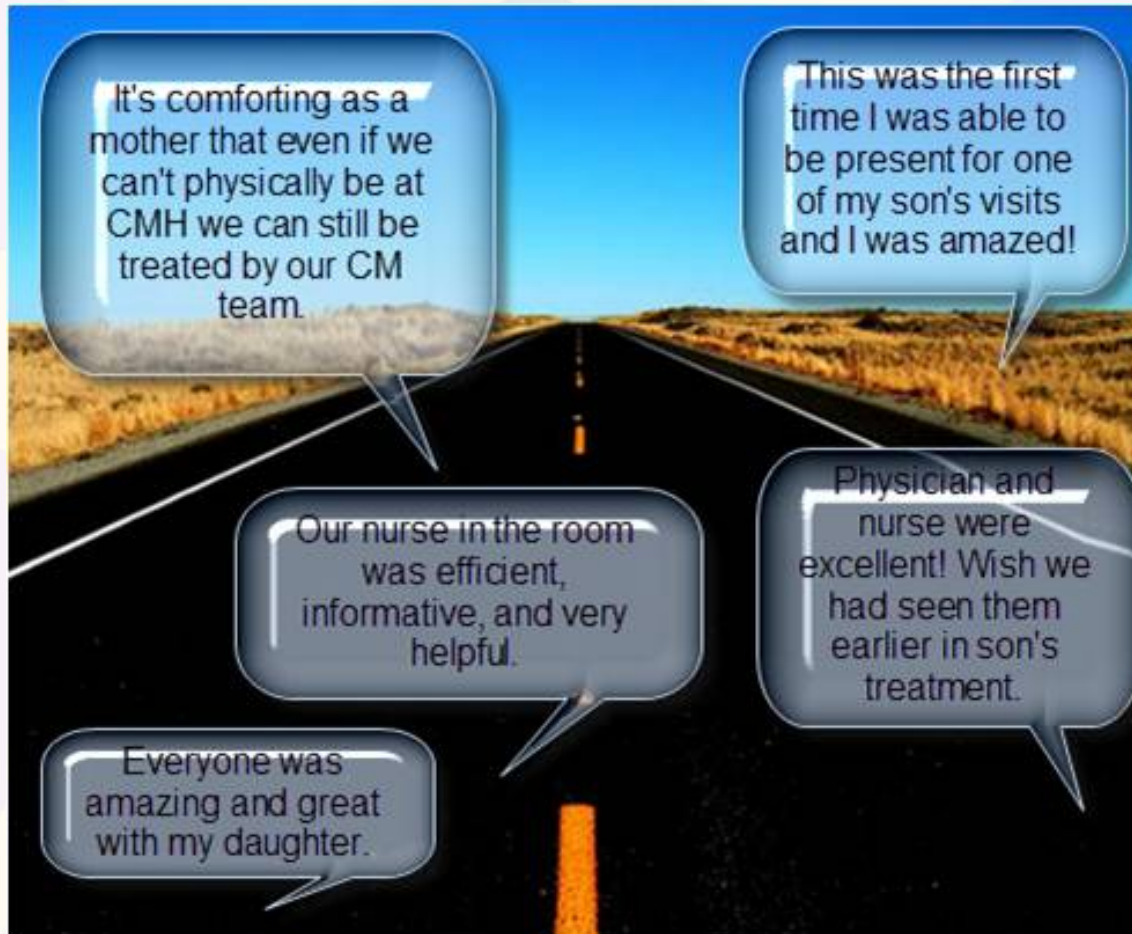
Provider Satisfaction

- Proven quality with less wasted time, materials & energy
- Coordinated, team-based care
- Added patient adherence to treatment regimen
- Improved patient outcomes



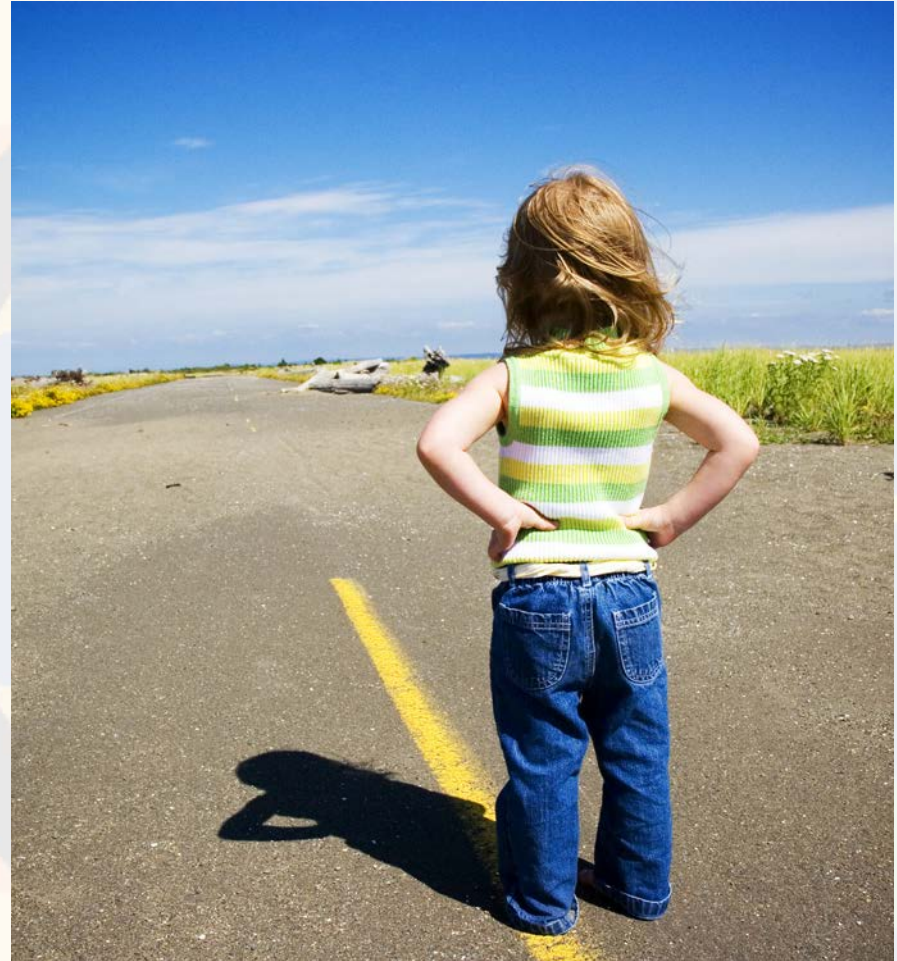
Patient Satisfaction

Improved access & convenience without compromising quality!



Patient Experience

- The Children's Mercy model is good for the patient/family.
- It is comparable and sometimes better than traditional in-person models.
- It improves access to care.

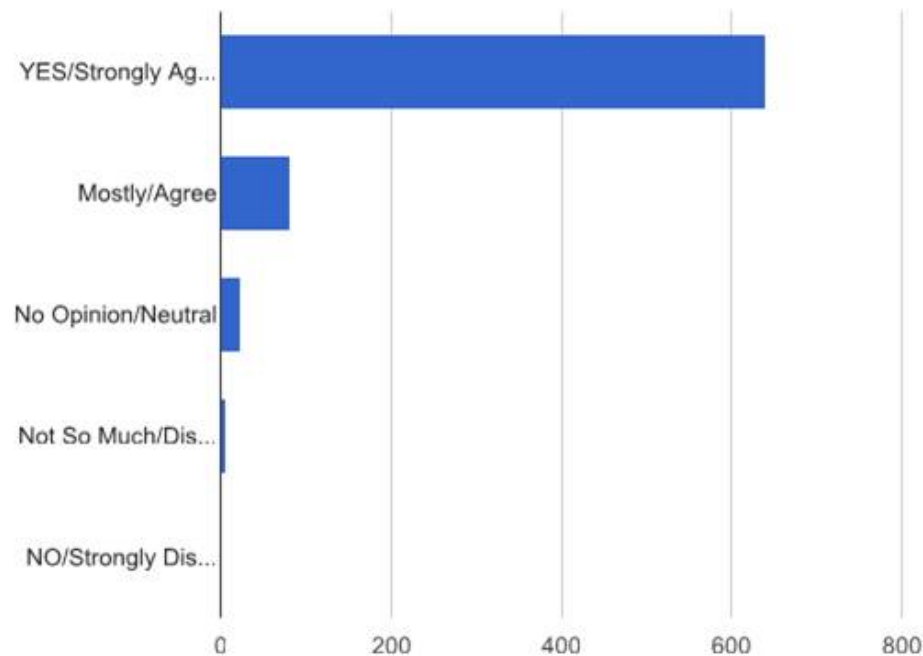


Patient Satisfaction

I had all the materials needed to manage my child's healthcare per the provider's instructions before I left the clinic. [Refresh Plot](#) | [View as Bar Chart](#) ▼

Total Count (N)	Missing	Unique
752	10 (1.3%)	4

Counts/frequency: YES/Strongly Agree (640, 85.1%), Mostly/Agree (81, 10.8%), No Opinion/Neutral (24, 3.2%), Not So Much/Disagree (7, 0.9%), NO/Strongly Disagree (0, 0.0%)



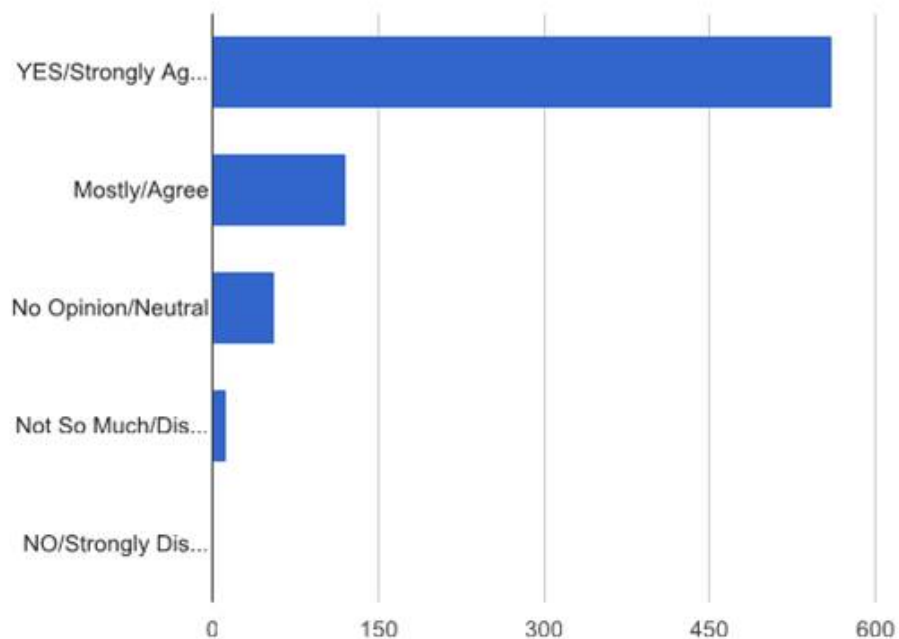
Patient Satisfaction

I would recommend this type of visit to a family member/friend. [Refresh Plot](#) |

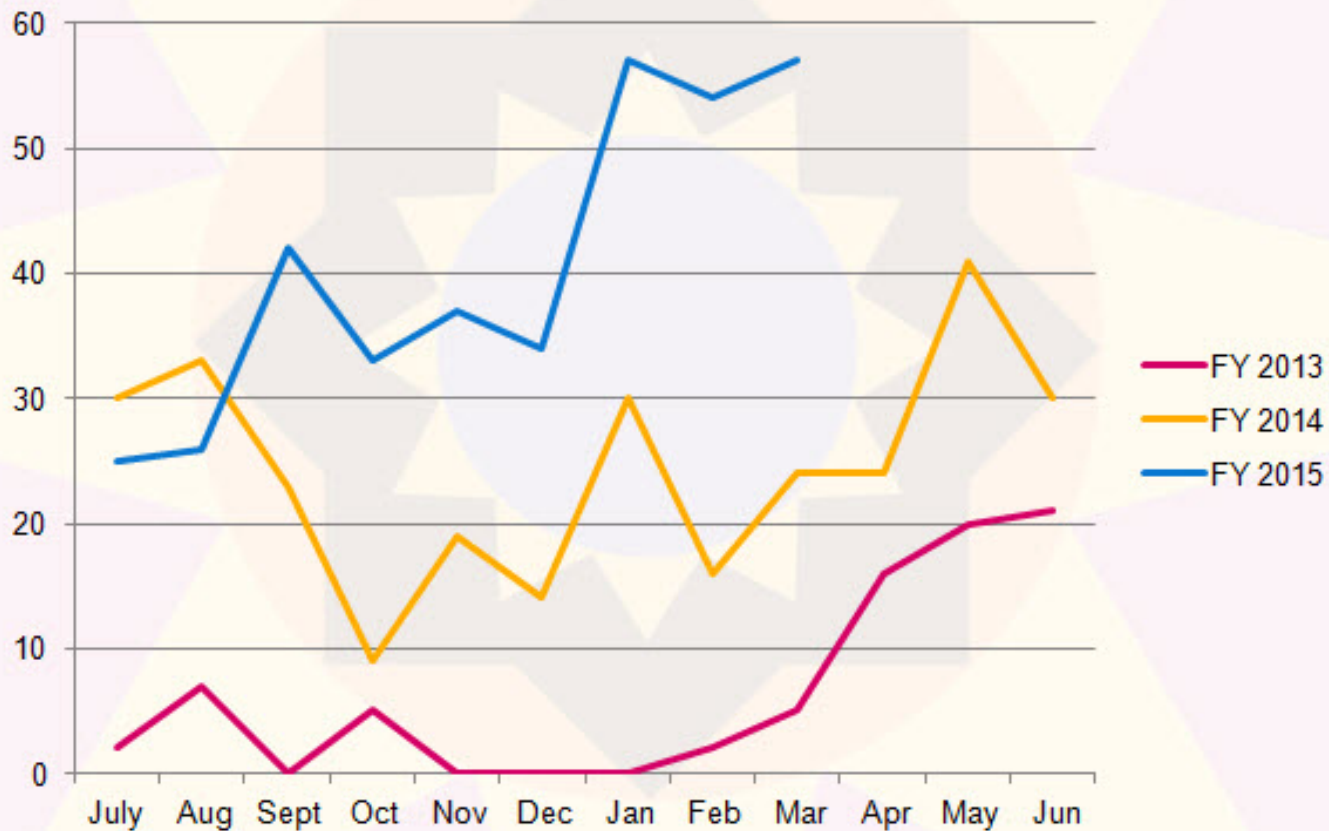
View as Bar Chart ▾

Total Count (N)	Missing	Unique
752	10 (1.3%)	5

Counts/frequency: YES/Strongly Agree (561, 74.6%), Mostly/Agree (120, 16.0%), No Opinion/Neutral (57, 7.6%), Not So Much/Disagree (13, 1.7%), NO/Strongly Disagree (1, 0.1%)



Growth Since Implementation



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References

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