



THE UNIVERSITY OF MISSISSIPPI
MEDICAL CENTER™

Implementation of a Virtual Nursing Program to Address Nurse Burnout

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Objectives

- How to reduce bedside nurse workload
- How to enhance patient-centered care
- How to improve staff satisfaction and retention

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Pilot Program

Implementation - March 20, 2023

- 6 West: 14 Bed Unit
- Adult Med-Surg

Staffing Structure

- Onsite - "Bunker"
- 9am-9pm, 7 days a week

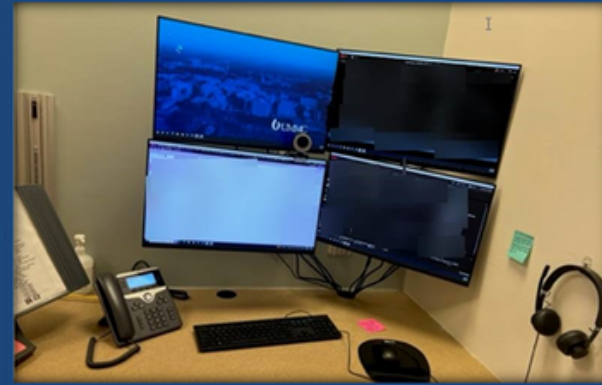
Technology

Patient Room

- Pan/Tilt/Zoom Camera and Monitor, Speakers
- iPad with MyChart Bedside (education, satisfaction questionnaire)

Virtual Nurse Bunker

- Secure Chat Integrated with EPIC Platform
- 4 Screens: Hyperspace, Focuses Patient, Video Call, EPIC Monitor



Virtual RN Roles and Responsibilities

ADMISSIONS

Review Patient Data

All required documentation not requiring a physical assessment

Educational Resource to Staff

DISCHARGE

Patient Education

Collaboration with Coordinated Care

ROUNDING

Identify need for intervention or activity

Safety Checks

Pain Reassessment

Code Blue Documentation

NURSE WORKLOAD REDUCTION

Admissions

Bedside Nurse: **38 minutes**

VS

Virtual Nurse: **23 minutes**

Discharges

Bedside Nurse: **31 minutes**

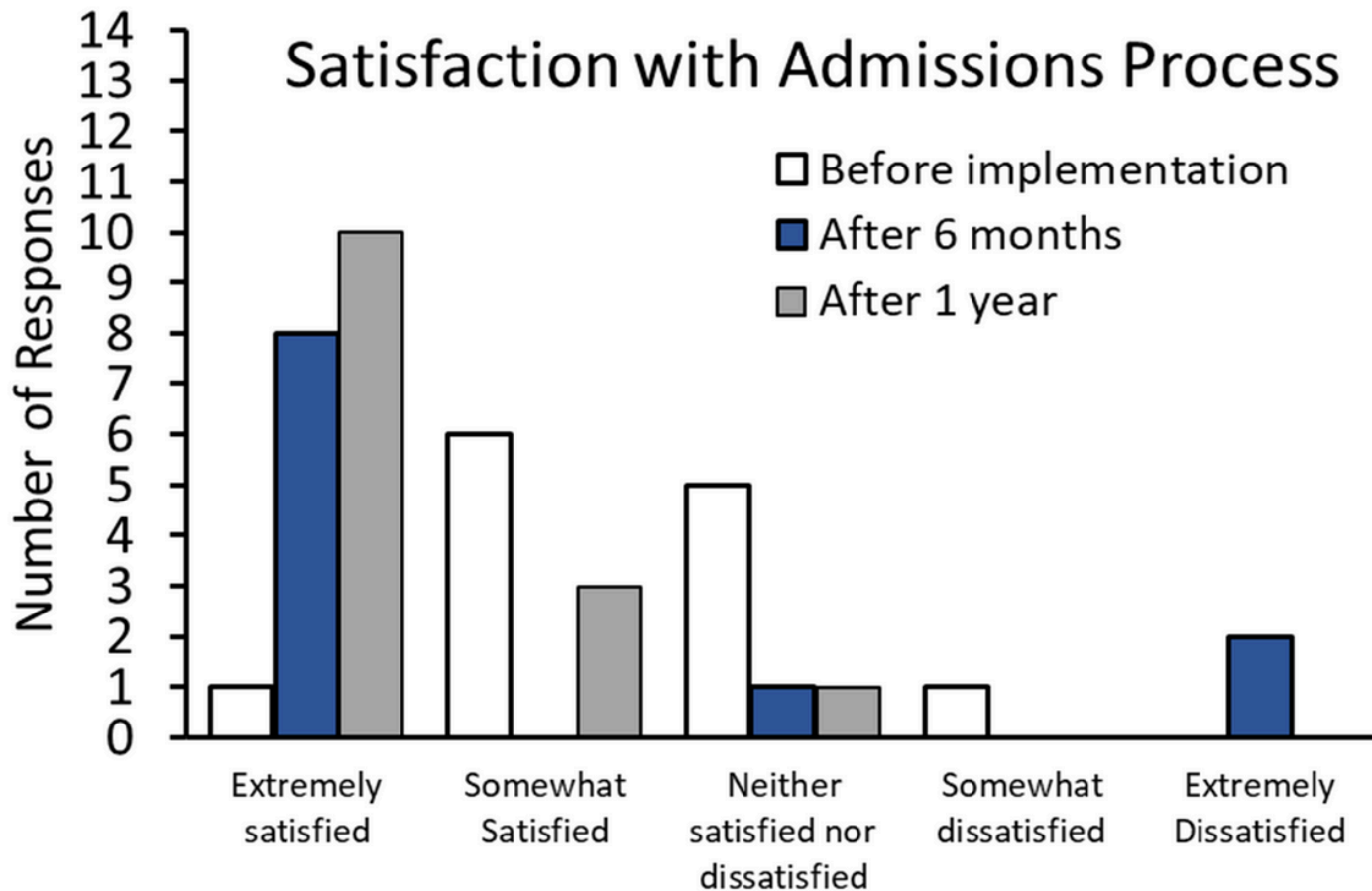
VS

Virtual Nurse: **13 minutes**

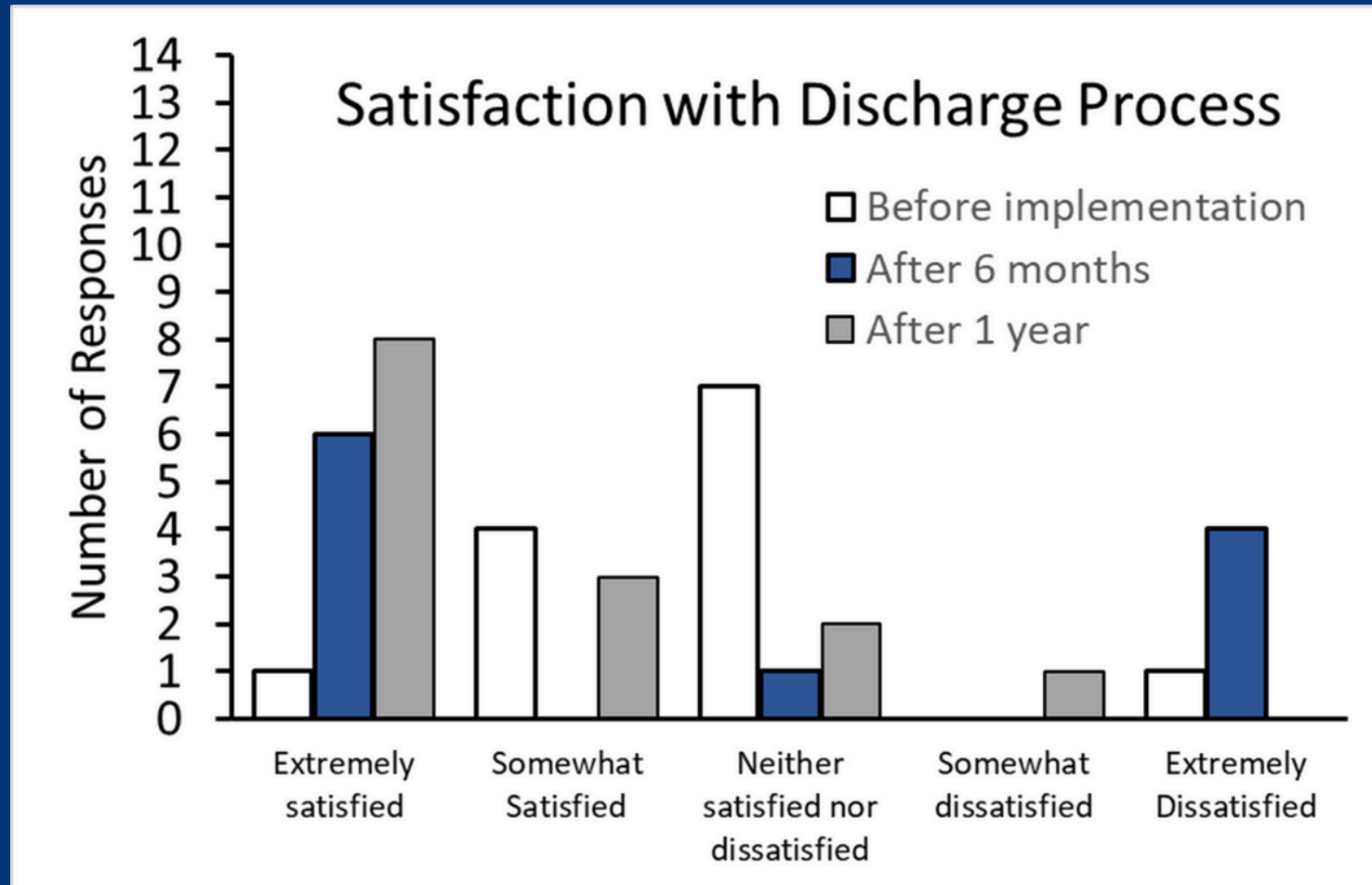
550 Hours Saved

BEDSIDE RN HOURS SAVED IN THE **FIRST YEAR**
(ADMISSIONS AND DISCHARGES ONLY)

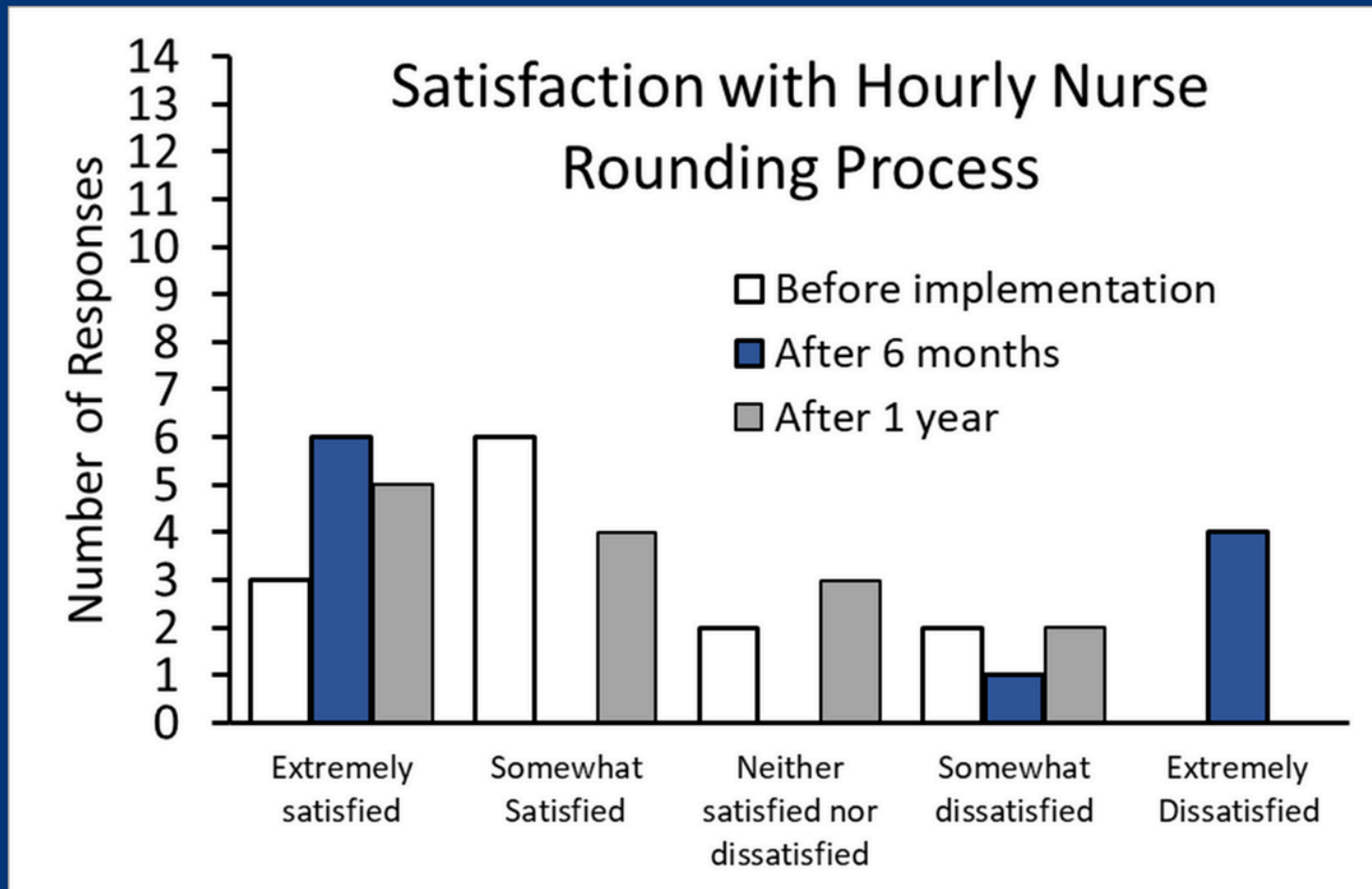
Nursing Satisfaction



Nursing Satisfaction



Nursing Satisfaction



Nursing Satisfaction



Results

0%

RN Turnover
In the first 18 months



The virtual nurse program is very helpful because it helps me with time management and admissions and discharges if I'm tied up or have to do something in another patient room. Also a skill I may question I can call them and they can walk me through it. They help reassess pain and are like my extra hands from a distance and do several behind the scene things for myself and the patients regarding their care. Adding the virtual nurse system was a great implementation especially when it is used to our advantage. Sometimes messaging MD can be a hassle and even during RAPIDs and code they can assist in those situations as well.



I feel that the Virtual RN's are very beneficial to nursing workflows. They are able to take so much off of the primary nurse. Not only admissions and discharges, but also rounding and being another set of eyes in case the patients start to take a turn. The virtual nurses have lots of nursing experience and are a wealth of knowledge.



Patient Satisfaction

- ▲ 76% **UNDERSTOOD THE ROLE OF THE VIRTUAL NURSE**
- ▲ 78% **WOULD LIKE TO RECIEVE CARE FROM A VIRTUAL NURSE DURING FUTURE VISITS**
- ▲ 81% **COMMUNICATION WITH THE VIRTUAL NURSE WAS EASY**

Future State

Expansion and Growth

- Additional Nursing Units
- Changing platforms to include AI technology



Thank you!

UMMC Nursing Leadership

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