

Virtual Nursing Program: What Virtual Nurses Bring to the Bedside

Clinical Leaders Using Best Practices

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Objectives

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

Pandemic-Driven Innovation

During the COVID-19 pandemic, a national survey found that almost **two-thirds of nurses** (62%) reported experiencing **burnout** related to strain on healthcare staffing. (American Nurses Association, 2020)

Though high levels of demand were already affecting nurses and other health workers, the pandemic greatly accelerated the need for **innovative solutions** to alleviate burnout and other workplace hazards.

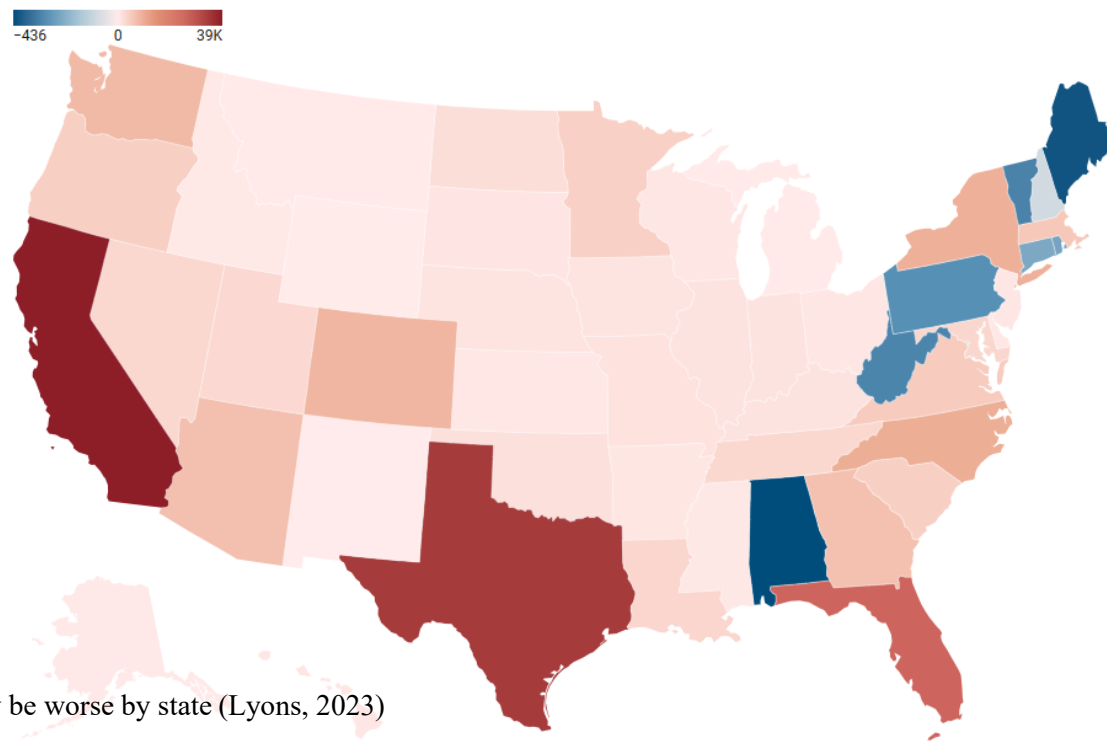
Objective: Increase nurse staffing via the introduction of a **Virtual RN** to reduce the workload of the bedside nurse.



Nurse Staffing: A National Crisis

Additional RNs Needed by State for 2030

The difference in current RN population and needed RN population for 2030 to maintain current nurse-to-population ratios



Nursing shortage may be worse by state (Lyons, 2023)

Virtual Nursing Program:

Facilitating teamwork, enhancing patient-centered care

Goal: Reduce Bedside Nurse's Workload

- Facilitation of patient care coordination with continuous updates to interdisciplinary teams.
- Accurate, timely documentation of admission, discharges and pain reassessment

Goal: Increase Patient's Safety

- Address patient needs promptly.
- Perform of frequent rounding to minimize the occurrence of a harmful event.

Goal: Improve Communication with Patient

- Patients receive a detailed discharge education process to ensure complete understanding.
- Patient given the opportunity to ask questions regarding their care.

Pilot to Practice

Implementation

Go Live: March 2023

- 6 West: 14 bed unit
 - Adult Acute Care
- VRN Staffing Structure
 - 1:14 ratio
 - On-sight “bunker”
 - 9a-9p, 7 days a week

Patient Room



Bunker



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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, Patient Focus, Video Call, EPIC Monitor



Pilot to Practice

Expansion

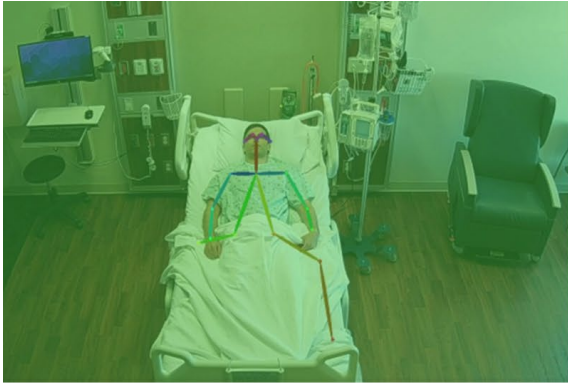
February 2025

- New vendor- Artisight
- 4N 32 bed unit (46 total beds)
 - Adult Progressive Care
- Staffing Structure
 - 2:46 ratio
 - On-sight “bunker”
 - 9a-9p, 7 days a week
 - 8a-430p, M-F



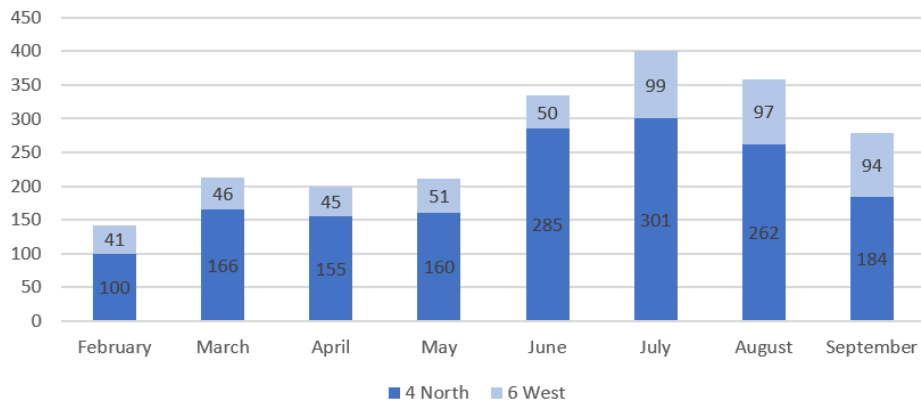
Virtual Observer

Monitors patients remotely using AI technology to reduce falls.



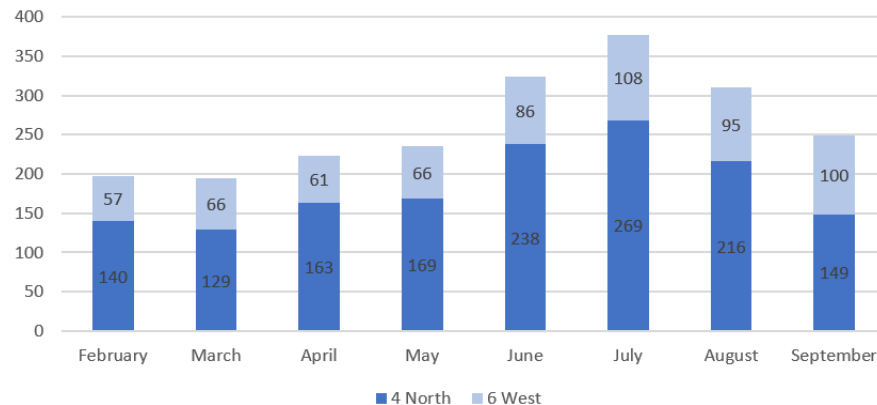
Virtual Nursing

Total Admission by Virtual RN



2,136
Admissions

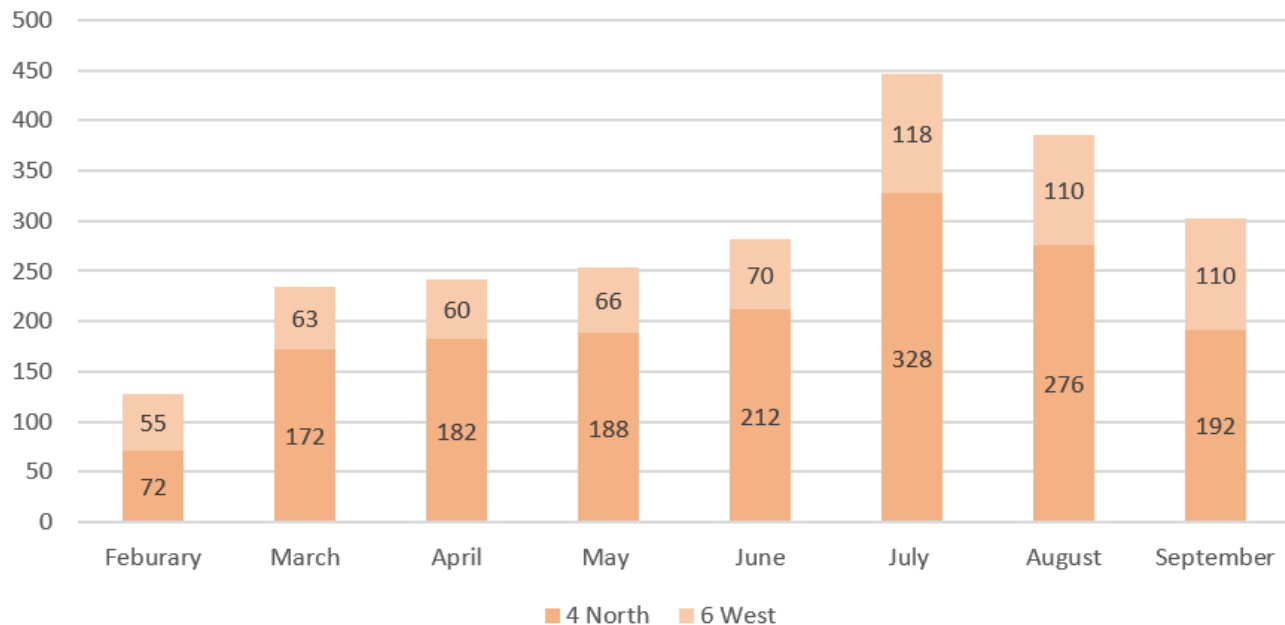
Total Discharges by Virtual RN



2,112
Discharges

Virtual Nursing

Bedside RN Time Saved (hours) Due to Virtual RN
(admission/discharge only)



2,274

Hours Saved

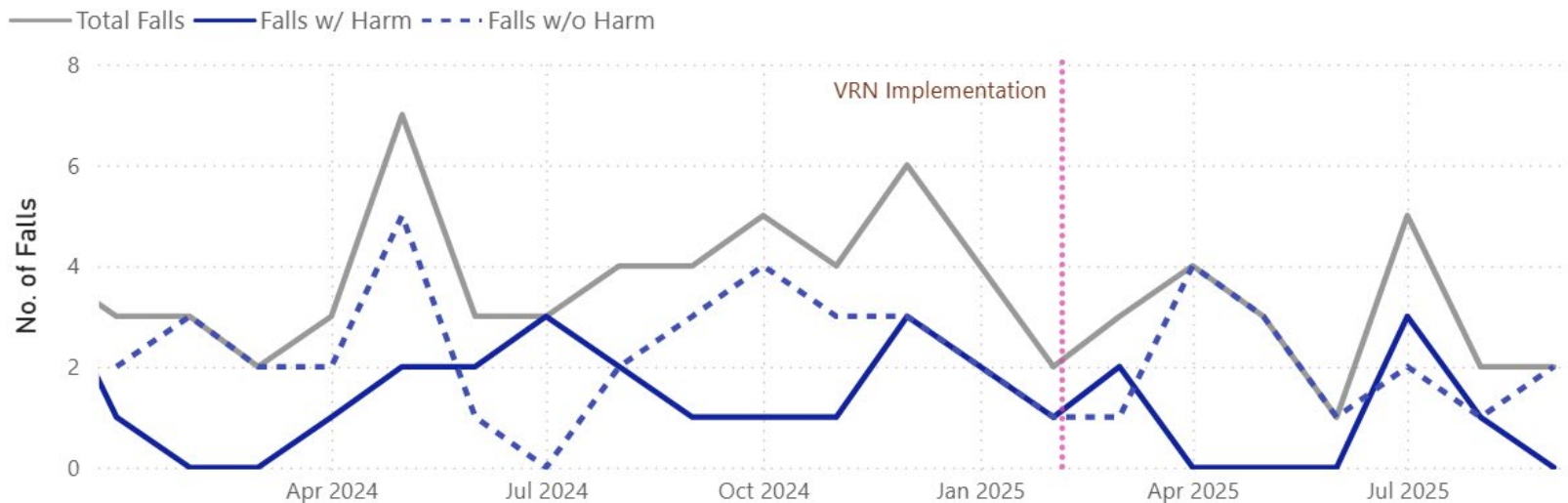
95 Days

189 12-hours shifts

Fall Prevention

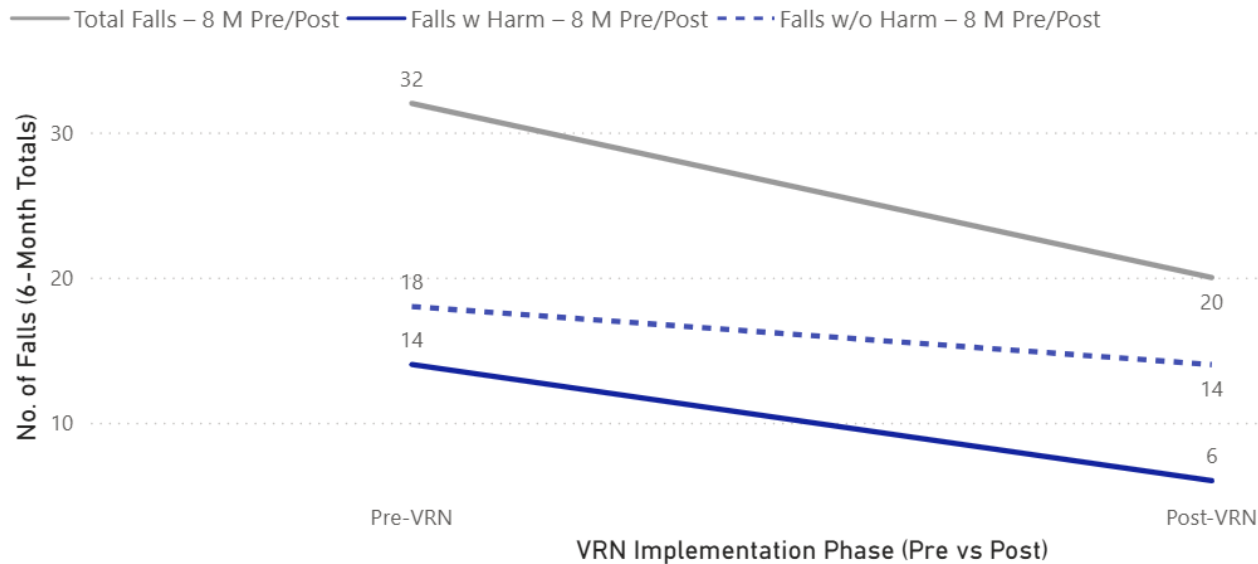
Monthly Trend in 4N Falls

VRN implementation marked by vertical line (Feb 2025)



Fall Prevention

8-Month Pre/Post Impact of VRN on Falls



-38%

Total Falls (8-Month % Change)

-57%

Harmful Falls (8-Month % Change)

-22%

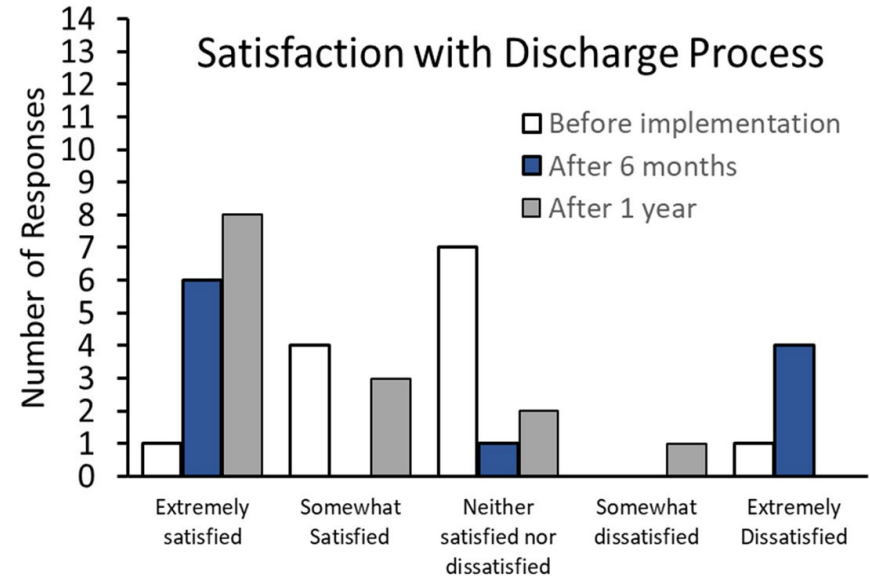
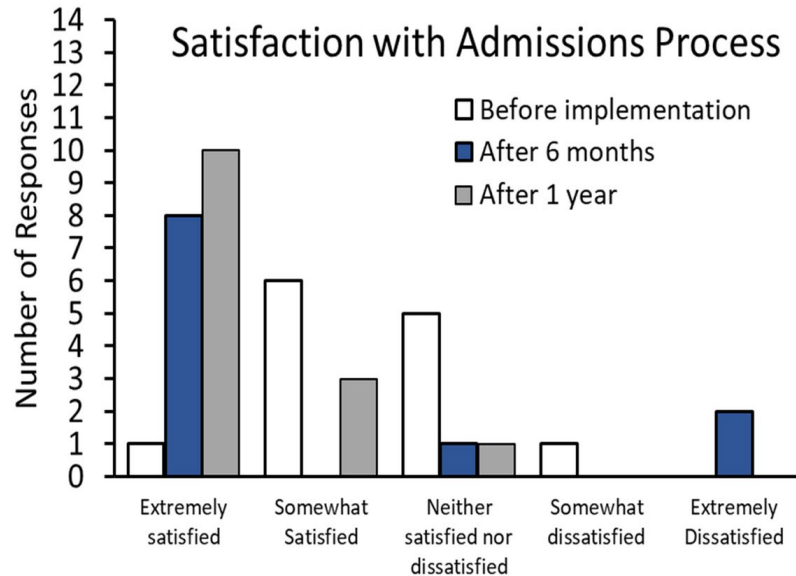
Non-Harmful Falls (8-Month % Ch...



Patient Satisfaction

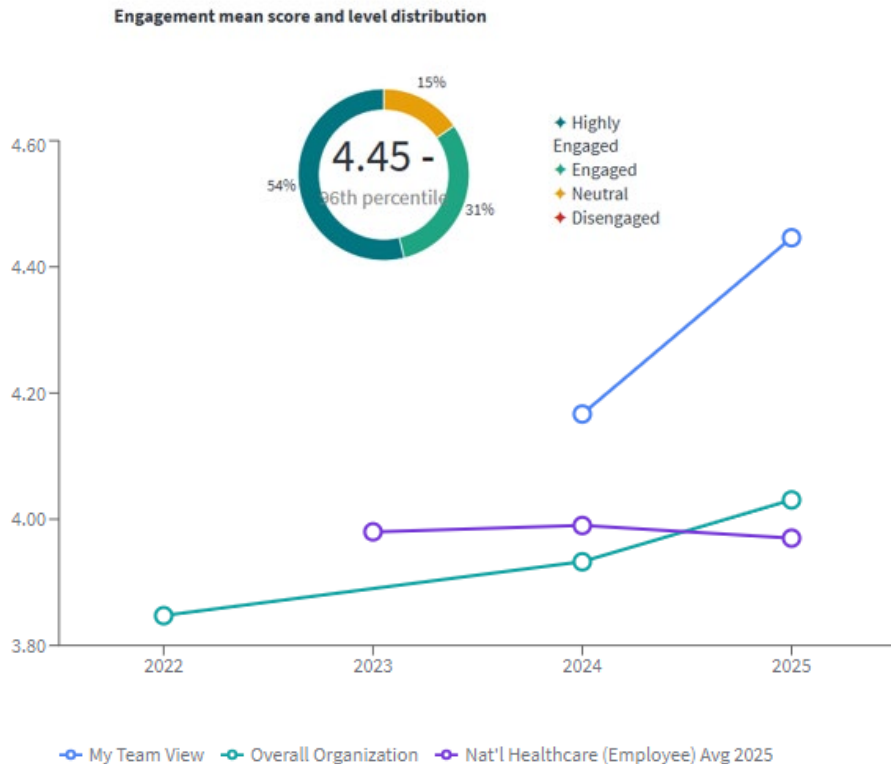
- ▲ 76% **UNDERSTOOD THE ROLE OF THE VIRTUAL NURSE**
- ▲ 78% **WOULD LIKE TO RECIEVE CARE FROM A VIRTUAL NURSE DURING FUTURE VISITS**
- ▲ 81% **COMMUNICATION WITH THE VIRTUAL NURSE WAS EASY**

6 West Nursing Satisfaction



Retention

6 West Employee Engagement



4 North	Total Turnover Rate
2023	34%
2024	35.70%
2025 (through Sept.)	14%

*Virtual Nursing Started Feb. 2025
21% reduction in turnover rate to date.

6 West	Total Turnover Rate
2023	0%
2024	31%
2025 (through Sept.)	30%

Virtual Nursing Started March 2023
0% RN Turnover for first 18 months!

Looking ahead....

- Continue using AI technology
 - Pressure Injury Prevention
- Best Practices/Workflows
- Expansion

Myth

Reality

Myth or Reality?

Patients don't like being on camera.

MYTH

Myth or Reality?

Virtual Nurses complete Admissions and Discharges.

Reality

Myth or Reality?

The cameras can record.

Myth

Myth or Reality?

Virtual nurses communicate to multidisciplinary teams
for bedside staff.

Ex: Discharge lounge, Physician, Coordinated Care

Reality

Myth or Reality?

Virtual Observers can monitor patients on constant observation for suicidal ideation.

Myth

Myth or Reality?

Virtual nurses replace bedside nurses.

MYTH

Questions?



References

Lyons, J. (2023, June 23). *Nursing shortage may be worse by state than projected, new analysis shows*. Nurse.org. <https://nurse.org/education/nursing-shortage-by-state-analysis/#nurse-demand-by-state-for-2030>

American Nurses Association. (2020). *Nurse burnout: What is it & how to prevent it*. Retrieved from <https://www.nursingworld.org/content-hub/resources/workplace/what-is-nurse-burnout-how-to-prevent-it/>