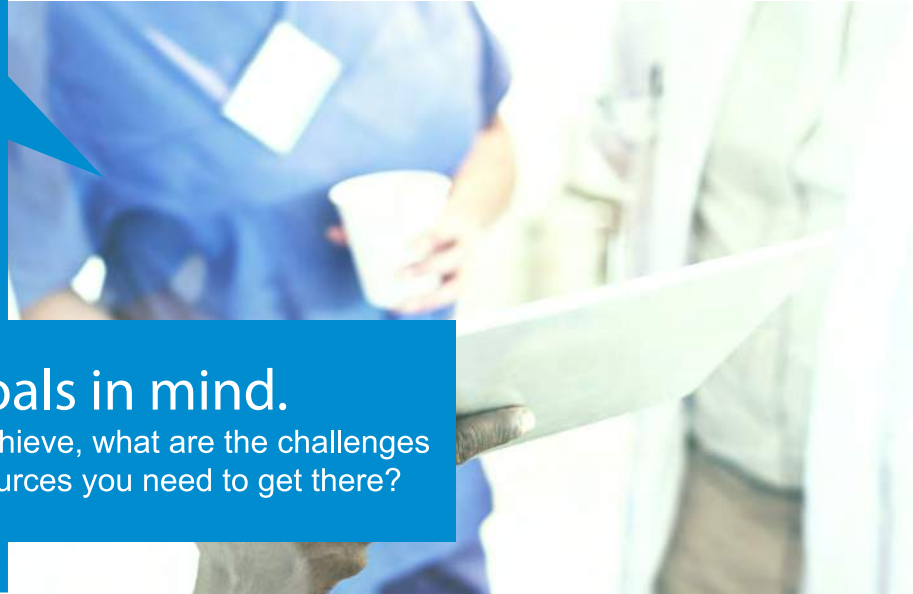# IDeACOM®
## MID-AMERICA

# Future of Patient Centered Care

## Think with your end goals in mind.
What are the outcomes you want to achieve, what are the challenges you have and what are the *actual* resources you need to get there?

## Does This Look Like Your Organization?

**Needed Outcomes**
Higher Acuity Level of Patient Care
Higher Job Satisfaction/Retention
Improved Communication

**Existing Challenges**
Budget Restraints
Reduced Staffing
Training/Educating Staff

**Resources Needed**
Patient Monitoring Integration with Improved Care Team Coordination
Automated workflow and communication tools
Integrated hardware and software that works seamlessly
Simple, useful tech so staff don't create work arounds

## Pain Points

Nurse-patient interaction is a core component of nursing and high quality nursing care. Communication failures between clinicians are the most common primary cause of errors and adverse events in health care. Communication is a significant factor in patient satisfaction and complaints about care. *https://pubmed.ncbi.nlm.nih.gov/26447009/*

Advancement in technology provide advantages that improve communication expotentially, such as patient focused digital whiteboards in patient rooms, mobile smart-devices that allow staff to communciate quickly and securely with each other and with patients, can reduce errors, increase efficiency and lead to higher satisfaction among staff and patients.

With the right research and the review of options available, the right mix of complementary hardware and software to the existing systems to automate mundane tasks, improve communication and provide actionable reports can eliminate many if not all of these issues.

## Obstacles

Many providers state these top obstacles for implementing technology:

1. Lack of budget
2. Consistency in technology adoption
3. Frictionless scalability
4. Dealing with the implications of local infrastructure
5. Balancing IT priorities with patient and staff needs
6. Training new staff members and multiple facilities
7. Caregiver workload
8. Getting all decision-makers invested in the technology selection process

## Research Shows

The American Association of Colleges of Nursing (AACN) projects that by 2030, there may be a shortage of almost 1.5 million nurses. Projections soar to as many as 9 million people by 2030 across the spectrum of care services provided by aging services.

### Nursing shortages lead to errors, higher morbidity, and mortality rates.

https://www.ncbi.nlm.nih.gov/books/NBK493175/

- Providers are anticipating continued staffing pressures and a changing regulatory environment in the year ahead increasing the need for technology to fill the gaps.

## Action Plan

Methods which focus on including the patient and their information in real-time are considered by many to be crucial to the advancement of improved health outcomes and the reduced costs that are required of health care to be sustainable. One such method is patient-centered communication.

### Staffing
Retaining and attracting top talent is higher in organizations that have the best resources and tools to allow them to do their jobs.

### Patients
Patients are expecting a more conceirge like experience and with that better technology to keep them informed of their care.

## Solution Process

*Take a look at your current processes, get feedback from the end users of the technology,  Getting buy-in early in the process will help ensure adoption of the final technolgy.  Once you have an overview of where you want to go, begin researching.  Many organizations, like Ideacom Mid-America, provide free initial consultation services to discuss your priorities, the best options available and financing options to help your organization budget for the short term and long term needs.*

**1 Consult**
Take time to consult both your internal stakeholders and a technology solutions provider to get a roadmap of where you want to go

**2 Evaluate**
Request demonstations of the different options your considering, make sure they will integrate with existing systems and get buy-in from end users

**3 Implement**
When implementing the chosen solutions, start with training "superusers", those staff that will champion the new tech and insure all receive proper training and allow enough time to adopt new processes.



## Future Proofing

Nurse call is a solid and necessary investment for all healthcare ogranizations and often one not updated for more than decade. But as new complementary software and hardware options become available,  that initial investment can be extended for much longer, keeping your ogranization competitive while attracting and retaining staff and residents.

### Hardware
Consider complementary hardware like digital patient whiteboards, secure, medical grade smartphones, and staff duress/assist buttons.

### Software
Software upgrades that include mobile alerts, customized reporting, bedside charting, and secure texting can reduce overall nursing costs and clinical errors.

> "It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to change."
>
> – Charles Darwin

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