

*The Difference We Make:*

# “True Nursing Outcomes Current and Future Trends Toward Innovative Care Delivery Systems”



Presented By:

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- In 2008, the Robert Wood Johnson Foundation noted that within the healthcare arena and most specifically in nursing, we are “faced with the twin challenges of growing demand for expensive acute care and insufficient supply of key health care professionals, leading hospital systems, integrated systems, clinics, health plans and the need to design new models to deliver efficient, effective health care.” RWJ White Paper-2008 (Innovative Care Models)

# The Question



- How can access to care be improved
- Costs contained, and
- Quality maintained or improved



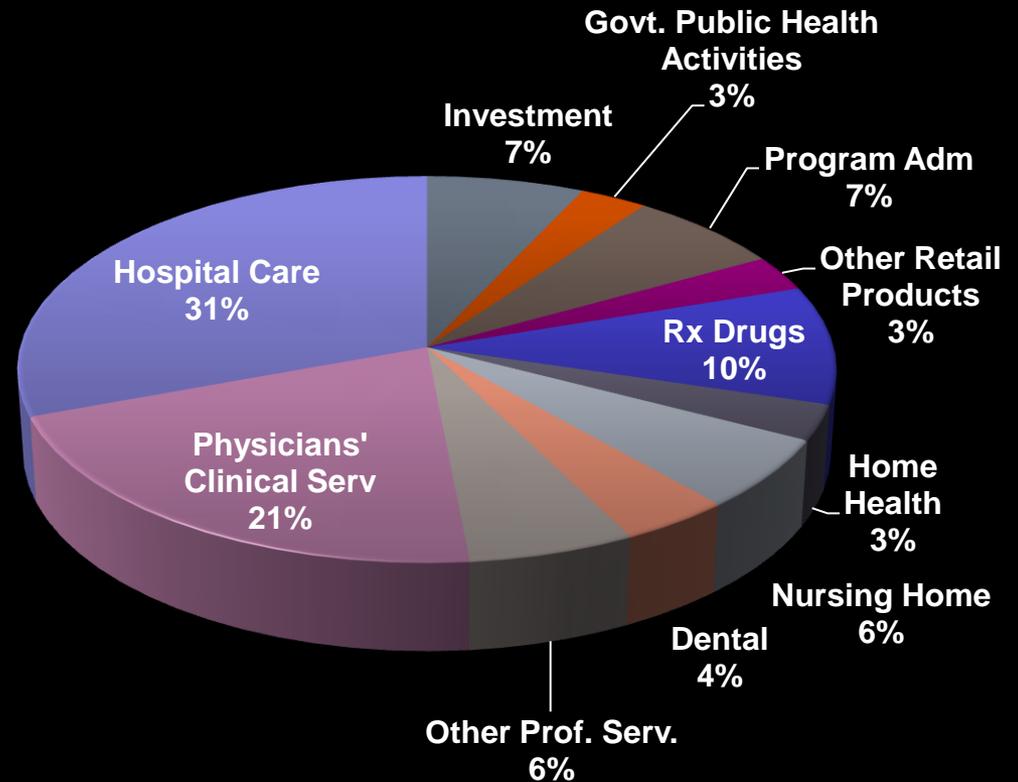


- Too many people in middle and low income countries continue to lack good access to affordable, appropriate services. The world needs new answers to well-established problems.



# SPENDING

- Investment
- Govt. Public Health Activities
- Program Adm
- Other Retail Products
- Rx Drugs
- Home Health
- Nursing Home
- Dental
- Other Prof. Serv.
- Physicians' Clinical Serv
- Hospital Care



*Total = \$2.3 Trillion Source:*

Centers for Medicare and Medicaid Services  
Office of the Actuary, National Health Statistics Group



- Currently, research on delivery innovations has identified more than 60 successful private and public sector examples of various models that use new trends in the delivery of healthcare.





- Recent technological advances have the potential to lower healthcare costs to millions of patients around the world. An emerging trend in healthcare innovation is the use of communication technologies to increase access to healthcare services and information.

# Roles of Technology



- What is the role of Technology in all of this?
  - Technology creates new opportunities to create value for patients, providers, and investors across the healthcare value chain. An example of this: The recent rise in popularity of many innovative healthcare delivery systems.



# Technology



- In the United States, Airstrip Technologies are offering innovative remote-patient-monitoring software allowing healthcare providers to gain access to vital patient's information using virtually any mobile device. With Airstrip's AppPoint software, a clinician can access critical patient's health information from his or her mobile device.



# Technology



Video conferencing was considered the leader in remote business communication technology. Now, cloud computing, tele-immersion and augmented-reality technologies are the new raves.



# Models



- There are more than 60 care delivery models ranging from hospital-based models that elevate the role of nursing to models targeting transitions between health care settings to comprehensive care models focused on preventive health care and wellness. The models share common features such as creating new roles for nurses, leveraging new technologies, and engaging patients and their caregivers in care planning and delivery.



# Models



- Models that deploy an interdisciplinary team for care delivery
- Models that target either underserved and underinsured patients or older, complex patients
- Models that address non-clinical services
- Models that have health care settings within the patients' home as the primary location for care delivery
- Models which use new technology to reach targets



# Innovative



- Improve caregiver efficiency, quality, and/or cost through one or more of the following changes:
  - New roles for nurses and other professionals
  - New roles for allied health professionals, new graduates
  - Use of new technology (or use of technology)
  - Redesign of physical layout, inventory, or other support systems
  - Demonstrates measurable improvement in quality, safety, cost, and/or (patient or caregiver) satisfaction
  - Model decreases long-term demand for acute care





- These new roles give RNs increased authority and accountability for achieving successful patient quality, safety, and satisfaction outcomes.
- Examples of these roles include RNs serving as team leaders; clinical nurse leaders serving as unit-based care managers; nurse practitioners serving as primary care providers in clinics; and nurse coaches helping patients make successful transitions across settings.



- Half of the innovative care delivery models deploy an interdisciplinary team for care delivery. On the inpatient side, nurses lead teams of interdisciplinary providers including physical therapists, social workers, and/or pharmacists.



- Interestingly, some of the outpatient-oriented models use a core team of a nurse and a clinical social worker to provide primary care to patients. These organizations find it helpful to include a social worker as social and behavioral issues often underlie a patient's clinical condition or help explain noncompliance with recommended clinical advice.



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- Notably, some of the models that target either underserved or underinsured patients or older, complex patients extend their continuum of services by providing a wide range of socialization services and activities in addition to their clinical services.
- The non-clinical services and activities help reach individuals who have not been reached effectively by health care professionals. In addition, the activities provide an opportunity for people to come together and discuss health promotion and healthy living.



- A common element of the models is the active engagement of the patient and her or his family in care planning and delivery and a greater responsiveness to patient wants and needs.

# An International Glance



## ■ Two Examples of International Care Delivery Systems

- In **Mexico**, Medical Home provides telephone based advice and triage to more than 5 million people. For a fixed fee of \$5 a month, billed through their phone bill, two-thirds of callers have their healthcare issue resolved over the phone.
- In **India**, Life Spring Maternity Hospitals offer high quality, no-frills, maternity care at one-fifth of the cost of comparable private-sector competitors (an accessibly priced \$40 rather than the typical \$200).



## Acute Care Models



- Medical/Surgical Unit Team Nursing-Nursing-Team Delivery Model that incorporates LPNs into care delivery in order to better leverage RN time and decrease the need for RNs. The model relies on each member of the care team working to the fullest of her or his training and licensure.
- The Model RN Line-A team-nursing model for providing care in the inpatient setting. The model is a result of the Virginia Mason Production System (VPMS) and its dedication to recreating health care systems to eliminate waste, errors and defects.



# Acute Care Models



- The Nurse Caring Delivery Model-a team-oriented primary nursing model for providing care in inpatient and outpatient settings. The model aims to provide humanistic, coordinated care using Jean Watson's Theory on Human Caring as its foundation.
- Patient Centered Care-a decentralized interdisciplinary care model that elevates the direct care RN to patient care manager. The model replaces traditional manager, charge nurse and supervisor positions with additional nurse experts and allied health roles that support direct patient care.



## ***Bridging the Continuum***



- Nurses help complex patients and patients transitioning between care settings understand their care plans and instructions and access the clinical services they need.
- The Care Transitions Intervention<sup>SM</sup> is a nurse-coaching model that targets transitions between care settings and seeks to impart skills and confidence to enable individuals to assume a more active self-care role.



## Bridging the Continuum



- Chronic Care Coordination at Acute Care Facilities are nurse-based models that work with consultation from Licensed Clinical Social Workers, for providing clinical and educational support to complex patients, through mostly phone-based interactions.
- Collaborative Patient Care Management is a system that uses a multidisciplinary case management model in which RN Patient Care Coordinators and physicians co-chair practice groups targeting high-risk, high-cost patient populations.





- The Hospital at Home provides hospital-level care at home as a substitute for traditional acute hospital admission. This new care model is an acute home-based program in which eligible older patients are taken care of at home by a multidisciplinary team that provides state-of-the-art acute care services.
- The Little Clinic is a Healthcare Services Company that manages walk-in clinics placed inside retail locations. The clinics focus on treating minor illnesses by nurse practitioners and physician assistants. The Little Clinic provides preventative and wellness offerings such as health screenings, physicals, and vaccinations and provides prescriptions as clinically indicated.

# Comprehensive Care Models



- The Comprehensive Rural Care Collaborative System is an integrated health service model that provides comprehensive health care and wellness activities to a rural community.



# Comprehensive Care Models



- The Evercare Care Model is a primary care team model in which nurse practitioners and care managers work with primary care physicians, facilities, social support services providers and families to provide intensive primary and preventive services to people who have long-term or advanced illness, are older or have disabilities. The model combines benefit design, the creation of a provider network, and clinical management programs.
- Modeled after the national PACE program, Living Independently for Elders (LIFE) at Penn Nursing is a nurse practitioner-managed interdisciplinary model of all-inclusive health care for older adults who are eligible for nursing home care but choose to remain at home and receive their care in the community.





- The Values Driven System is a family-centered model providing comprehensive and accessible health care to an entire population of Alaska Natives. Services provided include primary care, acute care (hospital), home care, outpatient services, dentistry, optometry, behavioral/mental health services, and many social programs.

# Models Driven By Results



- Improving Satisfaction
- Quality
- Cost
- All of the models were developed in response to specific problems or concerns about patient quality, patient and provider satisfaction, or unsustainable costs and utilization.





- How these changes impact the future of nursing and health outcomes for “our” populations. These changes impact the future of nursing and health outcomes on a number of levels.





- The challenges to patients who are in the rural and urban areas is momentous on a number of levels.
- Ensuring that we address such issues as data that delineate the critical issues in urban and rural health strategies.
- Evaluate inequalities that produce health disparities across diverse geographic populations.
- Evaluate leadership strategies for diverse geographic populations.
- Devise collaborative strategies across geographic boundaries.



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- Examine physical, social and environmental factors that cross geographic boundaries concerning population-based health status.
- Evaluate ethical principles in the distribution of resources.
- Determine appropriate geographically specific strategies for program planning, implementation, evaluation, and revision.
- Evaluate public health solutions from a systems perspective.
- Utilize action research methodologies to identify and involve affected populations.

# The Story of Effective Communication



- A male patient is lying in bed in the hospital, wearing an oxygen mask over his mouth and nose, still heavily sedated from a difficult four-hour surgical procedure. A young student nurse appears to give him a partial sponge bath. “Ensign,” he mumbles from behind the mask. “Are my testicles black?”
- Embarrassed, the young Ensign replies, “I don’t know, sir. I’m only here to wash your upper body and feet.”



# The Story of Effective Communication



- He struggles to ask again, “Ensign, are my testicles black?”
- Concerned that he may elevate his vitals from worry about his testicles, she overcomes her embarrassment and sheepishly pulls back the covers. She raises his gown, reaches down to feel them, takes a close look and says, “There’s nothing wrong with them, sir!”





- The man pulls off his oxygen mask, smiles at her and says very slowly, “Thank you very much. That was wonderful, but listen very, very closely...”





- Are-my-test-results-back?



# True Nursing Outcomes



- True Nursing Outcomes are to:
  - Laugh with our patients when it's time to laugh
  - Cry with those who are less fortunate than us and need not only a shoulder to cry on, but someone to cry with
  - To evaluate the current health disparities of all on every level



# True Nursing Outcomes



- To ensure that lack of insurance does not mean lack of care
- To not only evaluate poor health conditions, but to address the urban challenges of lack of preventive care as well as
- The rural challenges which engage the lack of healthcare in areas which are indeed hard to reach, especially within the sphere of specialty medicine.





On behalf of the other 2 Million Nurses who serve on  
the other side.....

God Bless America

God Bless the United States Public Health  
Service

