



An Innovative Tablet-Based Solution to Inform and Engage Patients

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Introduction

With widespread implementation of electronic medical records (EMRs), surges in technology, and recognition that many people seek tools to manage their own health, patient access to the EMR via portals has been a growing trend in the outpatient arena. Inpatient access to the EMR is not yet widely accepted.

Inpatient access to the EMR is an innovative and novel solution designed to inform, engage, and educate patients by providing access to their encounter-specific health data, healthcare team members, inpatient scheduling, medication information, and individualized education materials while still hospitalized.

Problem

Acute care hospitalization is a stressful and sometimes confusing event for many patients. It is often challenging for patients to keep up with the many healthcare providers involved in their care, the flurry of tests and procedures required, and the vast amount of information provided by various team members. It is not unusual for patients to report feeling overwhelmed and voice difficulty retaining important information presented throughout the hospitalization.

Purpose

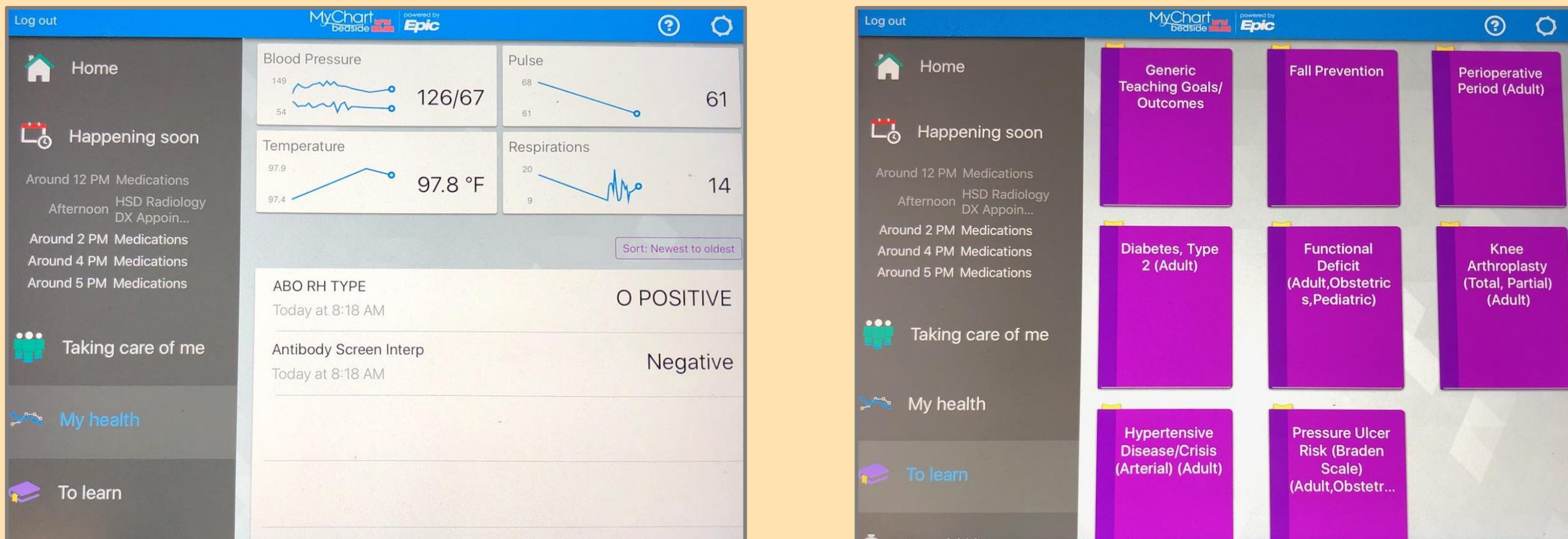
The purpose of this initiative was to enhance the patient experience, promote patient engagement, and improve patients’ understanding of how to better manage their health condition by providing limited access to the EMR during hospitalization.

Measure

The measure used to evaluate improvement was the inpatient monthly positive response rate to the National Research Corporation (NRC) Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) statement: “When I left the hospital, I had a good understanding of the things I was responsible for in managing my health”.

Implementation

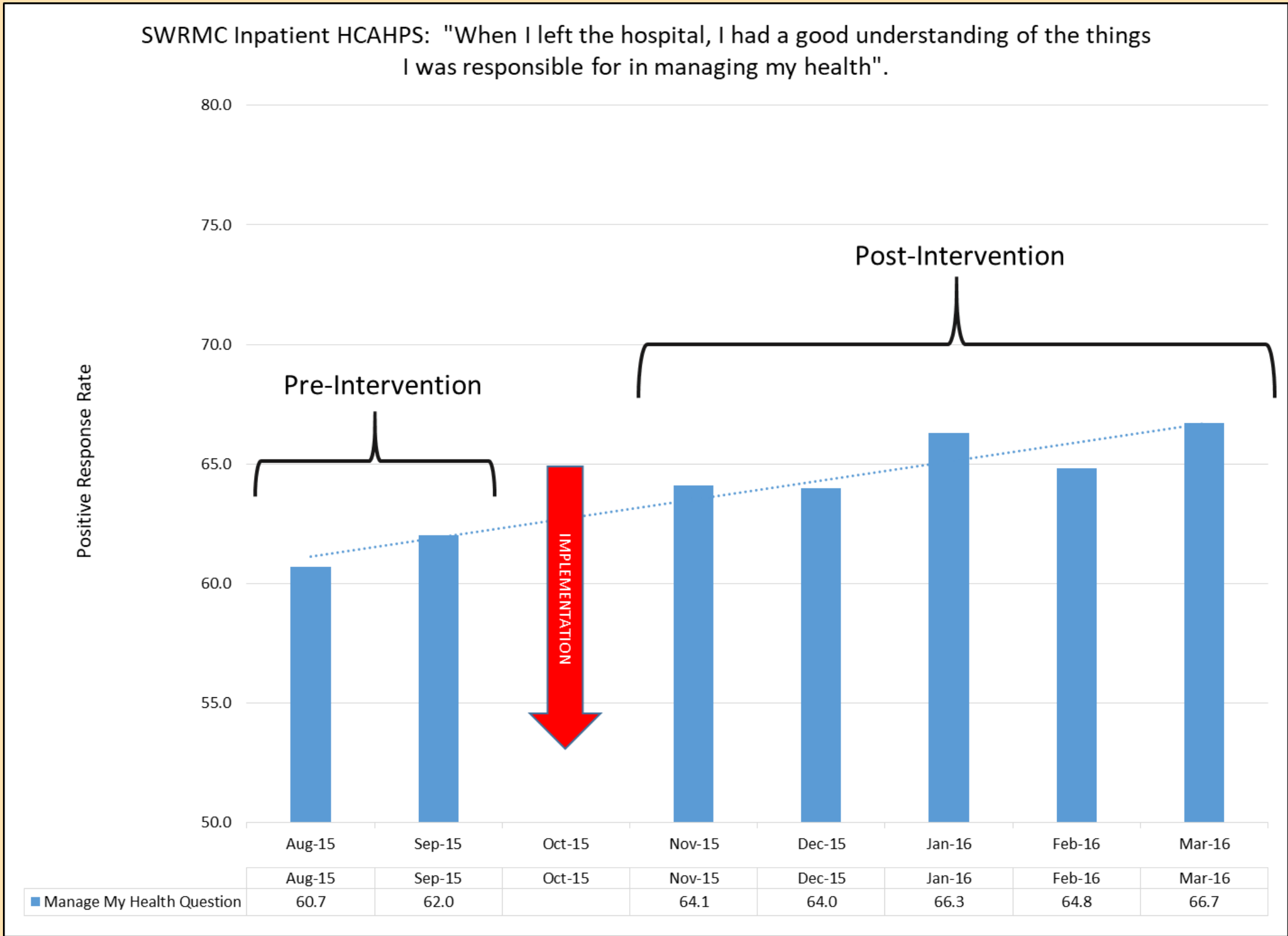
- Initial six-month pilot on a medical unit of a tablet-based Epic application: MyChart™ Bedside (MCB).
- Partnered with Information Technology (IT) colleagues to streamline device features, identify enhancements, and develop an implementation plan.
- Device Features
 - Home Screen:** Overview of reason for admission, ordered medications, most recent vital signs, and expected discharge date.
 - Happening Soon:** Displays patient’s daily schedule, upcoming tests, procedures, and medication information and schedules.
 - Taking Care of Me:** Allows patients to become familiar with members of the inpatient care team. Patients can see who is assigned to them, including name and role.
 - To Learn:** Patients use this feature to view pre-determined, individualized patient education materials assigned by the nurse to target individual learning needs; patient acknowledgement of understanding flows over to the patient education record in the EMR.
 - My Health:** Dashboard display of up-to-date health information including vital signs and lab results for patient viewing.
 - Entertainment:** Provides an assortment of games and music for the purpose of entertainment and distraction.
 - I Would Like:** Provides an alternative to the traditional call-bell for non-urgent requests; message is sent directly to assigned care team member.



- Provision Process
 - Patient Eligibility Criteria (Best Practice Alert in EMR)
 - MCB Device Activation
 - Patient Education on MCB Features
 - Clear Data and Deactivate Device
- Implemented on all SWRMC inpatient units October 2015

Evaluation

Following implementation, the inpatient monthly positive response rate to the National Research Corporation (NRC) Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) statement: “When I left the hospital, I had a good understanding of the things I was responsible for in managing my health” improved from a baseline 60.7% in August 2015 to 66.7% in March 2016.



Implications

This novel solution to patient engagement represents a foundation ripe for enhancement aimed at improving patient outcomes. There are implications for interdisciplinary collaboration to expand features and optimize utilization. Research aimed at determining impact on specific outcomes and patient experience should be considered.

Conclusion

An innovative strategy to inform, engage, and educate hospitalized adults improved patients’ understanding of how to better manage their health following transition from the hospital.

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