

Enhancing Patient Safety and Mitigating Risk: The Role of a Virtual Quality Nursing Team in Bridging Gaps in Care

Vanessa A. Martinez, DNP, MHA, RN, CPHQ

Elizabeth Scruth PhD, MPH, RN, CNS, CCNS, CCRN, FCCM, FCNS, CPHQ

Kaiser Permanente Northern California



INTRODUCTION

- Creating a virtual nursing team focusing on quality and patient safety can improve communication channels, involve frontline teams, and utilize advanced data management systems.
- This approach creates an environment that promotes evidence-based practices and ensures the delivery of high-quality and safe care while reducing potential risks.
- We integrated five principles of High Reliability and equity-centered design to empower healthcare teams to navigate a constantly evolving care environment.

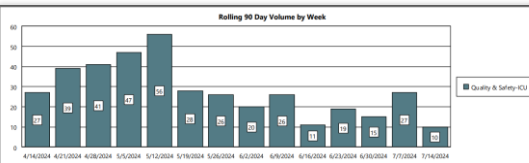
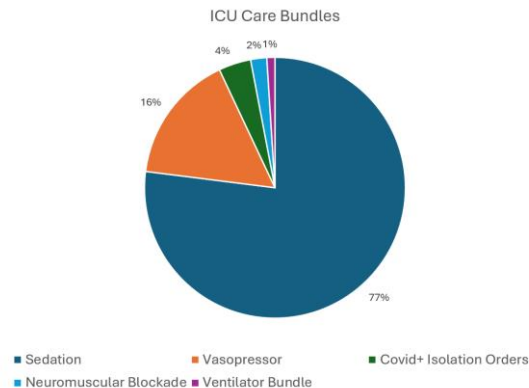


METHODS

The Virtual Nurses leverage EMR dashboards for real-time monitoring of care gaps. If any care gaps are identified, the virtual nurse promptly alerts designated hospital personnel for immediate remediation. The action is logged in MIDAS, which can be accessed via Tableau. Tableau-generates run charts and disseminated at each medical center.

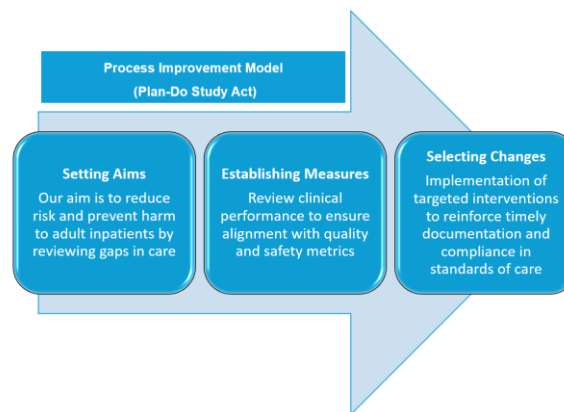
ANALYSIS

We conducted a comprehensive analysis to identify the prevalence of care gaps within our healthcare system; sedation care gaps accounted for 77% of all care gaps.



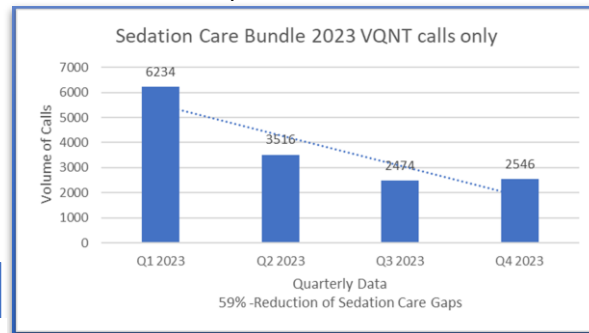
IMPLEMENTATION

- Care Efficiency:** Identification of variations in addressing care gaps
- Clinician Engagement/Buy-in:** Created a standardized process enhancing access to care gap information and enabling immediate remediation
- Leadership Engagement:** improved data use to guide care standards, driving patient-centric innovation, and reducing potential patient harm



RESULTS

- We continue to harness clinician engagement and care efficiency metrics through an interactive data platform to identify and remediate care gaps.
- Underlined the critical role of leadership and clinician collaboration in shaping and adjusting processes.
- We compared post-intervention data with baseline data and achieved a significant 59% improvement in addressing sedation care gaps.
- Ongoing efforts are being made to modify regional policies on sedation.
- These changes have improved hospital throughput, compliance with regulations and standards, and certification surveys.



JOURNEY TO HIGH RELIABLE CARE

High Reliability
 A culture that strives to achieve error-free performance and a consistent high-quality experience and outcome every time

Impact
 Positive impact on members, their families, caregivers, employees, the organization, and the communities we serve.

Principles of High Reliability

- Preoccupation with Failure
- Sensitivity to Operations
- Reluctance to Simplify
- Commitment to Resilience
- Deference to Expertise

Error Proofing Tools

- Expert review of Gaps in care by Virtual Quality Nurses
- Standard Work
- SBAR
- Closed Loop Communication

Implementation

- Maximize the Benefits of EMR
- Operationalize standardized Daily Management System and Leader Standard Work

REFERENCES

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