

Transforming Healthcare One Virtual Nurse at a Time

Intermountain Health Saint Joseph Hospital

Virtual Nursing: Does It Work For All Units?

Amanda Feild, MSN, RN, NE-BC, PCCN & Molly Hendricks-King, DNP, RN, NE-BC, NPD-BC

Introduction

Saint Joseph Hospital launched a pilot program for virtual nursing admissions and discharges. This initiative extended to units that are not usually associated with virtual nursing models, such as post-anesthesia care unit (PACU) same-day surgery, and the mother/baby unit.

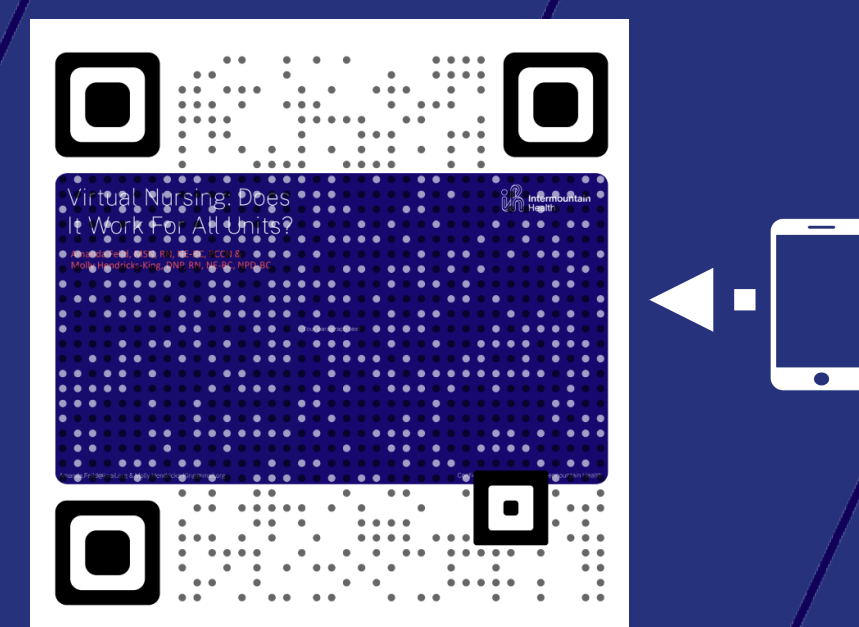
Objectives

- Meet or exceed Social Determinants of Health (SDoH) goals outlined by the Colorado Hospital Transformation Program (HTP) to over 80% in 2024.
- Decrease patient discharge times related to length of stay.
- Offset Nursing Workloads for Administrative Tasks.

Discussion

The effectiveness of virtual nursing in “non-traditional” areas like Same-Day Surgery and Mother/Baby demonstrates

- That this approach can be applied across different environments
- To enhance nurse engagement
- Increase patient satisfaction and support financial benefits for hospitals.



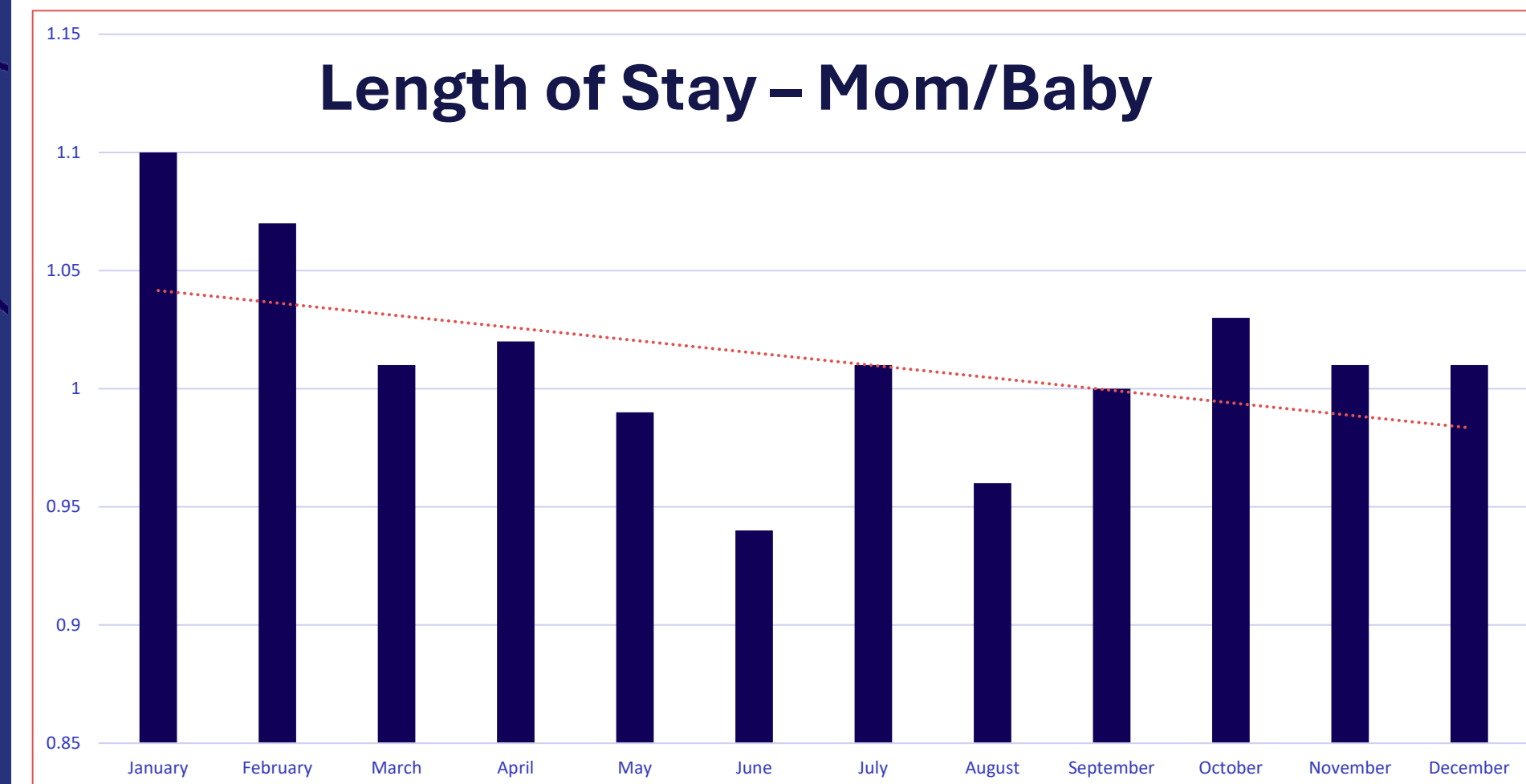
Amanda.Feild@imail.org

Molly.Hendricks-King@imail.org

Results

Total Calls (4,187)
February 2024 – December 31, 2024

Units	Number of Calls
Same-Day PACU	1359
Medicine	938
Surgical Care (started 3/5)	642
Mom/Baby (started 5/20)	609
Cardiovascular Surgery	601



SDoH – The hospital finished 2024 with 96.85% compliance. The screening improvement led to the hospital receiving \$250,000 in returned funds through Colorado HTP.

Nursing Feedback

- Enhanced quality time spent with patients.
- Greater opportunities for nurses to take breaks and lunches.
- Streamlined the process for discharging patients.
- Nurses not on pilot units hear the positive peer feedback and want to be included in the workflow.