

# Virtual nursing is flipping the script on nurse retention

Our virtual nursing solution is having a positive impact on some of the biggest challenges facing hospitals and health systems today.

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We have a shortage of nurses. [Virtual nursing] is the way to cure that shortage of nurses—and our health system. AONL 2023 virtual nursing session panelist and Teladoc Health partner

Virtual nursing is the fastest-growing segment of virtual care—and one of the top trends in overall care delivery.

**VIRTUAL NURSING IS EXPECTED TO GROW OVER 2X IN 2023 ALONE**

**31%**

plan to have virtual nursing infrastructure in place and serving patients by the end of the year<sup>1</sup>

**13%**

of U.S. hospitals and health systems already had an operational virtual nursing unit at the start of 2023<sup>1</sup>

**AS AN EARLY INNOVATOR IN VIRTUAL NURSING, WE'RE HELPING MANY PROVIDER ORGANIZATIONS SUCCESSFULLY MAKE THE TRANSFORMATION TO THIS INNOVATIVE MODEL**

Client-reported benefits include:

**Lower nurse attrition** and **more effective recruiting**

**Higher job satisfaction** for both virtual and floor nurses

**Improved coverage** across hard-to-staff locations

**Enhanced patient satisfaction** and **reduced average length of stay (ALOS)**



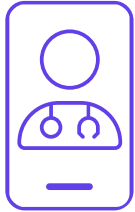
**Improved metrics** including hours per patient day (HPPD), HCAHPS and NPS

**Increased utilization** for current virtual care services and infrastructure

**Better well-being** through our digital mental health support for nurses

**Increased referrals** to units with virtual nursing

## Virtual nursing helps our partners achieve meaningful results<sup>3</sup>



One partner **suspended recruiting** for its virtual nursing positions because it was overwhelmed with qualified applicants.

A 30-bed observation unit returned an average of

**5.5 hours per day**

to its bedside nursing staff by integrating virtual nurses.

One partner experienced a

**73% reduction** in turnover rates for registered nurses on the virtual unit

**55% reduction** in turnover rates for all employees on the virtual unit

Another partner was able to give

**221 minutes**

Back to the bedside team in a **single shift** with a virtual nurse



Numerous partners have credited virtual nursing programs with helping them attain

**higher NPS and HCAHPS scores.**

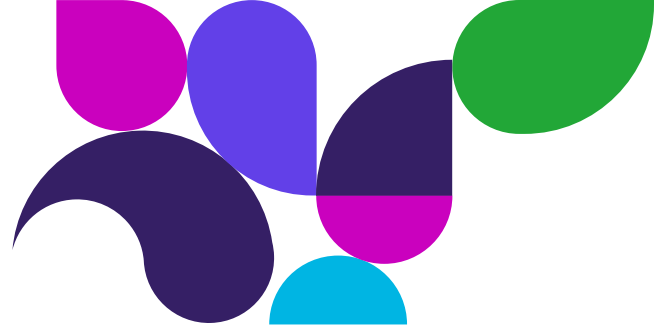
### VIRTUAL NURSING IS THE NATURAL NEXT STEP IN INNOVATION

Contact us to learn how we can help.

<sup>1</sup>Teladoc Health 2022 Telehealth Benchmark Survey Report, January, 2023.

<sup>2</sup>Teladoc Health platform data

<sup>3</sup>Teladoc Health client provided data



### Why our solution matters (in their own words)

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Our nurses want the [virtual nursing] program to stay because it has really helped with their workflow and job satisfaction. **AONL 2023 virtual nursing session panelist and Teladoc Health partner**

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We need to innovate how the work is performed, for the benefit of the caregivers themselves and our communities. **Assistant VP of human resources for a multistate health system and Teladoc Health partner**

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The virtual nursing model speaks for itself and sells itself for getting RNs to apply for the position. **Senior clinical program manager at a multi-state health system**



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**About Teladoc Health:** Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.

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HEALTH