

# Transforming care delivery with virtual nursing

Across the U.S., hospitals and health systems are needing to be especially innovative to mitigate current and projected nursing shortages. The American Nurses Association found that **50% of nurses intend to or might leave their position in the next six months.**<sup>1</sup> This employment trend could result in a gap of 400K nurses in hospitals by 2027.<sup>2</sup>

While workforce shortages are often the key driver for implementing a virtual nursing solution, an effective virtual nursing program can deliver exponential value across the organization.

## Hospital-reported benefits<sup>3</sup>



## Virtual nursing is a flexible, customizable and innovative solution that generates a cycle of continuous benefits.

### Improve clinical outcomes

Virtual nursing enables a patient's entire care team to deliver the very best care, beyond what is currently possible with bedside staff alone. For example, virtual nurses can support bedside nurses through activities such as dual sign off and cross-checking to help drive adherence with best practices. They can also help improve nurse and clinician communications. By expanding an organization's care capabilities, virtual nursing can improve patient outcomes and quality measure performance (HCAHPS, HAPI, CAUTI, CLABSI and NPS).<sup>4</sup>

### Drive cost savings

Because virtual nursing results in more efficient care, patients are more likely to have a reduced hospital stay and less likely to be readmitted — resulting in cost savings for the hospital and patient. From an employment lens, it takes 95 days on average to hire experienced nurses.<sup>5</sup> Virtual nursing can improve nurse retention and reduces turnover cost, which dramatically saves the organization time and money.

### Enhance patient experiences

Virtual nursing helps increase timeliness of care by reducing the burden on bedside nurses. This means patients and their caregivers receive more support, such as more in-depth education about their condition, immediate care team access and interpretive services. Critically, greater nursing oversight may improve patient safety and reduce adverse events.

### Increase employee satisfaction

Virtual nursing programs give bedside nurses an alternative career path within their organization, resulting in better work-life balance and an enhanced employee experience. With a more flexible work schedule, opportunities for advancement and mentorship, virtual nursing can help hospitals and health systems retain and extend the careers of experienced nurses.

1. American Nurses Foundation, "Mental Health and Wellness Survey" 2. National Council of State Boards of Nursing and the National Forum of State Nursing Workforce Centers 2022 National Nursing Workforce Survey 3. Client reported data. 4. Client-reported benefit. Each client's exact results and experience may vary. 5. NursingSolutions Inc., "2023 NSI National Health Care Retention & RN Staffing Report," March 2023

## To learn more about building an enterprise virtual nursing solution

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