



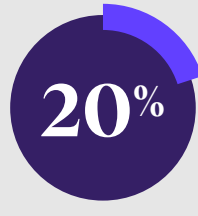
Transforming healthcare delivery

THE IMPACT OF VIRTUAL NURSING FOR HOSPITALS AND HEALTH SYSTEMS

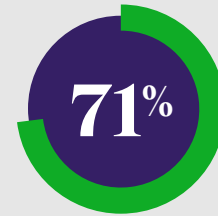
Across the U.S., hospitals and health systems continue to look for solutions to provide high-quality care, improve clinical outcomes and deliver an innovative care experience. **Virtual nursing has enabled thousands of organizations to transform care delivery with more efficient, patient-centered care.**



of hospitals and health systems plan to have an operational virtual nursing unit by the end of 2024¹



of retired nurses would consider returning to the profession if they could take virtual nursing shifts²



of bedside nurses indicated interest in learning how to work as a virtual nurse³

Delivering more efficient care³

Initial implementations of virtual nursing programs showed immediate success for patient outcomes and the bottom line, as seen in pilot results from our hospital and health system clients:

\$900K

saved in a year by implementing virtual nursing care for just three units

3.5+

hours saved per bedside nurse per shift during their pilot program

7.4%

increase in HCAHPS overall rating for units participating in a virtual nursing pilot

40%

decrease in discharge process, reduced from 90 minutes to 54 minutes

“

The program has increased efficiency, allowing us to spend more time with patients. We're really proud that our virtual nurses shaved discharges down.”

Cynthia Leathers, MBA-HCM, BSN, RN, Vice President and Chief Nursing Officer, Saint Francis Health System

Delivering virtual care at scale³

With greater patient satisfaction, improved quality metrics, stronger provider ratings and reduced turnover, virtual nursing enhances the experience to improve in safety, quality and efficiency. Many organizations have scaled their virtual nursing programs across their enterprise to environments like ambulatory settings and emergent care.



44%

increase in patient discharge before noon



20%

improvement in overall response time



73%

reduction in nurse turnover for virtual nursing unit

RESULTS³

-30 min

reduced admission times per patient

2,908+

total hours saved for bedside nurses

3x

increase in bedside nurse satisfaction of time with patients

60 minutes
saved per admission

30 minutes
saved per discharge

20 minutes
saved per patient on education

“

We have an amazing opportunity to revisit how we measure productivity by implementing new models of care aimed at reducing the total cost of care.”

Sylvain Trepanier, System Chief Nursing Officer, Providence

The testimonials, opinions and statements reflect one client's experience with Teladoc Health. Results and experiences may vary from client to client. The testimonials are voluntarily provided and are not paid.

¹Teladoc Health “2024 Telehealth Adoption Benchmark Survey Report” January, 2024 ²McKinsey & Company “How to bridge the experience gap by supporting nurses of all tenures” March 2024 ³Client reported data

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About Teladoc Health: Teladoc Health is on a mission to empower all people everywhere to live their healthiest lives. As the world leader in whole-person virtual care, the company leverages its 20+ years of expertise and data-driven insights to meet the growing needs of consumers and healthcare professionals across the full care continuum, at every stage in a person's health journey.

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