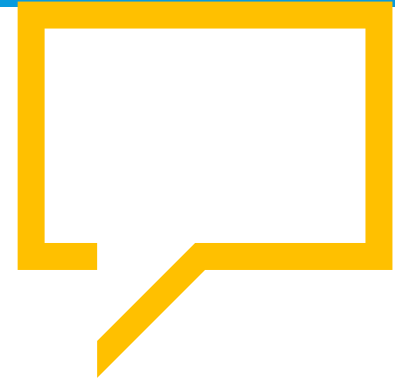# VIRTUAL NURSING

Minnesota Organization of Registered Nurses

Dominick Pahl, MS, RN
Amy Roberson, MS, APRN, AGCNS-BC, CMSRN

OBJECTIVES

- Educate the audience about the capabilities and successes of virtual nursing

- Propose strategies for expanding the scope and role of virtual nurses and present a vision for their future

THE NEED TO ADVANCE NURSING PRACTICE MODELS

- Current nursing environment challenges
  - High workload
  - Staffing challenges
  - Technology overload
  - Burnout
  - Turnover

INTRODUCTION TO VIRTUAL NURSING

- Virtual care nursing models
  - Active participant in providing nursing care
    - Admission, discharge, patient education
  - Mentorship of bedside nurses
  - Quality/safety oversight

- Perspectives of the bedside RN
  - Impacting workload

- Perspectives of the virtual RN
  - Innovation is empowering
  - Flexibility and respite

AMERICAN NURSES ASSOCIATION – VIRTUAL NURSING BACKGROUND DOCUMENT

2023 Membership Assembly
Dialogue Forum Topic #1
Friday, June 16, 2023

Virtual Nursing as a Practice Model Innovation

BACKGROUND DOCUMENT

Submitted by:
Maria Brown, MSN, RN, PCCN, CNL, and Dr. Michelle Collins, DNP, APRN, CNS, ACNS-BC, NPD-BC, NEA-BC, LSSBB. Members of the Delaware Nurses Association.

- ANA Enterprise Mission: "Lead the profession to shape the future of nursing and healthcare"

- 2023-2025 ANA strategic goal: "Evolve the Practice of Nursing to Improve Health and Health Care"

- Virtual Nursing as a Nursing Practice Model innovation

DISCUSSION TOPIC #1

"Develop a national policy that addresses VACN practice standardization, collaboration on technology development to meet nurse and patient needs, and data collection to understand the impact on patient outcomes, patient experience, nursing satisfaction, and nurse retention."

- Incorporate virtual nursing into existing practice standards
  - Less is More
- Virtual communication
- Patient & Staff considerations

DISCUSSION TOPIC #2

"Partner with vendors to align the many different technologies within virtual nursing."

- Ecosystem and Integration
- Conceptual vs definitive recommendations
  - Meet other interdisciplinary needs
  - Testing in the "wild"
  - The extra little steps
- Other Roles: Nursing & Hospital Leadership, Education, Practice, Informatics, IT, Product

DISCUSSION TOPIC #3

"Support data collection on VACN in order to understand the impact on nurse and patient satisfaction as well as patient outcomes."

- Return on investment
  - Throughput, quality, safety, turnover, satisfaction
  - Permission to try
  - Quantitative & Qualitative
- Multidisciplinary use of technology and virtual models
- Meeting the patient on their continuum
- New reimbursement models

INVITATIONS AND OPPORTUNITIES

1

Work from anywhere workforce

• Nurse licensure compact

2

Look at out of industry concepts for applicability to healthcare

3

Consider implications for shift in site of care and acuity of care

4

Imagine if the virtual RN could accomplish everything a bedside RN can

5

Embrace an iterative approach and work together

QUESTIONS
& RESPONSES