ACTIVATING INNOVATION: TRANSITION TO VIRTUAL NURSING CARE

Topic Area: Healthcare Innovation & Digital Transformation

Client Industry: Healthcare

EMORY
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The Challenge

The client sought to reimagine the delivery of nursing care by integrating virtual nursing with in-hospital care, ensuring high-value nursing activities were optimized for both efficiency and patient experience.

The Approach

Using **Design Thinking**, the initiative focused on:

·   **Defining and designing** the virtual nursing care model, including workflows and communication strategies.

·   **Informing technology platform requirements** to enhance the user and patient experience.

·   **Developing a pilot and scalable approach** to integrate virtual nursing across the hospital system.

The Outcome

·   **Successful pilot implementation** of virtual nursing care.

·   **Scalable model** to expand virtual nursing system-wide.

Key Questions

·   How can we develop and implement a **scalable** virtual nursing care model across the healthcare system?

·   How do we leverage **Design Thinking** to create effective processes, communication strategies, and technology solutions?