

Patient Engagement through Interactive Technology

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St. Vincent Healthcare - SCL Health

Who we are...

- Not-for-profit, Faith-based, Mission-driven Hospital
- Licensed Beds – 286
- Employees – approx. 2,100
- SVH Medical Specialties – 57+
- Clinics – 30+
- A regional destination hospital with a comprehensive range of services, including:
 - ✓ Level II Trauma Center
 - ✓ Cardiothoracic and Vascular Medicine
 - ✓ Neurosurgery, Orthopedics and General Surgery
 - ✓ Designated “Breast Center of Excellence”
 - ✓ Family-Centered Maternal and Child Health Regional Transport Center, including a Level III NICU and Pediatric Intensive Care Unit



SKYLIGHT INTERACTIVE - WHERE WE STARTED

December 2013

- Entertainment and Relaxation – Diversion
- Service Requests
 - ✓ Nursing, Facilities, Environmental Services and Dietary
- Alerts and Responses
 - ✓ Integrated with Vocera and Zipit Paging
 - ✓ Unaddressed Service Requests are escalated to the Manager
- Patient Surveys – Responses are sent to the Clinical Supervisor for Service Recovery
 - ✓ Restful Environment – “Is it quiet enough to rest?”
 - ✓ Hand Hygiene – Auditing
- Timely Push Messaging
 - ✓ Celebrate Liturgy of the Eucharist
 - ✓ Meal Ordering Reminders

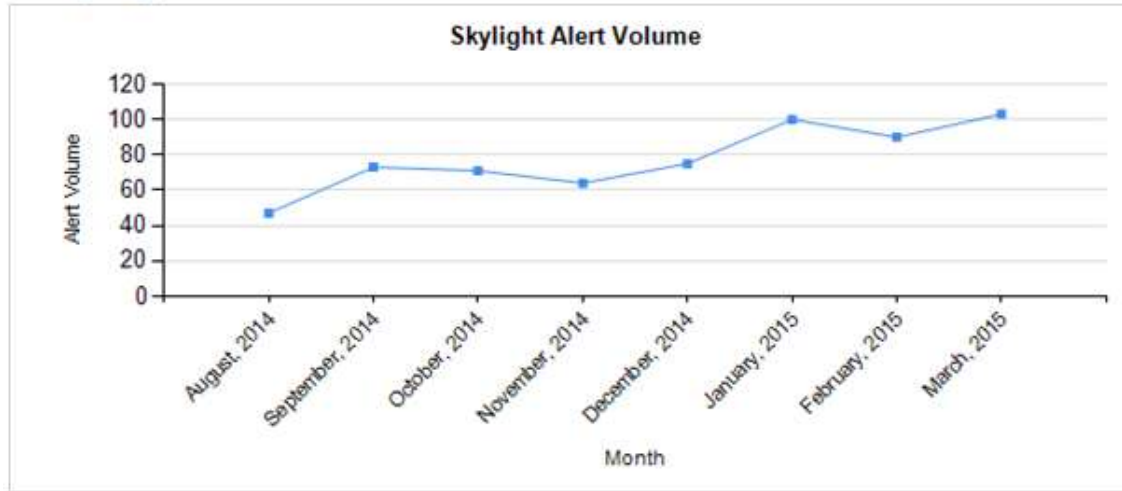


ASSIST ME – Service Requests

The screenshot shows the 'ASSIST ME' interface. At the top left is the St. Vincent Healthcare | SCL Health logo. Below it are six menu options: WATCH TV, TEACH ME (with a yellow exclamation mark icon), ASSIST ME (with a burger icon and a '0' in a box), MOVIES, GAMES & MORE (with a game controller icon), COMFORT ME (with a chair icon), and ORDER MY MEALS (with a fork and knife icon). The 'ASSIST ME' menu is selected, showing a list of options: 1 Maintenance (highlighted), 2 Food & Nutrition, 3 Manage Alerts, 4 Noise Request, 5 Staff Only, and 6 CBORD Test. To the left of this list is a photo of a maintenance worker. To the right, a text box says 'I need assistance with:' followed by a bulleted list: 'My bed is not working', 'My lights', 'My plumbing', and 'My room temperature'. At the bottom left is the SKYLIGHT HEALTHCARE SYSTEMS logo. At the bottom right, it says 'Use [left arrow icon] to return to previous menu.'

Is it quiet enough to rest? 'No' responses

Skylight Alert Volume



Unit: All
 Group Name: All
 Question: Q: Is it quiet enough to rest?

Opened Month	Unit	Question	Alert Count
August, 2014			47
September, 2014			73
October, 2014			71
November, 2014			64
December, 2014			75
January, 2015			100
February, 2015			90
March, 2015			103
Grand Total			623

Present this to Leadership Huddle. Do we have a problem?

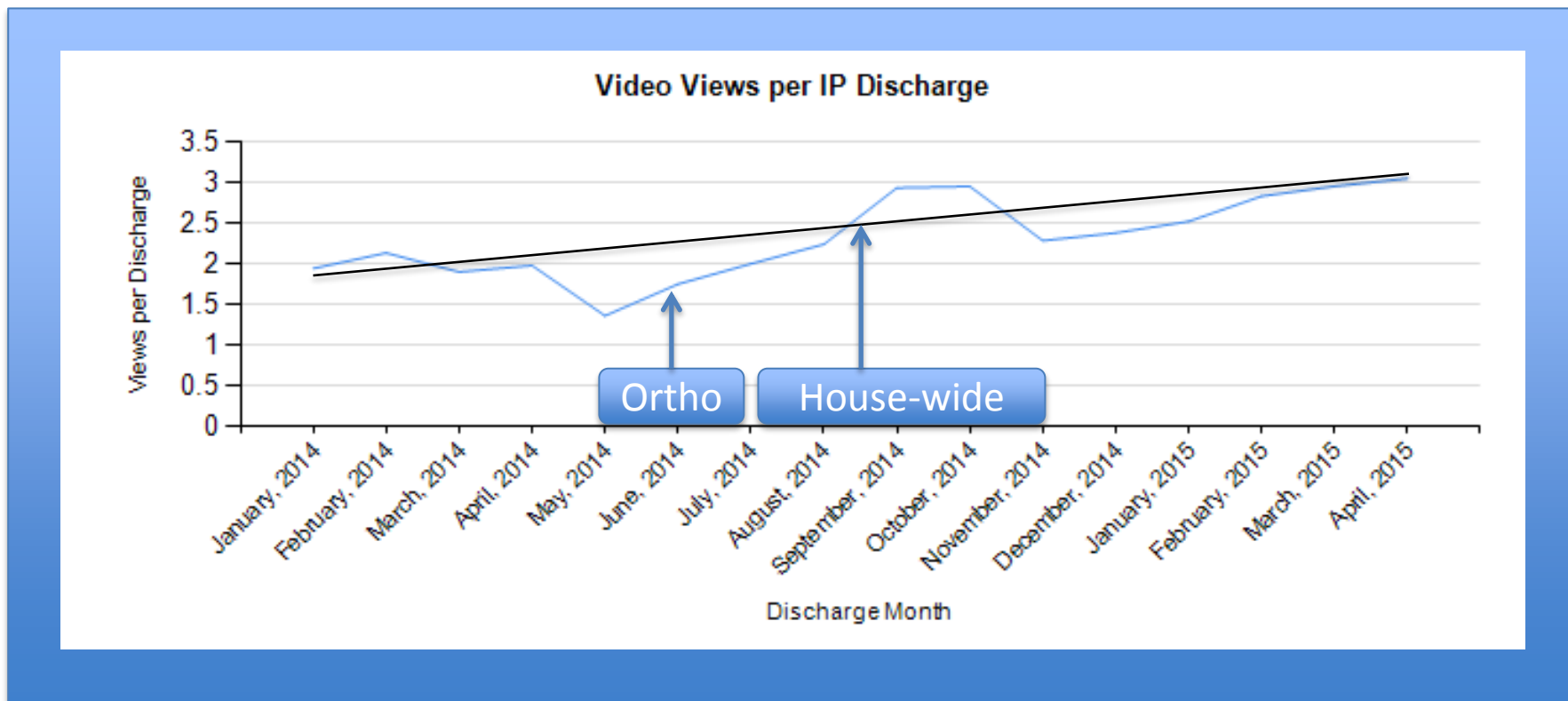


Phase II – Patient Education Videos June, 2014

- Started with a Trial Unit – Orthopedics
- Then expanded house-wide after the workflow was refined
- **Patient Focused and Timely**
 - Video selection can be personalized for each patient's Education and Care Plan needs. (JCAHO)
 - Available when they are ready to listen and learn.
 - If the Patient would like more information on a topic, they answer a survey question and an alert is sent to the Nurse.
 - Education is not an after-thought as they are ready to head out the door.



Video Views per Inpatient Discharge



VIDEO ORDER INTEGRATION WITH EPIC

Unit Specific Preference Lists for Ordering

Patient Education Videos can be ordered like any other Therapy or Intervention.

- ▶ Diet
- ▶ Medications
- ▶ Labs
- ▶ Imaging
- ▶ Procedures
- ▶ Consults
- ▶ Patient Education Videos
- ▼ Maternity Videos
 - Cardiology
 - Dermatology
 - Lifestyle
 - Pediatrics
 - Respiratory

Search Browse (F4) Preference List (F5) Facility List (F6) Database Lookup (F7)

Only Favorites (★) [List Icon] [List Icon] [List Icon]

Maternity Videos

Cardiology (Maternity Videos)

- Smoking Cessation Stages of Change
- Preventing Deep Vein Thrombosis

Dermatology (Maternity Videos)

- Lacerations and Wound Care

Lifestyle (Maternity Videos)

- Vital Signs: Know Your Numbers
- Hand Washing and Cleansing
- Smoking Cessation, Relapse Prevention

Pediatrics (Maternity Videos)

- Perineal Care
- Baby Blues
- Postpartum Depression
- Hunger Signs
- Latching On
- Breastfeeding Holds
- Breast Engorgement
- Formula Feeding
- Cord Care
- Diapering
- Bathing
- SIDS and Safe Sleep
- Car Seats
- Infant CPR
- Safety: Car Seats for Infants and Toddlers
- Safety: Car Seats for School-Age Children
- Period of Purple Crying

Respiratory (Maternity Videos)

- Influenza Vaccination
- Pneumococcal Vaccination
- Colds and the Flu in Children
- Incentive Spirometer

The complete Video Library is available for patient specific education.



Increased Efficiency for Nursing

- Videos can be triggered by:
 - ADT
 - Nursing Orders
 - Medication being dispensed - *Lovenox*
 - Device being pulled from a cabinet – *Incentive Spirometer*
 - Care Plan problem being initiated - *Smoking*
 - Customizable by Unit
 - Education can start Pre-op and will follow the patient throughout their stay

- Integration with EMR lets the Nurse know when a video has been viewed so she can review with patient and document the response.

- Assures consistency in what is being taught.


- Nursing can delegate and Video Orders can be placed by Ancillary Staff.

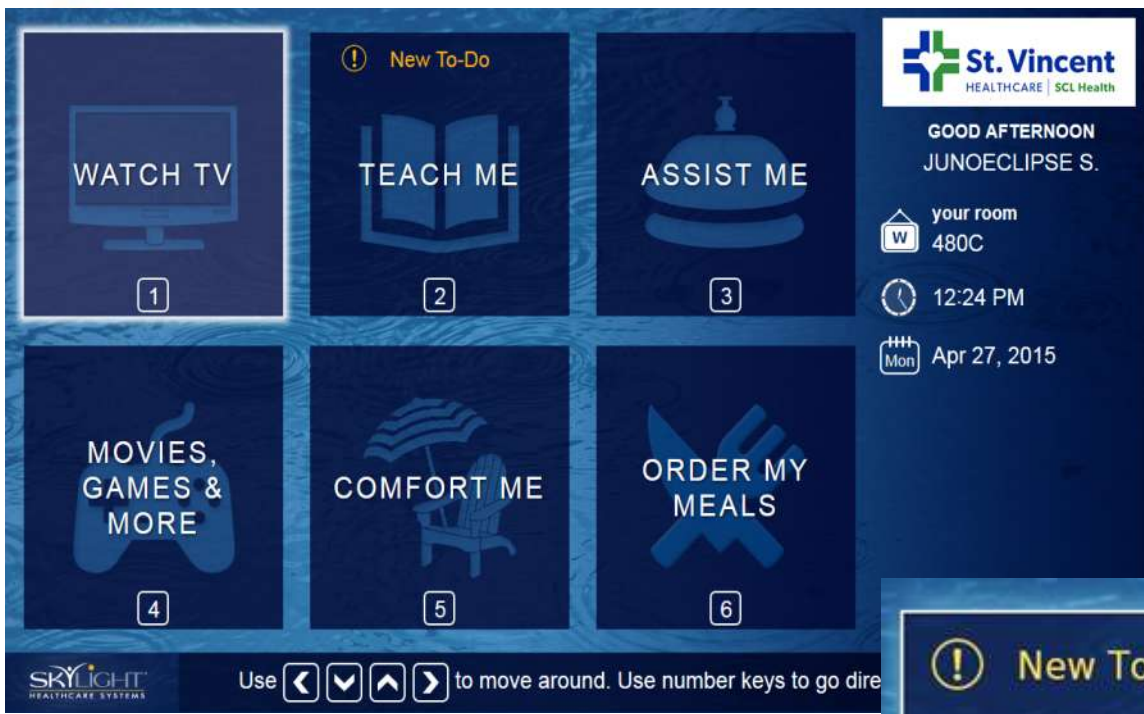


Skylight, Epic and Nursing Workflow

**Orders can be placed
by Unit Clerks and
CNAs as delegated by
Nursing .**

**All Videos ordered are
easily found in Chart
Review and will have a
Status of Final when
viewed.**

	04/28/2015	Patient Status-INPATIENT	Canceled	Templeton, Pamela J,...	Admission
Delivery Summ...	04/27/2015	Nurse to Perform POCT - Glucose		Templeton, Pamela J,...	Nursing
Launch NWC	04/27/2015	DIET REGULAR	Canceled	Templeton, Pamela J,...	Diet
Obstetrics	04/27/2015	Welcome To St.Vincent Healthcare	Final result	Inpatient, Physician, ...	Pt.Educatic
Antepartum	04/27/2015	Period of Purple Crying	Final result	Inpatient, Physician, ...	Pt.Educatic
GYN	04/27/2015	Cord Care	Final result	Inpatient, Physician, ...	Pt.Educatic
Baby	04/27/2015	Car Seats	Final result	Inpatient, Physician, ...	Pt.Educatic
Lactation	04/27/2015	Breastfeeding Holds	Final result	Inpatient, Physician, ...	Pt.Educatic
	04/27/2015	Breast Engorgement	Final result	Inpatient, Physician, ...	Pt.Educatic
	04/27/2015	Bathing	Final result	Inpatient, Physician, ...	Pt.Educatic
	04/27/2015	Baby Blues	Final result	Inpatient, Physician, ...	Pt.Educatic
	04/27/2015	Fetal monitoring	Canceled	Templeton, Pamela J,...	Nursing



Once the video has been ordered in Epic the **! New To Do** message appears on the patients dashboard.

A popup also notifies the patient that their Provider has requested they view a video about their health. They may choose to watch now or later.





When they finish a video and complete the survey question, the result is interfaced back to Epic and the video is checked off in SkyLight.

Do you have further questions about the video you watched?

1 YES NO 2

The screenshot shows the SkyLight Healthcare Systems interface. At the top left is the St. Vincent Healthcare | SCL Health logo. Below it are six main menu options: WATCH TV, TEACH ME (with a notification icon and a '0' in a box), ASSIST ME, MOVIES, GAMES & MORE, COMFORT ME, and ORDER MY MEALS. Below these is a 'MY TO DO'S' section. Under 'Teach Me', there is a list of video topics with checkboxes: 'Diabetes in Pregnancy' (unchecked), 'At Home With Lovenox' (checked), 'Bathing' (checked), and 'Incentive Spirometer' (checked). A dropdown arrow is visible to the right of the list. At the bottom left is the SKYLIGHT HEALTHCARE SYSTEMS logo, and at the bottom right is the instruction 'Use [left arrow] to return to previous menu.'

Skylight Integration with Patient Education

Unresolved Education

Assessment | Unresolved Education | Education Review | Manage Education

Title/Topic/Teaching Point:

- Post Partum
- Patient Education Videos
 - Baby Blues
 - Postpartum Depression
 - Hunger Signs
 - Latching On
 - Breastfeeding Holds
 - Breast Engorgement
 - Cord Care
 - Diapering
 - Colic (Crying and Abusive Head Trauma)
 - Bathing
 - SIDS and Safe Sleep
 - Car Seats
 - Infant CPR

Post Partum Education Summary:

Patient to Request Assistance Out of Bed (Safety/Fall)

Learner	Readiness	Method	Response	Comment	Given At
P	A	E,D	VU,DU,NU		09/22/14 1547
	A	E,D	VU,DU,NU		09/21/14 1628
	A	E	VU		09/20/14 0148
	E	E,D,H	VU,NU	POC established, oriented to MNCU	09/19/14 1530
S	A	E,D	VU,DU,NU		09/21/14 1628

Patient to report: (Safety/Fall)

Learner	Readiness	Method	Response	Comment	Given At
P	A	E,D	VU,DU,NU		09/22/14 1547
	A	E,D	VU,DU,NU		09/21/14 1628
	A	E	VU		09/21/14 0304
	A	E	VU		09/20/14 0148
	E	E,D,H	VU,NU	POC established, oriented to MNCU	09/19/14 1530
S	A	E,D	VU,DU,NU		09/21/14 1628

Orient to Room (Safety/Fall)

Learner	Readiness	Method	Response	Comment	Given At
P	A	E,D	VU,DU,NU		09/22/14 1547
	A	E,D	VU,DU,NU		09/21/14 1628
	A	E	VU		09/20/14 0148
	E	E,D,H	VU,NU	POC established, oriented to MNCU	09/19/14 1530
S	A	E,D	VU,DU,NU		09/21/14 1628

Education Materials:

Results

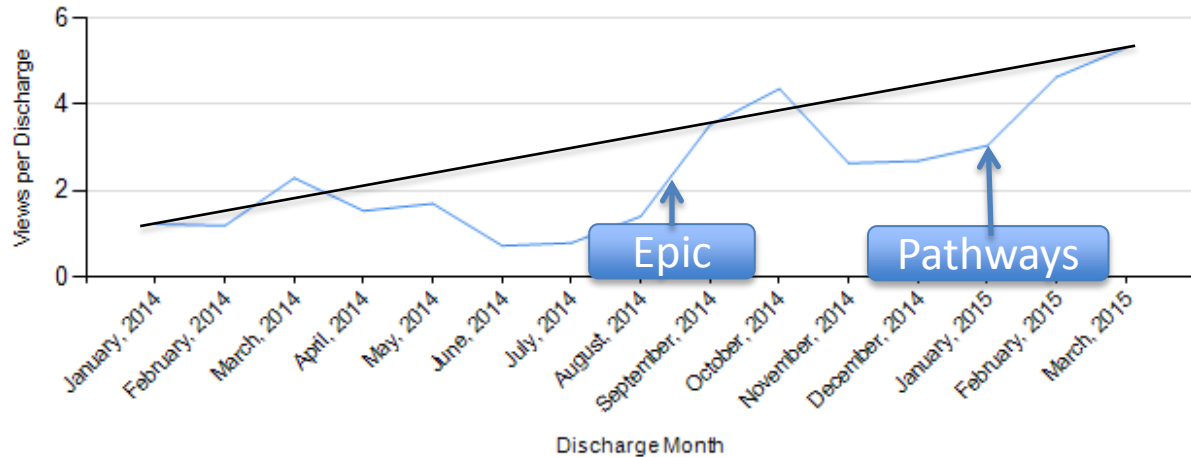
- Baby Blues [118072950]**
Collected: 09/20/14 0953
Updated: 09/20/14 1003
Lab Status: Final result
Video VIEWED
- Breast Engorgement [118072955]**
Collected: 09/20/14 0958
Updated: 09/20/14 1003
Lab Status: Final result
Video VIEWED
- Bathing [118072959]**
Collected: 09/20/14 0956
Updated: 09/20/14 1003
Lab Status: Final result
Video VIEWED
- Colic (Crying and Abusive Head Trauma) [118072958]**
Lab Status: No result
- SIDS and Safe Sleep [118072960]**
Lab Status: No result
- Car Seats [118072961]**
Lab Status: No result

Sidebar Video Report allows easy reference for documenting Patient Education. The Nurse can confirm with the patient and family if they understood the content and if they have any questions.



Antepartum / Labor and Delivery / Maternity

Video Views per IP Discharge



- ✓ Targeted Staff Education with Epic Integration.
- ✓ Must be meaningful to staff.
- ✓ Asked Units to incorporate Video Education into their Care Pathways.
- ✓ OB climbed from barely 1 video views/discharge to over 5.

Total IP Discharges	Videos Per Discharge
149	1.22
104	1.18
300	2.29
168	1.53
200	1.69
83	0.72
101	0.78
189	1.40
398	3.52
497	4.36
308	2.63
333	2.69
374	3.04
524	4.64
749	5.31



Phase III – ONLINE MEAL ORDERING

The screenshot shows a patient interface with six main menu items: TEACH ME (with a yellow warning icon), ASSIST ME, MOVIES, GAMES & MORE, RELAX ME, WATCH TV, and ORDER MY MEALS. The ORDER MY MEALS option is highlighted with a white border and a blue fork and knife icon. Below the menu is a large blue icon of a knife and fork. To the right, a white box with a blue border contains the text: **INTEGRATION FROM EPIC**, **→ CONCERO BY CBORD**, **→ SKYLIGHT →**, and **BACK TO CBORD**. The bottom of the screen features the SKYLIGHT HEALTHCARE SYSTEMS logo, the date and time (Thu Oct 9, 2014 3:56 PM), and a clock icon.



Engaging and Empowering the Patient

- **The convenience of ordering meals through Skylight.**
- **Allows ordering meals for the next 48 hours, to be served at the patient's chosen meal time.**
- **Family or staff can assist patients, if needed.**
- **No need to wait on hold on the phone for the Diet Clerk to order.**
- **Decreases food waste; patients only order what they want.**
- **Teaching Tool: Skylight communicates dietary restrictions and allows for viewing nutritional information.**
 - **Carb Counts**
 - **Fluid Restrictions**
 - **If they patient has a food allergy, that food is excluded from their menu.**
- **Increases patient satisfaction and control over their environment.**

Select a meal to place an order

Main Menu

Dinner Today, Thursday, 10-09-14
3:00 PM to 7:30 PM
2000 KCAL, DIAB, , Not Yet Ordered

Breakfast Tomorrow, Friday, 10-10-14
6:00 AM to 10:15 AM
2000 KCAL, DIAB, , Not Yet Ordered

Lunch Tomorrow, Friday, 10-10-14
10:15 AM to 3:00 PM
2000 KCAL, DIAB, , Not Yet Ordered

Dinner Tomorrow, Friday, 10-10-14
3:00 PM to 7:30 PM
2000 KCAL, DIAB, , Not Yet Ordered

E
N
G
A
G
E

Select a Category

Back

Next

BREAKFAST

BREAD

CEREAL

COLD BEVERAGE

COLD ENTREES

CONDIMENTS

DELI SANDWICHES

ENTREE

HOT BEVERAGE

EMPOWER
OUR PATIENTS

ENTREE (Select up to 2 choices)

Exit

Back

Next

Categories

Order Summary

Penne Pasta with Meat Sauce

Penne Pasta with Marinara Sauce

Vegetable Lasagna

Roasted Turkey Breast

Meatloaf with Gravy

Grilled Chicken

Baked Tilapia Garden Style

Macaroni & Cheese

Milk
Milk
k
ate M
e Juice
Juice

You have exceeded your: 180.00ML
FLUID restriction.

Ok



NUTRITION
INFORMATION

CONFIRMS
ORDER

DECREASED
ERRORS &
WASTE

Your Current Order

[Back](#)

[Order Now](#)

XCHOG (GRAM)	FLUID (ML)
Total	
44.00	120.00
Wheat Bread	
15.00	0.00
Saltine Crackers	
5.00	0.00
Grape Juice	
19.00	120.00
Pot Roast with Vegetables	
5.00	0.00
Total	
44.00	120.00
XCHOG (GRAM)	FLUID (ML)

[Back](#)

[Order Now](#)

[Order Next Meal](#)

[Main Menu](#)

Your order has been placed and will arrive by 4:52 PM. Call a Dining Center Operator to change your order. Ext. 3663

Nutritional information about your order:

XCHOG 44.00 GRAM

FLUID 120.00ML



OPTIMIZATIONS - COMFORT ME MENU

St. Vincent HEALTHCARE | SCL Health

WATCH TV | TEACH ME | ASSIST ME | MOVIES, GAMES & MORE | COMFORT ME | ORDER MY MEALS

1 Relaxation Videos
 2 How is your Pain?
 3 Comfort Items
 4 Pain Medication
 5 Comfort Actions
 6 Personal Care Items
 7 Relaxation Options

Not everyone feels pain the same way. Only you know how badly you hurt. We will work with you to manage your pain. Please make sure to let your caregiver know if your pain continues after treatment.

SKYLIGHT HEALTHCARE SYSTEMS

Use to move around. Use number keys to go directly. Use to enter.

ENGAGES PATIENTS TO HELP MANAGE THEIR PAIN AND HELPS SET EXPECTATIONS.



A Service Request is sent to the Nurse's Zipit Pager for any Comfort or Personal Care Item they may want.

The screenshot displays the St. Vincent Zipit Pager interface. At the top left is the St. Vincent Healthcare | SCL Health logo. Below it are six main service categories: WATCH TV, TEACH ME (with a yellow exclamation mark icon), ASSIST ME, MOVIES, GAMES & MORE, COMFORT ME (with a count of 0), and ORDER MY MEALS. The 'COMFORT ME' category is expanded to show a list of options: 3 Comfort Items, 4 Pain Medication, 5 Comfort Actions, 6 Personal Care Items (highlighted with a white border), 7 Relaxation Options, 8 Activity Options, and 9 Spiritual Services. To the left of this list is an icon of a beach chair and umbrella. To the right is a text box that reads: 'Please let your nurse know if you would like personal care items.' followed by a bulleted list: 'Toothbrush/toothpaste /dental floss', 'Deodorant', 'Shampoo/conditioner', 'Comb/Brush', and 'more...'. The bottom of the screen shows the SKYLIGHT HEALTHCARE SYSTEMS logo, the date 'Mon Apr 27, 2015', and the time '12:26 PM'.



Other optimization will include Ancillary Departments: Spiritual Care, Retail Pharmacy, Volunteer and Business Services.

The screenshot displays a patient portal interface with the following elements:

- Header:** St. Vincent HEALTHCARE | SCL Health logo.
- Service Tiles:** A row of six dark blue tiles with white text and icons:
 - WATCH TV (TV icon)
 - TEACH ME (book icon, highlighted with a yellow exclamation mark)
 - ASSIST ME (burger icon)
 - MOVIES, GAMES & MORE (game controller icon)
 - COMFORT ME (umbrella icon, with a white box containing the number 0)
 - ORDER MY MEALS (fork and knife icon)
- Section Header:** A white box containing the text "SPIRITUAL SERVICES" is positioned below the "TEACH ME" and "ASSIST ME" tiles.
- Text:** Below the section header, white text reads: "Chaplains are available to visit you Monday-Friday 7am-4pm and Weekends 7am-2pm. Please let your nurse know if you have an urgent need outside of these hours."
- Highlighted Button:** A white box containing the number "1" is positioned to the left of a white button labeled "Spiritual Services".
- Footer:** The SKYLIGHT HEALTHCARE SYSTEMS logo is on the left. To the right, white text reads: "Use [Left Arrow] [Down Arrow] [Up Arrow] [Right Arrow] to move around. Use number keys to go directly. Use [OK] to enter."



NEW PROJECTS ON THE HORIZON

**Nurse Leadership
Rounding Tool**

**Colorful Pediatric
User Interface**

Discharge Checklist

**Skylight Interactive
Home through the
Care Continuum**

**Making Metrics
More Meaningful -
Expanded
Reporting**



Patient Engagement through Interactive Technology



QUESTIONS?

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