THE MATER HOSPITAL
Post acute care services
Patients Visitors Healthcare Professionals

Oneview

Joan Cahill[1], Dermot Power [2], Grainne Mackey [3] & Sean McLoughlin [4]

1 Centre for Innovative Human Systems (CIHS), School of Psychology, Trinity College Dublin (TCD), Dublin, Ireland.
2 The Mater Misericordiae University Hospital, Dublin 7 & School of Medicine and Medical Science, University College Dublin (UCD), Co Dublin, Ireland.
3 Fairview Community Unit (FCU), Dublin 3, Ireland.
4 Oneview Healthcare, Blackrock Business Park, Blackrock, Co. Dublin, Ireland.
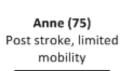
Trinity College Dublin
Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin

New Technologies Supporting Patient Experience, Patient Enablement, Wellness Monitoring & Patient Safety

BACKGROUND

- Patient experience spans the emotional, social and physical experience of the patient, while in hospital (Wolf, Niederhauser, Marshburn, & LaVela, 2014).
- Re-enablement encourages older adults to regain their independence and develop the confidence and skills to carry out daily activities themselves, following a setback/health crisis.
- Theories of 'relationship centred care' emphasize the importance of nurturing personhood and positive social relationships.

OBJECTIVES

- The purpose of this study is to **identify and validate the requirements** for **new technology** to support patient experience, patient re-enablement, relationship centred care (Nolan, 2002), wellness monitoring and patient safety, at **Fairview Community Unit** (FCU).
- Technology will be advanced for both **patients & staff** (Nurses and Care Assistants).
- This is a **preliminary, small scale** and **indicative** study.

RESEARCH SETTING

- **Fairview Community Unit (FCU)** spans three post acute care service units.
- Provides supportive care for **older adults** transitioning from an acute care environment (Mater Hospital).
- Many patients need assistance with daily activities
- Patients have different levels of cognitive ability (including Dementia).
- On discharge patients (1) return to their own **home** (with/without care package) or (2) move to a **residential care setting.**

Anne (75)
Post stroke, limited mobility

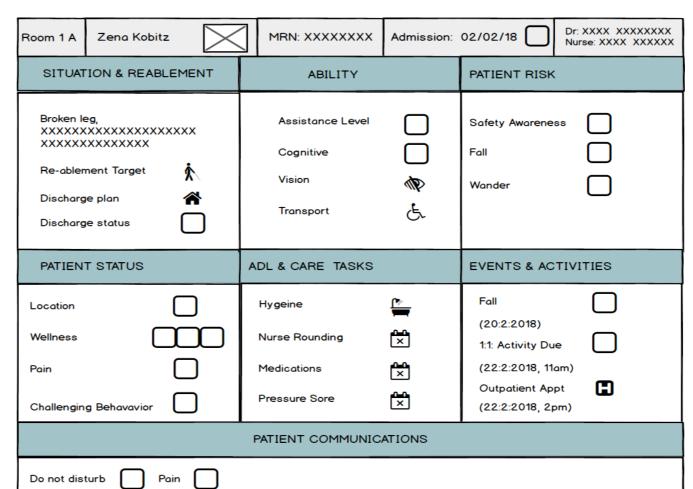Frank (71)
ECD, FD & diabetes

METHODS

- Stakeholder evaluation approach to requirements elicitation and design (Cousins, Whitmore & Shulha, 2013)
- **Phase 1 (complete)**
  Involved documentation analysis, staff observations (ten half days, elapsing over 5 weeks) and interviews with nursing/care staff (N=20) and patients (N=11).
- **Phase 2 (ongoing):**
  Early stage prototypes of several new technologies have been advanced Co-design/evaluation activities (Bødker & Burr, 2002) will be undertaken with nursing and care staff.
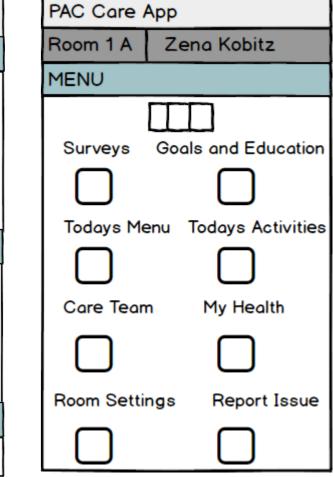
RESULTS & EMERGING CONCEPTS

- Future technology concepts should map to the four clinical areas of focus (i.e. patient safety, quality, competent and compassionate staff, and patient experience).
- The technology should enable nursing/care staff to
  - Understand patient ability (cognitive, sensory, communication etc.)
  - Obtain a real-time picture of the patient's care status and health/wellness (spanning three pillars: biological, psychological and social), and associated risks
  - Support and monitor patient wellness, re-enablement and safety
  - Report on patient care (medications, daily care tasks, observations and assessments)
- In relation to patients, the technology should support communication with family members/friends, interaction with nursing/are staff, self-care, ability to control room/environmental settings, access to health information, access to entertainment content, and the provision of information updates concerning patient meals and social activities.
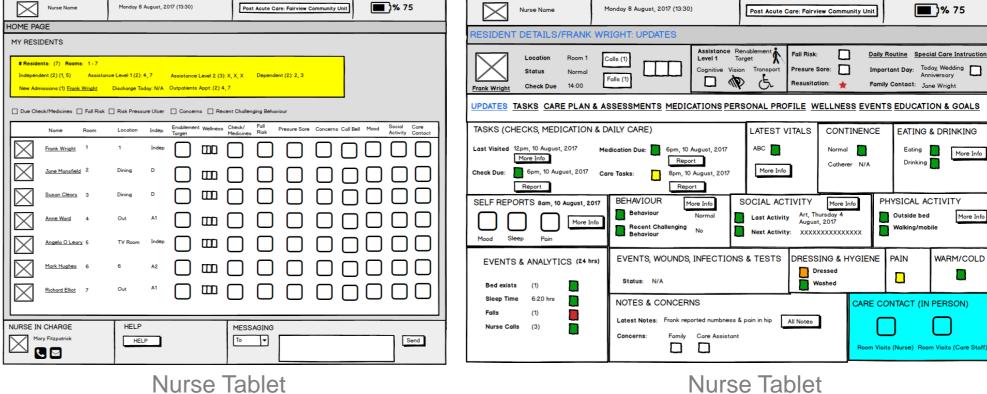

Patient Information Display (Wall Mounted (Early Stage Prototype)

Patient Phone App (Early Stage Prototype)

Nurse Tablet (Early Stage Prototype)

Nurse Tablet (Early Stage Prototype)

Wellness Monitoring (3 Wellness Pillars & States)

#	Technology Concept	Functions	End Users
1	Patient information display (Wall Mounted Display)	Displaying patient information and precautions	All
2	Nurse app (Tablet)	Reporting on nurse rounding, medication rounding, daily care tasks and patient updates	Nursing staff
3	Nursing Console (Desktop Computer)	Create and manage patient care plans, view patient information, record assessments info	Nursing staff
4	Nurse station whiteboard	Communication of real time information concerning patient status	Primarily Nursing staff Also, Care Assistants & Activities Co-ordinator.
5	Caregiver app (Tablet)	Reporting on care tasks	Care Assistants
6	Patient app (Phone or Tablet)	Access to entertainment, reporting, meals information	Patients
7	Family app (Phone)	Access to information about patient	Family members

NEXT STEPS & CONCLUSIONS

- **Co-design with patients and nursing/care staff** will be used to further define requirements/emerging solution.
- Technology should be used to **promote and enable care goals.**
- **New technology for nurses/caregivers provides an opportunity to enhance patient experience, patient patient/carer interaction and patient safety.**
- Technology is only **one part of the solution** (socio-technical context).
- **New technology for nurses/caregivers should not be used to reduce time spent with the patient** and/or direct person care
- This research supports a **case for digital transformation at FCU**

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