

Overcoming doubts during your virtual nursing transformation

How to build a culture focused on positive change

When embarking on a virtual nursing journey, it's important to understand that change may be met with fear or resistance. Care teams may have concerns with new ways of working. Patients may express doubts as to how a virtual nurse will care for them. If concerns go unaddressed, they can create real challenges that derail the success of an implementation.

Having a change management plan is essential to building a strong, high-functioning nursing team

To achieve virtual nursing success, you must deliberately focus on positive improvements for all stakeholders. However, nursing teams on the frontlines of this transformation have a heightened need to feel heard, respected and valued. Their support throughout this journey has a direct impact on patient satisfaction with virtual nursing and ultimately, the program's success.

Proactive approaches to explain the value of virtual nursing

Nursing leaders who have successfully implemented a virtual nursing solution share common concerns they heard as well as unique solutions to combat fear or misunderstanding.

TIPS FROM OTHER NURSE LEADERS TO COMBAT CONCERNS

Develop **flyers or presentations** to educate bedside nurses and their patients on the role of virtual nurses. Highlight common concerns head on.

Develop a **real-time feedback loop** where care teams or patients can share thoughts. Explain how this feedback influences adjustments made to your program.

Change the narrative of a virtual vs. bedside nurses to a 'co-caring model.' Work with bedside nurses first and create a plan to layer on virtual nurses to ease their burden.

Start with easy wins. Ask bedside nurses where they need help the most and build your program in those areas first to **gain early buy-in**.

To learn more about building an enterprise virtual nursing solution

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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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