

## Virtual Nursing

# Addressing workforce challenges with inpatient virtual nursing



### An innovative solution for the unique needs of nursing

As the fastest-growing segment of virtual care<sup>1</sup>—and one of the top trends in overall care delivery—virtual nursing is having a positive impact on some of the biggest challenges facing hospitals and health systems today. Our solution addresses the nursing shortage and improves satisfaction for staff and patients alike.

For more than 20 years, Teladoc Health has been empowering our hospital and health system partners to drive innovation through easy-to-use, scalable and reliable solutions like virtual nursing.

### Use cases include

Pre/post procedural observation	Care plan updates
Patient rounding	Discharge navigation
ICU observation	Dual signoff
Rapid response	Provider consultation
Patient education	Responding to calls
Nurse mentoring and LPN oversight	Admission navigation
Pain assessment	

## Benefits



### Improve workflows

Optimize admission and discharge workflows and decrease administrative burdens on bedside nurses



### Improve satisfaction

Increase patient engagement with enhanced communication and education



### Address workforce challenges

Increase staff satisfaction and enhance clinical collaboration, including virtual nursing, physician-to-physician and surge coverage



### Drive cost savings

Realize reduced costs associated with traveling nurses and overtime

## More time, better outcomes

From complex use cases to care coordination, virtual nursing provides care teams with immediate access to their patients and can help improve operational efficiencies, patient and staff satisfaction, access and outcomes.

Proud to help our partners achieve  
**higher NPS and  
HCAHPS scores**

## How we're helping hospitals address staffing challenges

### THE CHALLENGE<sup>2</sup>

**95 days** average time for a hospital to hire experienced RNs, regardless of specialty

**22.5%** average nurse turnover rate

**\$52,350** average cost of turnover for a staff registered nurse<sup>4</sup>

### SAMPLE CLIENT RESULTS<sup>3</sup>



**5.5 hours per day**

given back to bedside nursing staff by integrating virtual nurses



**73% reduction**

in turnover rates for registered nurses on a virtual unit



**55% reduction**

in turnover rates for all employees on the virtual unit

## Transforming care delivery and reach

Teladoc Health offers a fully integrated suite of connected care solutions to help hospitals and health systems of all sizes offer a cost-effective, high-quality telehealth experience to their patients and care providers. As an early innovator in virtual nursing, we're helping many provider organizations successfully make the transition to this innovative model.

A virtual nursing program serves as a flexible, innovative solution to a range of challenges—while also delivering powerful benefits across your organization.

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“We're going to see a nursing shortage in our pipelines for many years to come, so we have to continue to think about how we can do our work differently. **The virtual nursing program helps us do that.**”

**Theresa Trivette—DNP, RN, CENP, Chief Nursing Executive, Valley Health**

<sup>1</sup>Annual Telehealth Benchmark Survey, 2023

<sup>2</sup>2023 NSI National Health Care Retention & RN Staffing Report, March 2023

<sup>3</sup>Client-reported data

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**About Teladoc Health:** Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.