

Virtual nursing is flipping the script on nurse retention

Our virtual nursing solution is having a positive impact on some of the biggest challenges facing hospitals and health systems today.



We have a shortage of nurses. [Virtual nursing] is the way to cure that shortage of nurses—and our health system. AONL 2023 virtual nursing session panelist and Teladoc Health partner

Virtual nursing is the fastest-growing segment of virtual care—and one of the top trends in overall care delivery.

FOR TWO CONSECUTIVE YEARS, VIRTUAL NURSING IS THE LARGEST PLANNED GROWTH AREA FOR HEALTH SYSTEMS

52%

plan to have virtual nursing infrastructure in place and serving patients by the end of the year¹

32%

of U.S. hospitals and health systems already had an operational virtual nursing unit at the start of 2024¹

AS AN EARLY INNOVATOR IN VIRTUAL NURSING, WE'RE HELPING MANY PROVIDER ORGANIZATIONS SUCCESSFULLY MAKE THE TRANSFORMATION TO THIS INNOVATIVE MODEL

Client-reported benefits include:

Lower nurse attrition and **more effective recruiting**

Higher job satisfaction for both virtual and floor nurses

Improved coverage across hard-to-staff locations

Enhanced patient satisfaction and **reduced average length of stay (ALOS)**



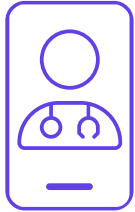
Improved metrics including hours per patient day (HPPD), HCAHPS and NPS

Increased utilization for current virtual care services and infrastructure

Better well-being through our digital mental health support for nurses

Increased referrals to units with virtual nursing

Virtual nursing helps our partners achieve meaningful results³



One partner **suspended recruiting**

for its virtual nursing positions because it was overwhelmed with qualified applicants.

A 30-bed observation unit returned an average of



5.5 hours per day

to its bedside nursing staff by integrating virtual nurses.

One partner experienced a

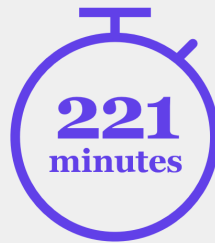
73% reduction

in turnover rates for registered nurses on the virtual unit

55% reduction

in turnover rates for all employees on the virtual unit

Another partner was able to give



221 minutes

Back to the bedside team in a **single shift** with a virtual nurse



Numerous partners have credited virtual nursing programs with helping them attain

higher NPS and HCAHPS scores.

VIRTUAL NURSING IS THE NATURAL NEXT STEP IN INNOVATION

Contact us to learn how we can help.

¹Teladoc Health 2023 Telehealth Benchmark Survey Report, January, 2024.

²Teladoc Health platform data

³Teladoc Health client provided data

Why our solution matters (in their own words)

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Our nurses want the [virtual nursing] program to stay because it has really helped with their workflow and job satisfaction. **AONL 2023 virtual nursing session panelist and Teladoc Health partner**

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We need to innovate how the work is performed, for the benefit of the caregivers themselves and our communities. **Assistant VP of human resources for a multistate health system and Teladoc Health partner**

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The virtual nursing model speaks for itself and sells itself for getting RNs to apply for the position. **Senior clinical program manager at a multi-state health system**

LEARN MORE: TeladocHealth.com | engage@teladocohealth.com

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.

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