

# Achieve total compliance with IHI and JCAHO standards

Many hospitals struggle with implementation and documentation of best practice guidelines. Compliance falls short at many levels including incomplete or missing physician standing orders, missed doses of medication, lack of documentation for treatments, and poor physician documentation for contraindications. Despite physician standing order-sets and staff educational efforts, chart audits for compliance and documentation rarely reveal 100% compliance. Parkview Health, a six-hospital system in Fort Wayne, Indiana, has employed Remote Presence Technology to improve oversight and achieve breakthroughs in best practice compliance to the IHI ventilator bundle and to JCAHO restraint guidelines.

Using the RP-7 Remote Presence Robot, nurse and physician staff at Parkview's centralized ICU beam in to multi-disciplinary team rounds (MDR) in the ICU. Additionally, they perform virtual bedside rounds twice a day on every ventilator patient. Three ventilator best practices are audited including head of bed (HOB) elevation, deep vein thrombosis (DVT) prophylaxis, and peptic ulcer disease (PUD) prophylaxis. Parkview has increased protocol compliance from a baseline range of scores of 59%, 76% and 84% to literally 100% compliance across all three ventilator care practices.



Indicator	Baseline	Combined results (MDR & Audits)
HOB	59%	100%
DVT	76%	100%
PUD	84%	99%



## BENEFITS OF REMOTE PRESENCE

- Improve patient safety
- Reduce Ventilator Associated Pneumonia saving \$30,000 per case
- Compliance with IHI and JCAHO practice guidelines
- Eliminate \$100,000 JCAHO resurvey expense

“ Remote Presence enables us to drive compliance and documentation of the ventilator bundle. Our participation in MDR's achieved 100% compliance with physician orders on all mechanically ventilated patients. Bedside twice-daily ventilator rounds ensured bedside performance of orders and provided medical record documentation of treatments and contraindications. The bottom line is that we have reduced cases of Ventilator Associated Pneumonia to zero for three months running, a savings of about \$30,000 per case. ”

– Brian Youn, MD

“ We are just beginning to see how we can leverage remote expertise through the use of Remote Presence. After implementing the vent bundle program we had an urgent need to improve restraint documentation for JCAHO. Using the same clinical team we were able to drive restraint protocol compliance and documentation avoiding a JCAHO resurvey, a \$100,000 savings to the hospital. ”

– Jamie Roche, MD



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