

# Virtual Nurses: Investing Intellectual Human Capital

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## Disclosure for Conflict of Interest

The speakers have no actual or potential conflict of interest in relation to this presentation.

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## UNC Health Rex Accolades



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## Why do we Need a Virtual Resource Center?

# Driving Forces for VN Expansion

Migration of bedside nurses

Availability of new technology

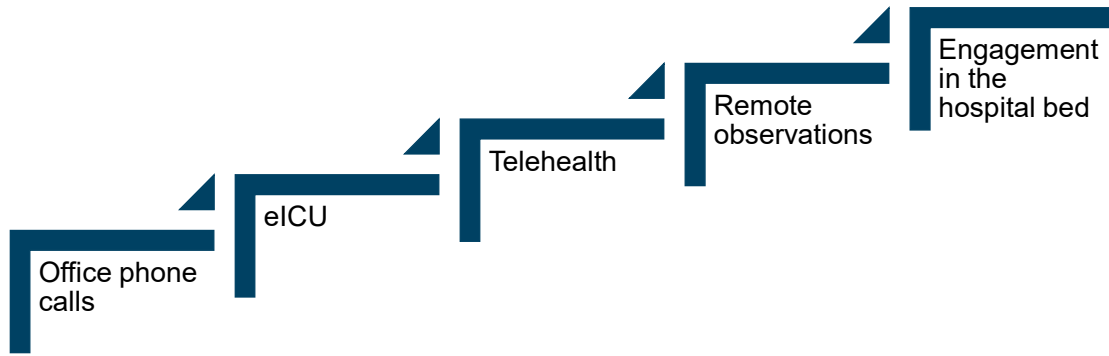
Retention of experienced nurses

Need to improve throughput

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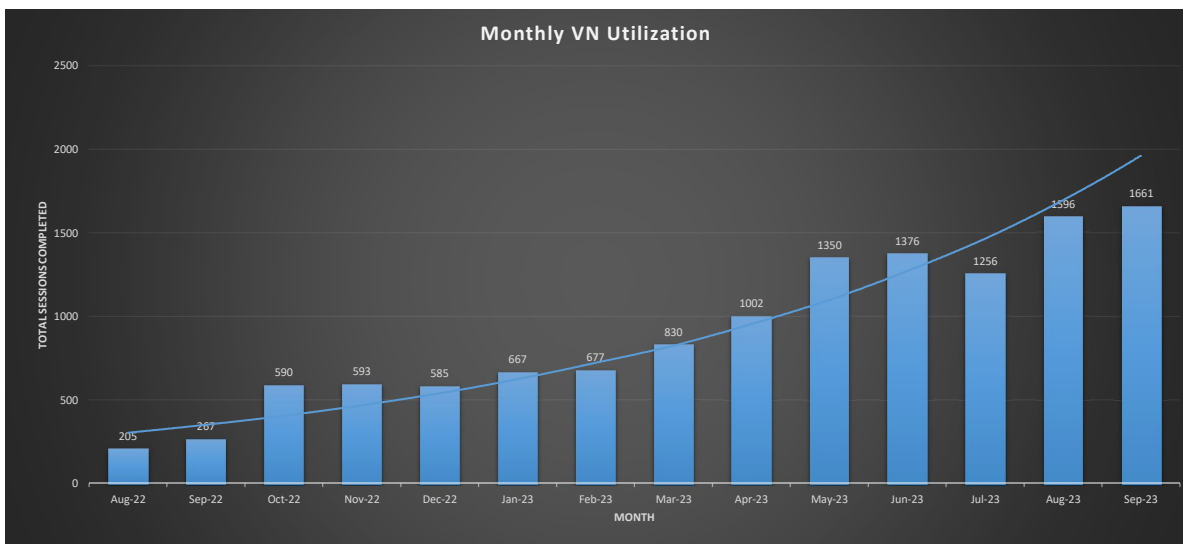
### Evolution View of Virtual Nursing



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### Virtual Nursing Session Totals

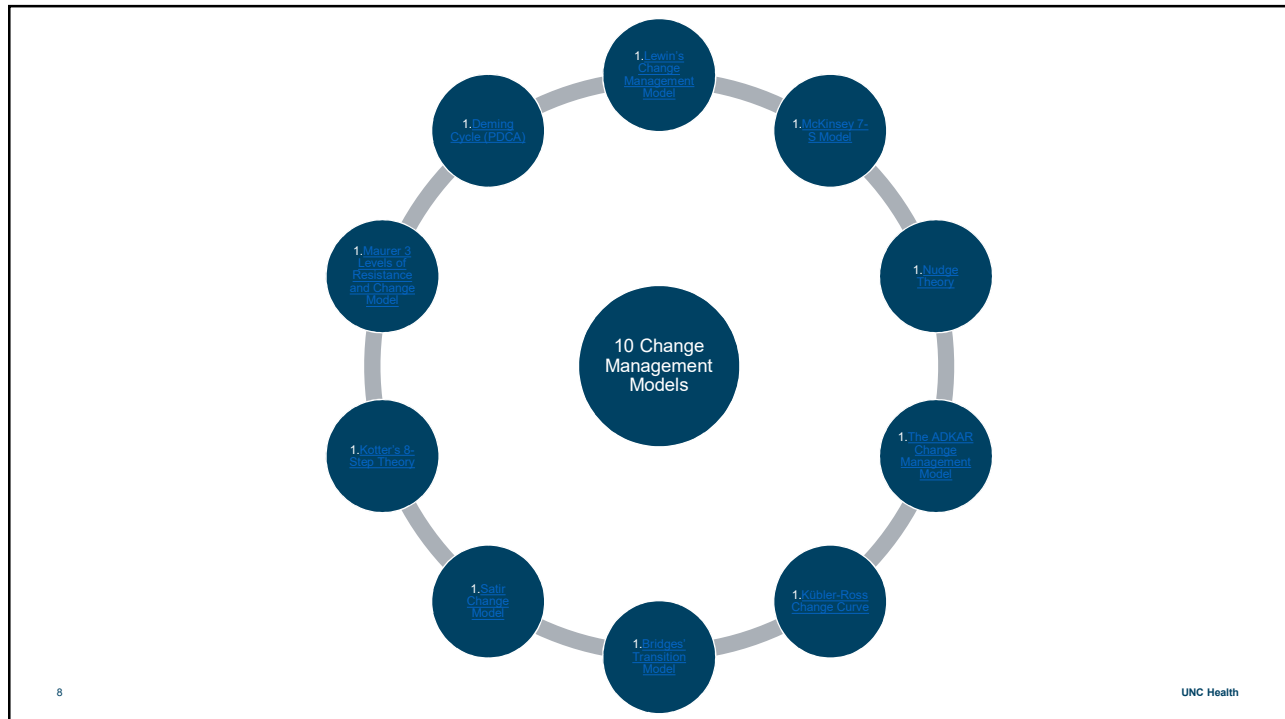


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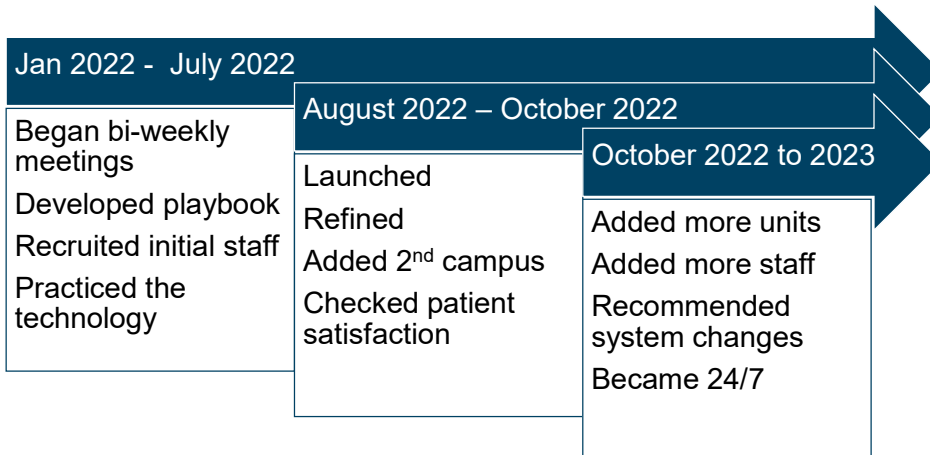
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## High Reliability Principles

- Preoccupation with failure
- Reluctance to simplify
- Sensitivity to operations
- Deference to experience and expertise of all staff
- Commitment to resilience



## VN Rex Chronology

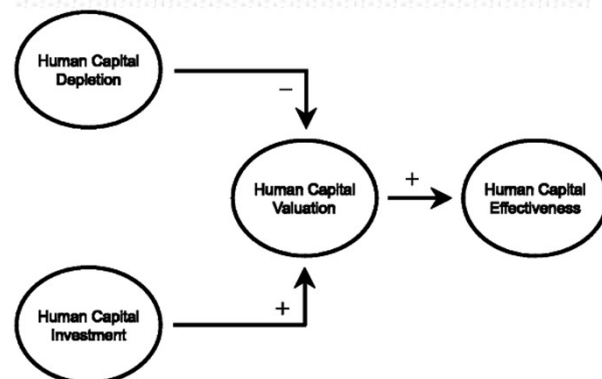


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## Intellectual Human Capital Model

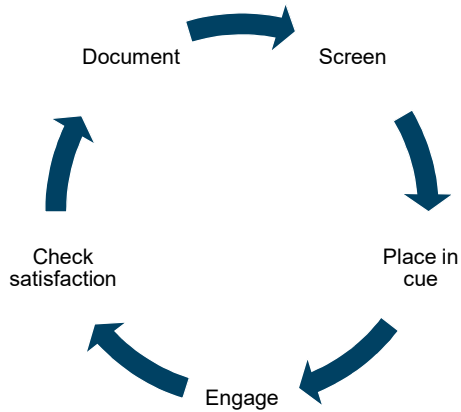
- *Human capital* is the knowledge, skills, and experience of employees ([Edvinsson & Malone, 1997](#)).
- *Human capital depletion* is the loss of employees with knowledge and skills that are of value to the organization ([Bontis & Fitz-enz, 2002](#)).
- *Human capital investment* is the investment by organizations in the development of employees' knowledge and skills through training and development initiatives ([Bontis & Fitz-enz, 2002](#)).
- *Intellectual capital* is organizational knowledge that is translated into business performance ([Bontis, 1999](#)).



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## Details of Admissions



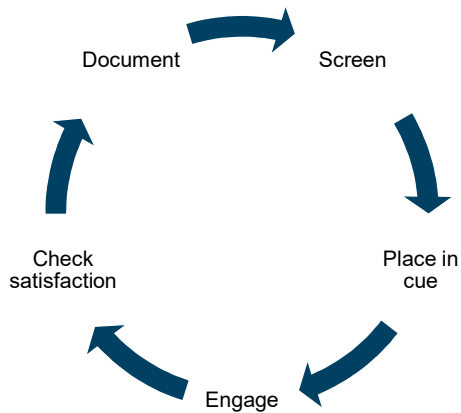
**Key Points:**

- Medication History
- Social Determinants of Health
- Recommended care plan
- Initiate consults
- Warm handoff to bedside nurse

**Results:**

- Comprehensive assessment
- Pull patient to inpatient bed
- Sooner to treatment plan
- Identify areas for improvement
- Decreased staff stress levels

## Details of discharges



**Key Points:**

- Detailed review of After Visit Summary
- Demonstrate home care procedures
- Address gaps in understanding
- Time for teachback

**Results:**

- Managing conflict and redundancy in AVS
- Improved collaboration with support roles
- Responsibility for education from pre to post (ERAS)
- Decreased readmissions

Data



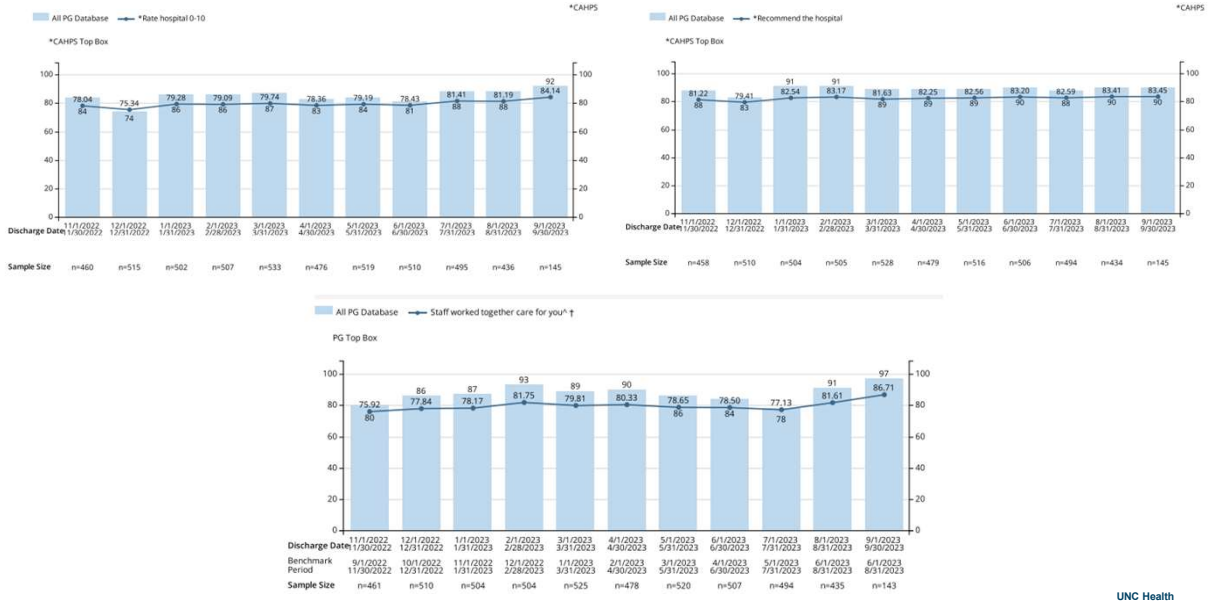
No VN

With VN

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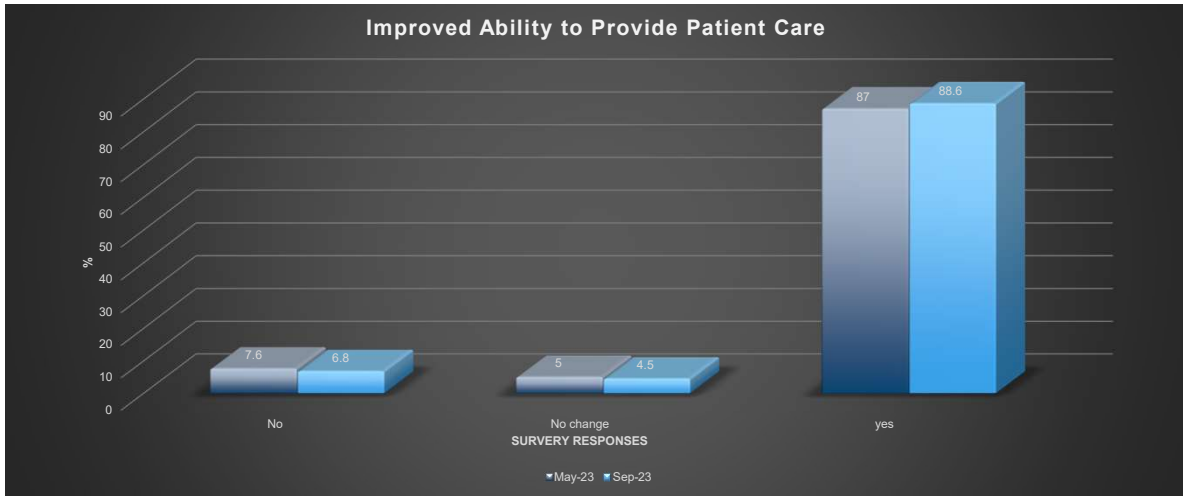
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UNC REX Inpatient Quarterly Trends



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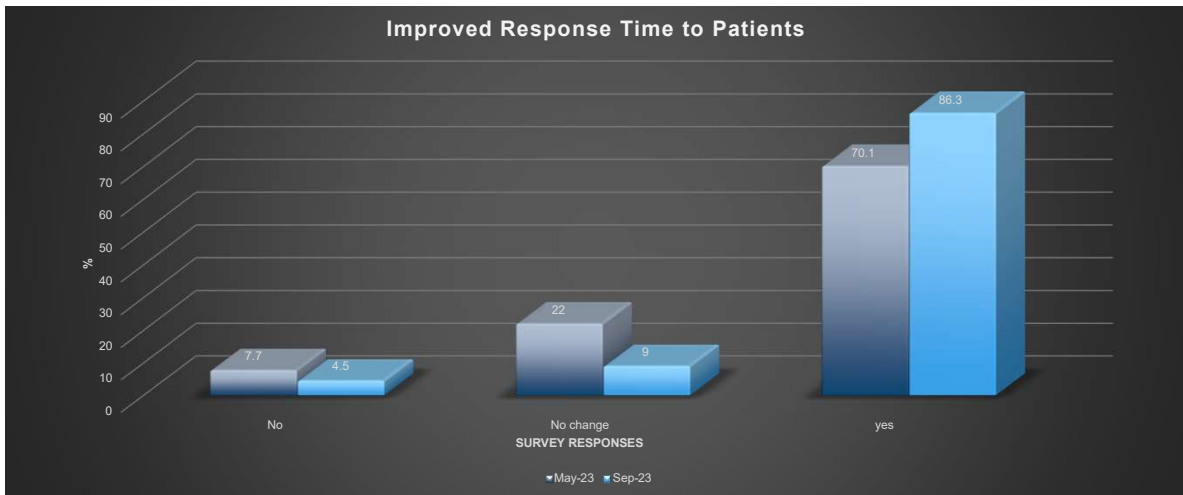
### Nurse Satisfaction



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### Nurse Satisfaction

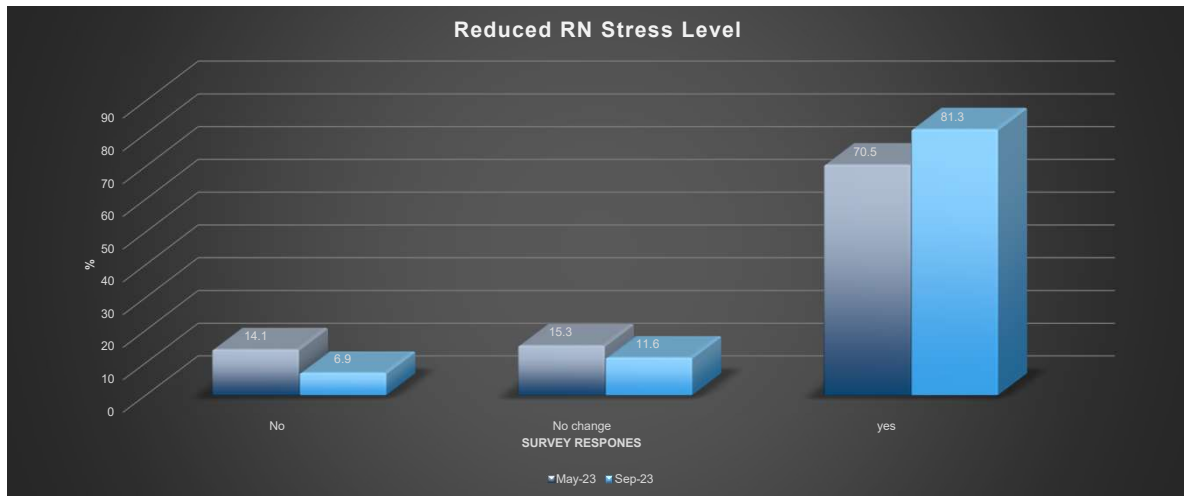


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## Nurse Satisfaction



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## Rex Research

Virtual Nursing: Reducing Burden & Improving Care.  
 Funder: OAT/HRSA  
 Date: 9/1/2023-31/8/2024

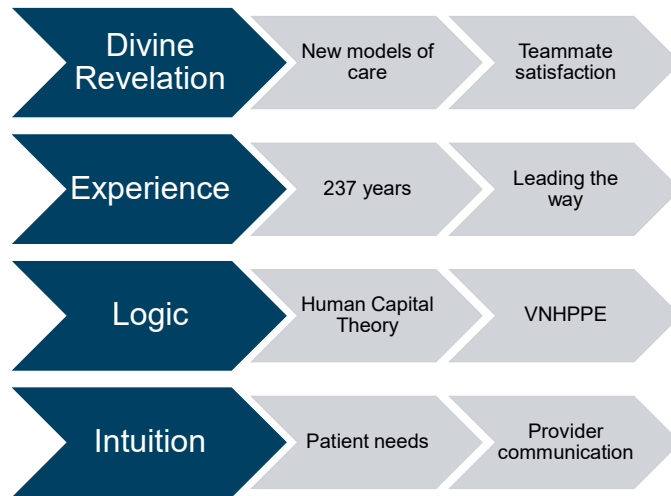
Evaluation of Virtual Nursing Program to Combat  
 Nursing Workforce Challenges.  
 Funder: UNC SON  
 Date: 5/1/2023-30/4/2024

NIH Grant submission in progress

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# e·pis·te·mol·o·gy



## Audience Ideas and Dreams

