

# Virtual Nursing at Emplify Health Gundersen Region

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# Agenda

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- 1) Our Purpose
- 2) Use Cases
- 3) Our Wins
- 4) Future Work



## Our Purpose

Mission

Together, we inspire your best life  
by relentlessly caring, learning  
and innovating.



## Our Aspiration

Vision

Leading with love, we courageously  
commit to a future of healthy people  
and thriving communities



## Our Spirit

Values

Belonging, Respect, Excellence,  
Accountability, Teamwork, Humility

# Our Continued Purpose

## 2024 Enterprise WIGS

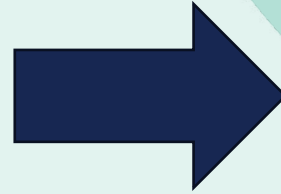


### WIG #1: Increase Access

Ease of Appointment at 78th percentile

### WIG #2: Acute Virtual Nursing

**Care** “Patient Likelihood to Recommend” will increase by 5 pts & Nurse Vacancy will decrease by 5 pts (on pilot units)



## 2025 Enterprise Strategic Portfolio Work



### TRANSFORM CARE DELIVERY

- Create Frictionless Access
- Transform Primary Care
- Pharmacy Optimization
- Segmentation
- **Virtual Nursing Phase II & III**

# Continued Purpose

## Enterprise Goals

### Our Purpose

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2025 Enterprise WIG:  
Fusion Implementation (Phase 1)



**emplify**  
HEALTH

# Virtual Nursing Tasks

- Admission
- Discharge
- Education
- Mentorship
- Night Rounding
- Dual Medication Sign Off
- Interpreter Services
- Meds to Go (Pharmacy)

# Wins – Since March 20<sup>th</sup>, 2024

\*Gathered Data March 27<sup>th</sup>, 2025\*

## All Tasks

2,824 hours and 4 minutes in  
calls with patients

~8 hours and 13 minutes a day

## Admissions

5,796 admissions completed  
1,136 hours and 28 minutes

## Discharges

5,394 discharges completed  
826 hours and 18 minutes

## Patient Education

5,639 patients educated  
483 hours and 38 minutes

# Scorecard

2025 Goals - Workforce Engagement, Patient Experience, and Quality Bundles

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## Net Promoter Score – Patient Likelihood to Recommend

### Cardiopulmonary:

- March 2024: 83 □ January 2025: 91

### Heritage:

- March 2024: 18 □ March 2025: 52



# Patient Experience

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“Patient loved the vRN service, had no issues with technology or connectivity.”

“vRN is a great idea, and "kudos to whoever came up with the idea"

“Loved vRN. It was nice to have the nurse who did their admission initially at bedside, and then a couple of days later have that same nurse as the vRN”



# Staff Experience

- “I have the ability to spend time with my patients and be uninterrupted with endless amounts of time.”
- “I don’t feel as stressed in the Virtual Nursing space. But I also enjoy the mix of still working the floor.”
- “I truly feel that I can continue to make connections with patients virtually.”
- “It’s better for patients – more uninterrupted time with a nurse.”
- “Discharges are happening faster.”
- “Saves time, then I can focus on immediate tasks.”

# Future Work

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Summer Student Research for Workforce Engagement



AI for falls & Pressure Injury Prevention



Critical Access Hospitals



Facilitating Consults and other Interdisciplinary Teams

# Questions

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