Give the Patients what they Want and Need

Clinical, Operations, IT and Patients working together to design a building with a focus on advanced patient care for the most complex neurological and psychiatric conditions

HiMSS
CENTRAL & SOUTHERN OHIO *Chapter*

University of Cincinnati Gardner Neuroscience Institute (UCGNI)

The UCGNI was founded in 1999 in a pioneering effort to bring clinicians and researchers into closer collaboration. Today, it is a collaboration of the UC College of Medicine and UC Health.

Our diverse group of more than 125 faculty members from 15 clinical specialties lead treatment, research and teaching for complex neurological and psychiatric conditions. In addition to internationally recognized physicians and scientists, the institute includes skilled professionals in social work, psychology, counseling, nursing, physical therapy, exercise training and clinical research. Our disease-specific, multidisciplinary Centers of Excellence and Premier Programs to provide comprehensive and compassionate care driven by cutting-edge research to deliver the best possible patient outcomes.

University of Cincinnati Gardner Neuroscience Institute (UCGNI)

We are the Tri-State area's only:

- Comprehensive Stroke Center (certified by the Joint Commission)

- Stroke Gold Plus Quality Achievement Award Winner from the American Heart Association / American Stroke Association

- Level IV (highest) Epilepsy Center and only center with an inpatient epilepsy monitoring unit

- Level I (highest) Trauma Center and Neurocritical Care facility

- Provider of solutions for treatment-resistant depression

UCGNI Centers & Programs

- UC Back, Neck and Spine Center
- UC Brain Tumor Center
- UC Comprehensive Stroke Center
- UC Epilepsy
- UC Headache and Facial Pain Center
- Parkinson's Disease and Movement Disorder
- UC Memory Disorders Center
- UC Mood Disorders Center
- UC Neurobiology Research Center
- UC Neuromuscular Center
- UC Neurosensory Disorders Center
- UC Neurotrauma Center
- UC Waddell Center for Multiple Sclerosis
- UC Neurocritical Care Program
- UC Neurorestorative Program

UCGNI "New Home" Mission

As Cincinnati's No. 1 preferred provider for neuroscience care, UC Health is home to more than 125 physicians from 15 clinical specialties that guide the treatment, research and education of complex neurological and psychiatric conditions—and soon, all that expertise will be together under one roof.

In April 2019, UC Health opened the new UC Gardner Neuroscience Institute outpatient facility to transform complex care for neurological patients.

Constructed with input from an advisory committee of patients and caregivers, physicians, staff, students, this new four-story, 114,000 square-foot outpatient facility addresses the different needs of patients with neurological conditions—from the parking garage to the exam room.

UCGNI "New Home" Mission Con't

- Flat floors and angled stalls in the parking garage to help patients with mobility issues.

- Flexible infusion treatment spaces where patients can determine their desired level of privacy.

- A rehabilitation suite dedicated to neurological care—the only one on the Clifton Campus.

- An outdoor terrace with different surfaces used for rehabilitation, rest and respite.

- An in-house pharmacy for faster access to medications needed for treatment.

- Three-dimensional exterior sunshade system that controls lighting for light-sensitive patients.

- Comfortable lobbies and lounges for patients and families as well as a café and juice bar.

- MRI imaging care suite in facility that is designed to maximize patient comfort

University of Cincinnati Gardner Neuroscience Institute (UCGNI)

Patient feedback

- Patient Focus Groups

- https://youtu.be/qxxxNFRU5VI

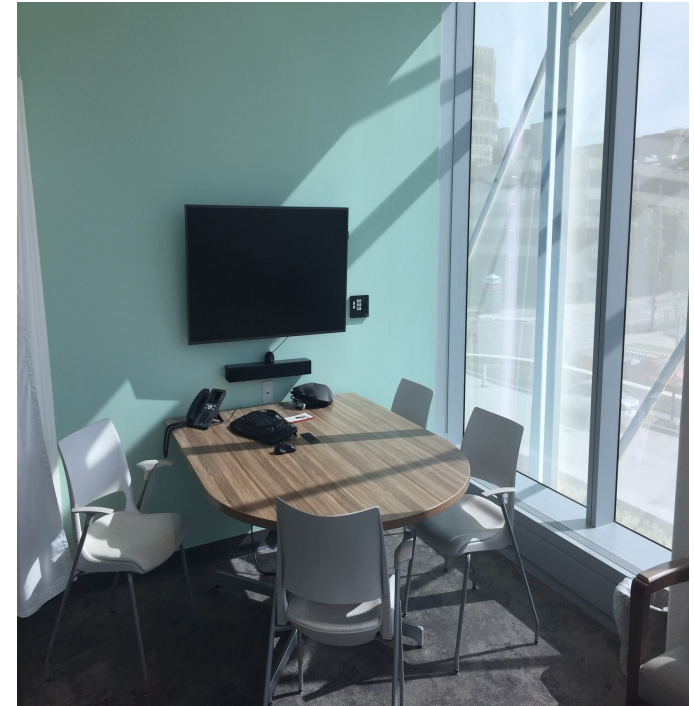# Design and Patient Focus Groups

Input from the Patient Focus Groups and use of Technology

- Designate rooms to be more than a standard Exam room

    - Need a room to educate and coordinate a care plan with the patient and the patient family

    - Ability to inform patient on options leveraging video capabilities to present material from outside providers to help with treatment plan

    - Need for a room to accommodate multiple people comfortably

    - Caregiver and patient interaction

Design of Consult Rooms

Output from the Patient Focus Groups and use of Technology

– Designate rooms to be more than a standard Exam room

- Specific rooms designed to leverage technology to inform and educate the patient and family

- Large mounted independent screen to display from PC or independent of PC

- Video capabilities to "Skype" in family not located in the Greater Cincinnati region. Allows the patient and family to ask questions and be an active part of the treatment plan

- Ability to project scans, film and Progress reports to show comparisons with the patient and family

Design and Patient Focus Groups

Input from the Patient Focus Groups and use of Technology

– Easier check-in process and consolidate if I have more than one visit.

- Similar to Airport check-in a patient can use the kiosk to confirm appointment, update photo, verify or update demographics and insurance, submit co-pay

- Forms and Surveys are presented to the patient via a tablet and all information is captured electronically

- Multiple visits require only one check-in

Design of Check-in Kiosks

Output from the Patient Focus Groups and use of Technology

- Easier check-in process and consolidate if patient has more than one visit

  - Implementation of the Epic Welcome module with kiosks

    - Similar to Airport check-in a patient can use the kiosk to confirm appointment, update photo, verify or update demographics and insurance, submit co-pay

    - Multiple visits require only one check-in
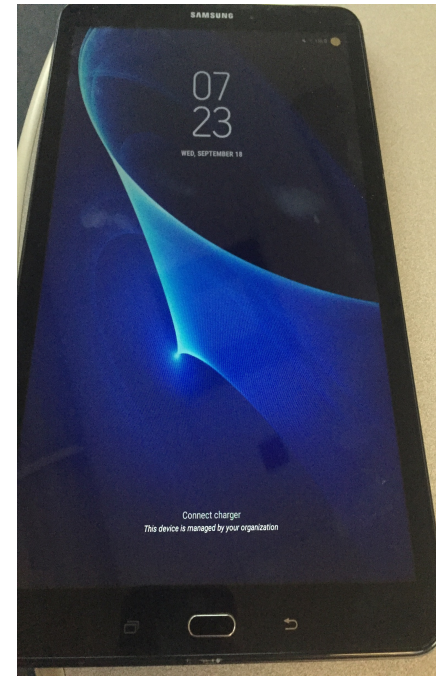
Design and Patient Focus Groups

Input from the Patient Focus Groups and use of Technology

- Design all forms and surveys to be accessed via a tablet and completed on-line

  - Minimize having to write and looking for cards in purse wallet. Many patient have trouble with motor skills

  - Need a portable solution that pulls my answers from last visit so I can update

  - Ability to make text larger for those with sight problems thus eliminate the need for a clipboard and pen with flexibility to make print larger

Design of electronic forms and surveys via tablet

Output from the Patient Focus Groups and use of Technology

- – Design all forms and surveys to be accessed via a tablet and completed on-line

  - Electronic forms pull historical information and allow patient to update

  - Minimize the need to write

  - Flexible Tablets allow the patient to sit in their wheelchair and complete the form and adjust the view to their needs –Add picture of tablet

Design and Patient Focus Groups

Input from the Patient Focus Groups and use of Technology

- Infusion can be an all day appointment, so patients would like entertainment options
  - Patients can bring their phone or tablet if they have them to play games
  - Patients would like to watch TV or learn more about their conditions and treatment
  - Music to sooth the patient during a stressful time
  - Technology to help the patient pass the time

Implementation of IPTV via Tablets

Output from the Patient Focus Groups and use of Technology

– Partnership with Cincinnati Bell FiOptics Cable solution

- 16 bays were equipped with arms on each Infusion Chair

- Samsung Tablets placed running the FiOptics App to allow patient to watch TV

- Allow the patient to watch TV (sports, entertainment, news, etc.)

- Tablets also setup with music capabilities

- Each bay is equipped with headphones for patient convenience

Education for patient and family

Input from the Patient Focus Groups and use of Technology

– Patients want more information and education concerning their condition

- Useful technology solution for the patient and family

- More information about treatment options for the patient

- Helpful information for families and friends

- Need new and fresh information that is "cutting edge" treatment options or therapies

Patient Education - Health Media Network

Output from the Patient Focus Groups and use of Technology

- Several locations throughout the building where patient and family can learn about relevant cutting edge health options for their condition(s).

Enhance the staff and learning aspect

- UC Health and UC College of Medicine Teaching Mission
  - PC's
  - Breakout areas
  - Meeting rooms
  - Large Conference Room

Staff Areas use of Technology

- Design Staff areas in the back of building designed with an abundance of light

- Use of technology in designated areas designed to promote collaboration and team work
  - PC's
  - Wireless equipment available for staff and students
  - Integrated Display

Systems, Staff and Patient Workflow

- Abundance of technology solutions positioned throughout the facility to promote quality data input while giving caregivers the time to spend face to face with the patient.

Patient Satisfaction and Collaboration of Care - Multidisciplinary

- Optimized our Epic workflows for multidisciplinary care by creating true multidisciplinary Epic departments vs multiple Epic departments for each specialty.

    – This involves all aspects of the typical office visit workflow including; scheduling, clinic operations, & billing.

    – Single check in process for the multidisciplinary appointment

    – Single rooming (vitals) for the multidisciplinary appointment

Optimization

- Continued collaboration (IT and Operations)
  - Use of the technologies in the Staff areas for "non-UC Health"
  - Continued optimization of kiosk workflows
  - Continued improvement with tablets for surveys
  - Higher % of patients enrolled in Epic MyChart and use of Welcome
  - More education and relevant content for patient and family

Questions?