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6-28-2024

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#### Citation

Hucey Nua, Jessica, "Digital Smart Room: Nurse-Led Innovation Implementation" (2024). *All Publications*. 5153.

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# Digital Smart Room: Nurse-Led Innovation Implementation


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## Background/Significance

- Patient empowerment and improved communication are vital to patient experience in healthcare.
- Consumer and industry standards have moved to digital platforms.
- The Digital Smart Room technology can transform the way patients stay connected and up-to-date during their hospital visit by creating a cohesive experience for patients, family, and staff.


## Methods




Digital Smart Room (DSR) technology includes a smart screen in the patient's room customizable to that patient.




Nursing director drove Phase 1 implementation November 2023 to 191 rooms across all med-surg units.




**Med to Beds Enrollment**  
Post-discharge meds delivered to patient bedside




**Care Related Information**  
"Who Visited?" "Plan for the day", "Discharge Info", "Patient Info for Nurses"




**Self Service - Meal Ordering**  
Patients order meals from TV (English and Spanish Menus)



**Video Connect & Photo Sharing**  
Patient initiated video visit with loved ones and the ability to share photos



**Relevant Education Videos**  
Short Videos - Diagnosis driven + (Fall Prevention, Hygiene, Discharge Inst.)



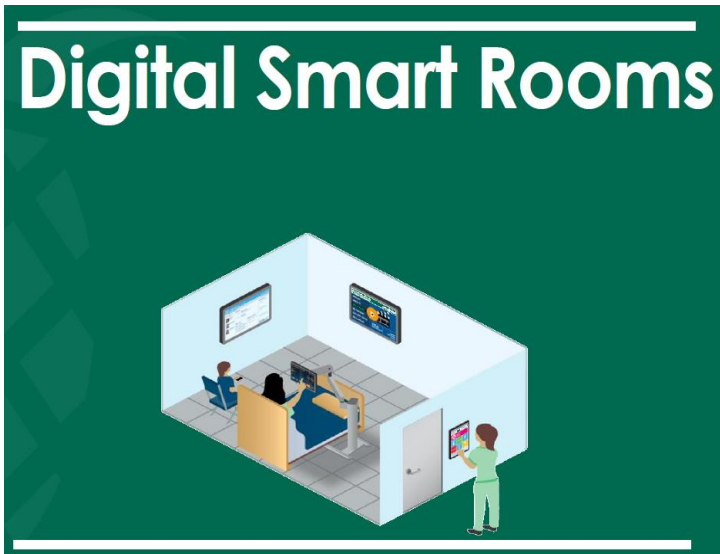
**Live Channels + On Demand Movies**  
Access to High-Definition Channels and on-demand movies

## Implications/Discussion

- With success of this digital innovation, more potential exists to further enhance patient experience with phase 2 of DSR to include:
  - DSR control with patient's own mobile device.
  - Automated introduction to technology available upon entering facility and when admitted.
  - Patient discharge support to improve staff ability to assess patient literacy and discharge risk, ensuring patients have an easier transition to their home, receiving appropriate care.

## Project Goal/Objectives

Purpose of this innovation implementation was to improve the patient experience by leveraging customizable technology.



## Results/Outcomes

- Patient experience outcomes include patient comments:

"Now I can remember which doctors have come to visit me during the day - this helps me to update my family on my progress".

"I love that I can see when I have a discharge order right on my TV screen."

"So happy Univision is available now."

## Conclusion

The digital experience has the potential to bridge the gap of communication between patients, their family members and clinical providers. Helping to create a smooth experience throughout the continuum of care.

## Reference

Dawson, J., Fisher, E., & Wiese, J. (2024). Hospital Employee Experiences Caring for Patients in Smart Patient Rooms. In *Proceedings of the 2024 CHI Conference on Human Factors in Computing Systems*. New York, NY, USA: Association for Computing Machinery.  
<https://doi.org/10.1145/3613904.3642201>