

CHANGING NURSING ROLES AND COMPETENCIES IN VIRTUAL CARE CENTRES

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Shortage of well-qualified nurses looms in the Netherlands

Sickness absence among healthcare workers at highest level for 18 years



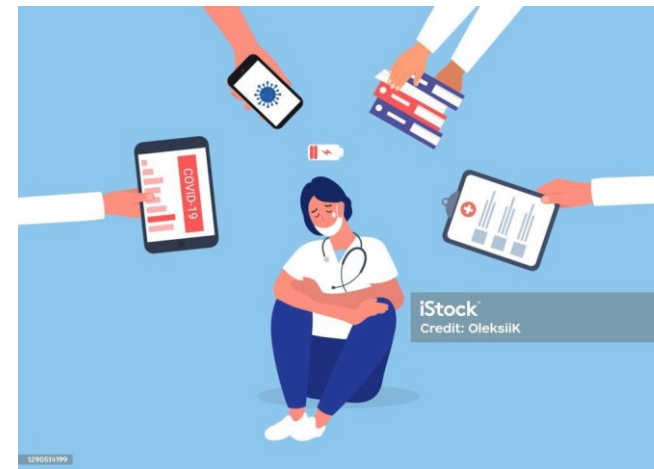
'Nursing is in crisis': Staff shortages put patients at risk

Waiting lists grow at academic hospitals as nurse shortages bite



SHORTAGE OF NURSES

- High workload
- Increased stress levels
- Bureaucracy
- Irregular working hours
- Insufficient wages



SUSTAINABLE HEALTHCARE DELIVERY

People-centred approach: having the **right number** of **healthcare professionals** with the **right skills**, in the **right place**, at the **right time**, to provide healthcare services to the right people

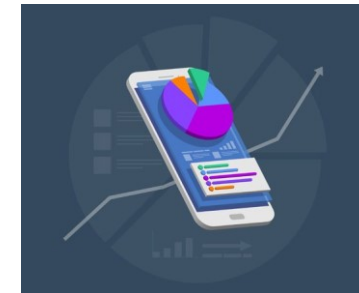
- **Virtual care**
- Personnel retention and empowerment
- Flexible deployment
- Optimal staffing



SUSTAINABLE HEALTHCARE DELIVERY

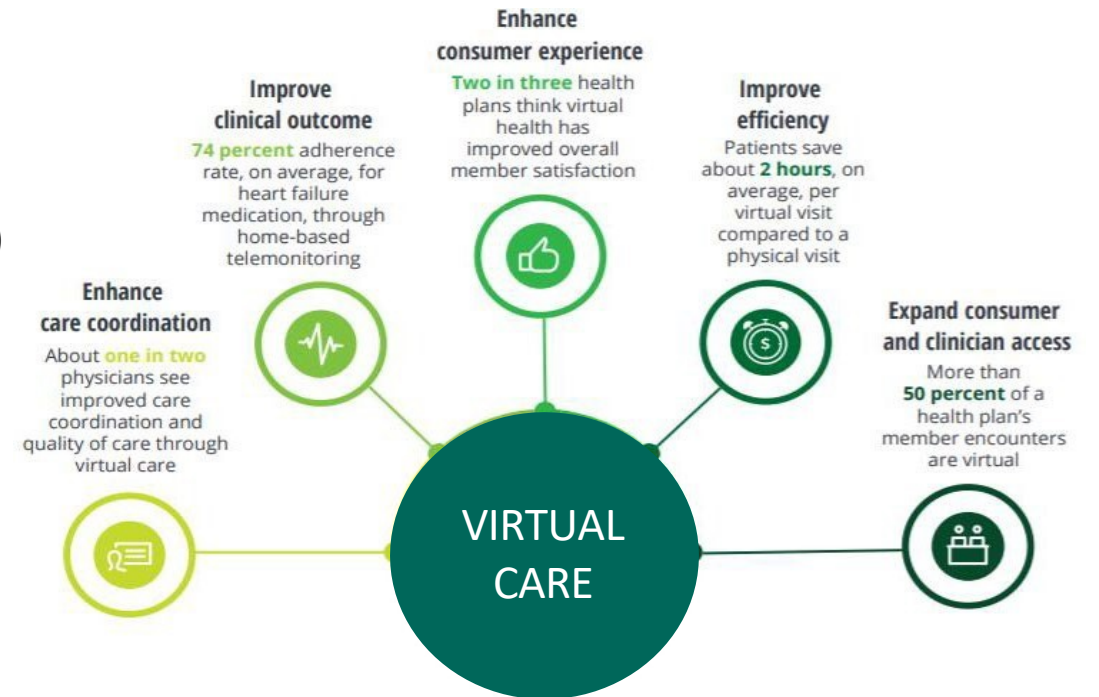
People-centred approach: having the **right number** of **healthcare professionals** with the **right skills**, in the **right place**, at the **right time**, to provide healthcare services to the right people

- **Virtual care:** care provided over a distance using information and communication technology to enable interaction between patients and healthcare professionals



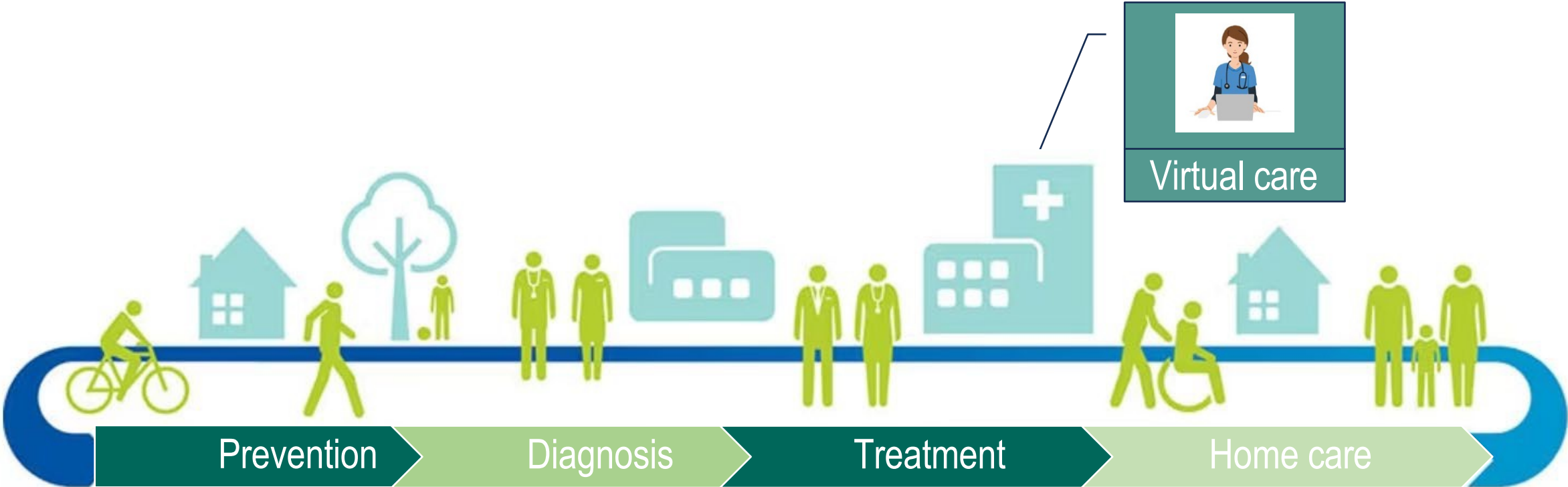
VIRTUAL CARE

- Evidence of (economic) benefits limited
 - Reduction of hospitalisations
 - Virtual care costs (e.g., video consultations, data interpretation)
- Implemented in various ways
- Trust from healthcare professionals and patients



Peters et al. The effect of telehealth on hospital services use: systematic review and meta-analysis. JMIR (2021).

Grundy and Brennan. Telemedicine: a tipping point for healthcare's digital transformation. The Journal of mHealth (2021).



VIRTUAL CARE CENTRES

- Delivering medical specialist care and support at home to patients
 - Telemonitoring (e.g., wearables, sensors)
 - Video consultations
 - Pre-visit planning
 - Advanced care at home
 - ...



Rijnstate

! CHANGING ROLES OF HEALTHCARE PROFESSIONALS !

- Educated to deliver in-person care vs. virtual remote care
- Specific care pathway vs. different care pathways



EXPERIENCES OF NURSES AT A VIRTUAL CARE CENTRE

isala

Jeroen BOSCH  ZIEKENHUIS

albert
schweitzer



Rijnstate

Aim: explore virtual care nurses' experiences regarding working at a virtual care centre

Methods

- Semi-structured interviews (April-May 2023) with virtual care nurses
- mProve hospitals: Isala, Rijnstate, Albert Schweitzer, Jeroen Bosch
- Inductive thematic analysis



VIRTUAL CARE CENTRES

Hospital	Number of beds	Number of care pathways	Number of virtual care patients	Number of virtual care nurses
Isala	1206	12	146	5 (5)
Rijnstate	727	9	~60 per day	9 (4)
Albert Schweitzer	1045	8	1575	5 (1)
Jeroen Bosch	1120	29	1600	8 (3)



Master thesis A. Wegman (2023). Experiences of nurses working at a virtual care centre: barriers and facilitators associated with the use of telemonitoring



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RESULTS

- 13 virtual care nurses, mean age 45 years
- Nursing profession for 24 years
- Virtual care nurse for 1.5 years

Themes virtual care nurses' experiences

- 1) **Changing content of nursing profession**
- 2) **Required skills and knowledge**
- 3) Patient-nurse relationship
- 4) Resources and technology



Master thesis A. Wegman (2023). Experiences of nurses working at a virtual care centre: barriers and facilitators associated with the use of telemonitoring



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CHANGING CONTENT OF NURSING PROFESSION

Challenges	Positive experiences
Balance patient care and new tasks: - new care pathways - changing protocols	Care of more patients - more profound patient contact - early detection and prompt response
Rapidly expanding number of care pathways	Collaborative and supportive team - mutual learning and knowledge sharing
	Less physical demanding and improved working hours

REQUIRED NURSES' SKILLS AND KNOWLEDGE

Challenges	Positive experiences
Patient support - engaging patients - dealing with low digital skills	Reviewing monitoring data - identify trends and abnormalities - provide support with more info
Knowledge needed on various care pathways	Active listening during video calls

isala

Jeroen BOSCH  ZIEKENHUIS

albert
schweitzer



Rijnstate

“The advantage is mainly that less staff is needed. I can see many more patients at the virtual care centre compared to the inpatient clinic, because then I had 6 patients, and now I sometimes have 30, which you can all do something for at one day. So, that is the biggest added value, that you need less staff.”

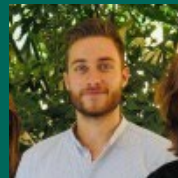
TOWARDS SUSTAINABLE EMBEDDED VIRTUAL CARE

- Potential of virtual care delivery at virtual care centres
 - Reduced workload
 - More efficient resource allocation
 - Enhancing patients' recovery
- Support nurses in their changing roles within virtual care settings
 - Training (e.g., how to recognise low digital literacy)
 - Consider nurses' perspectives (e.g., focus groups)
- Understand how to sustainably embed virtual care (PhD project THT – starters grant)
 - Organisation and management (e.g., leadership, legislation)
 - Technology (e.g., monitoring and support, AI)
 - Impact (e.g., workload, quality of care)



THANK YOU FOR YOUR ATTENTION

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