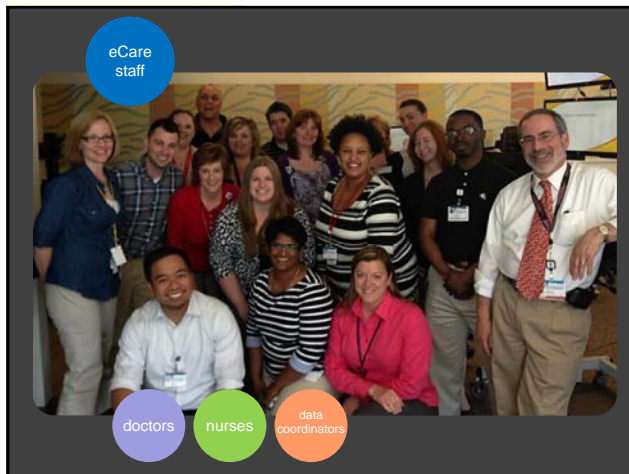
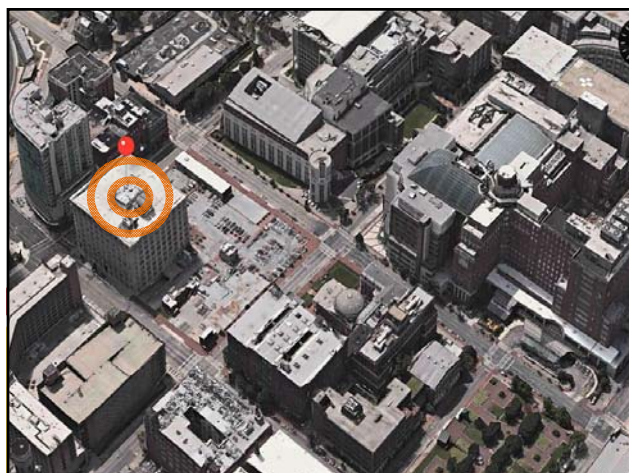


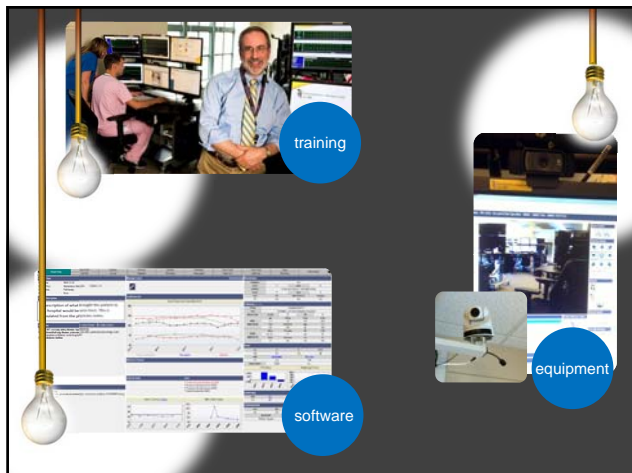
eCare

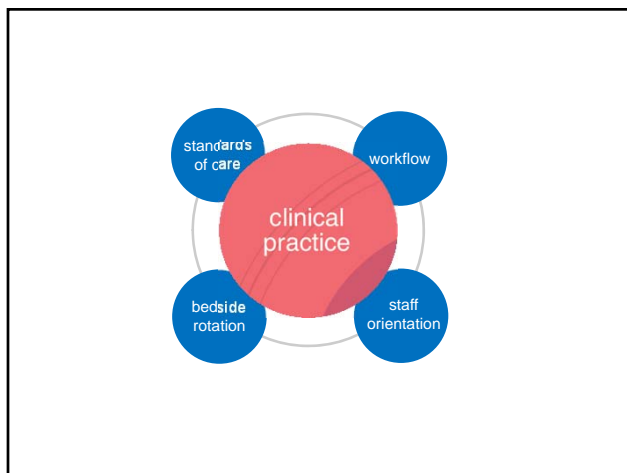
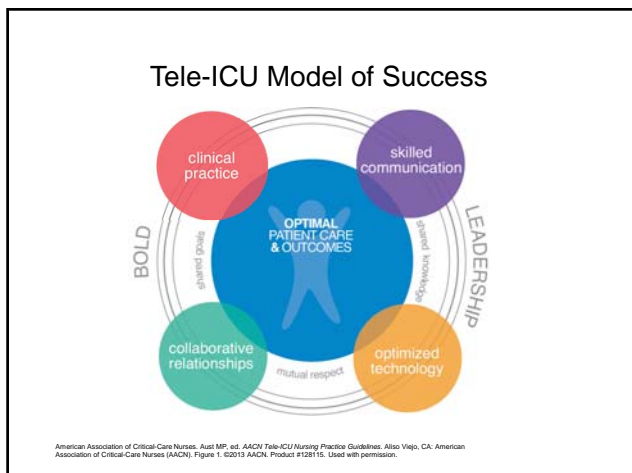
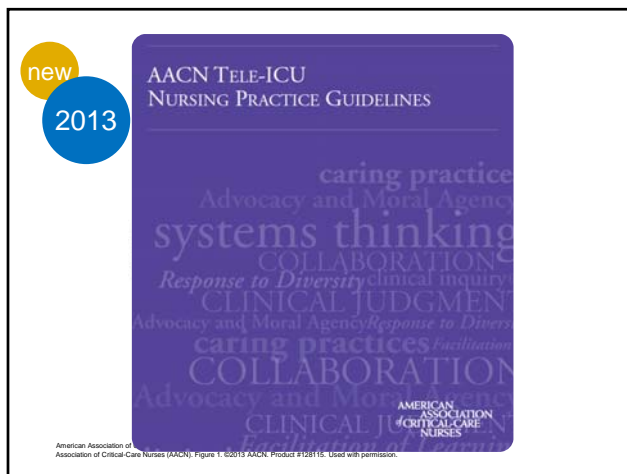
University of Maryland eCare:
The New Kids in the Box
*Ariel de Vera, BSN, RN, CCRN
SINI 2014, Baltimore, MD*

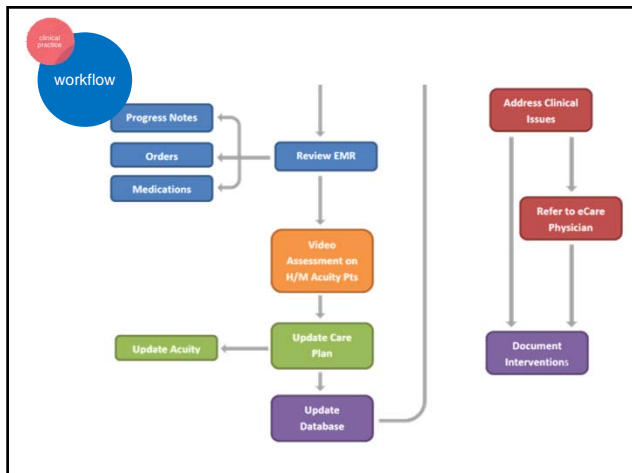
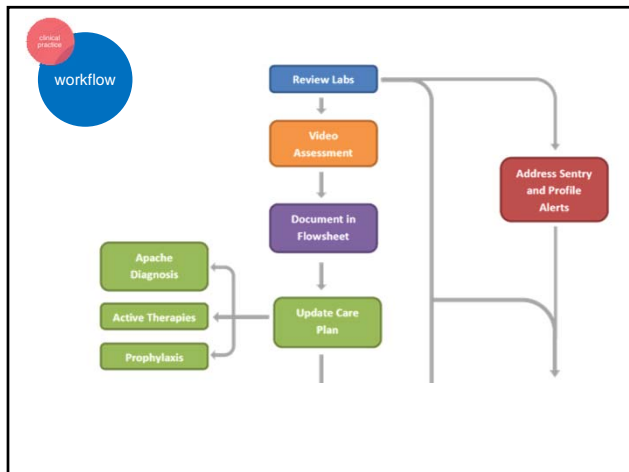
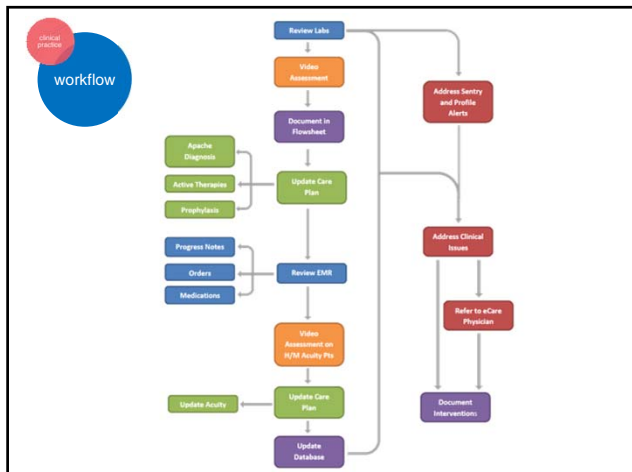


MD	intensivist	weekends weeknights	one
RN	critical care	24 / 7	2 to 3
DC	data entry	24 / 7	one



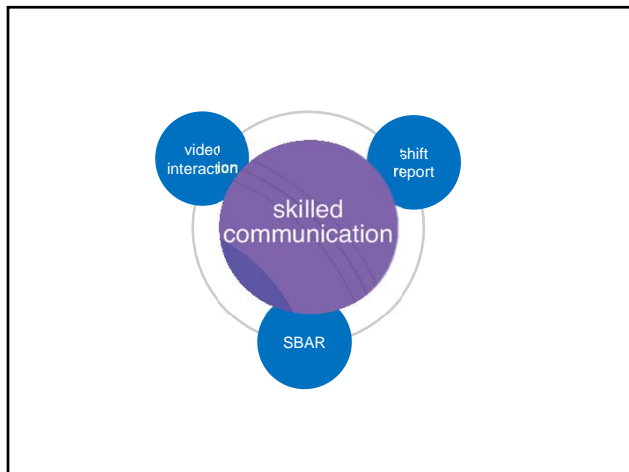
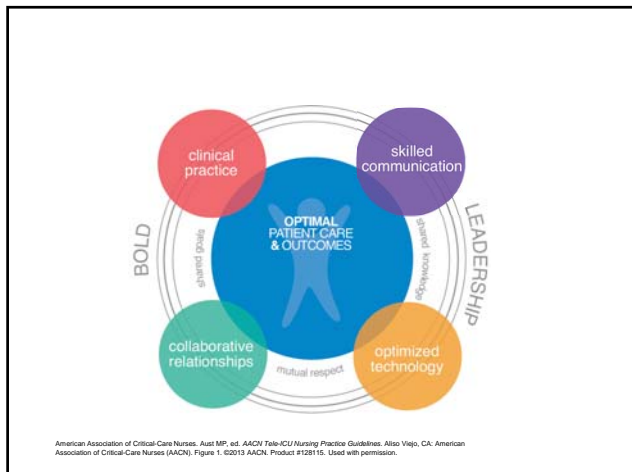






clinical practice bedside rotation

	M	T	W	Th	F	Sa	Su	M	T	W	Th	F	Sa	Su	M	T	W	Th	F	Sa	Su	
A: Rick																						
A: Ann																						
P: Danielle																						
P:																						
A: Chris	A																					A
A: Tracy	A																					A
P: Connie	P																					P
P:																						
A: Julia																						
A:																						
P: Melanie																						
P: Amy	P																					P
A: Ariel																						
A:																						
P: Elissa																						
P:																						
A: Abby																						
A: Myrtle (B)																						
P: Ely	P																					P
P: Lisa (B)																						



video interaction

Video Assessment

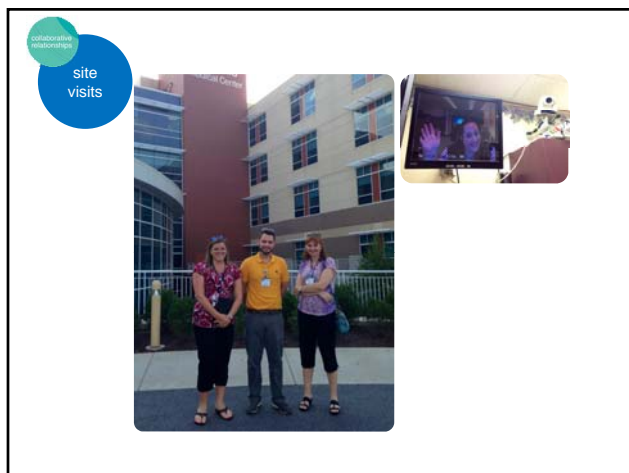
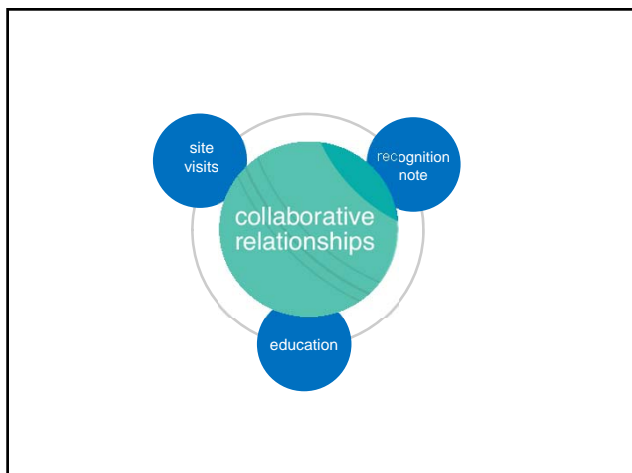
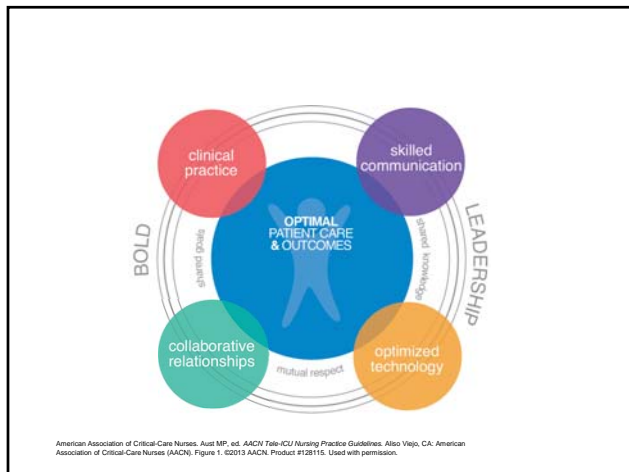
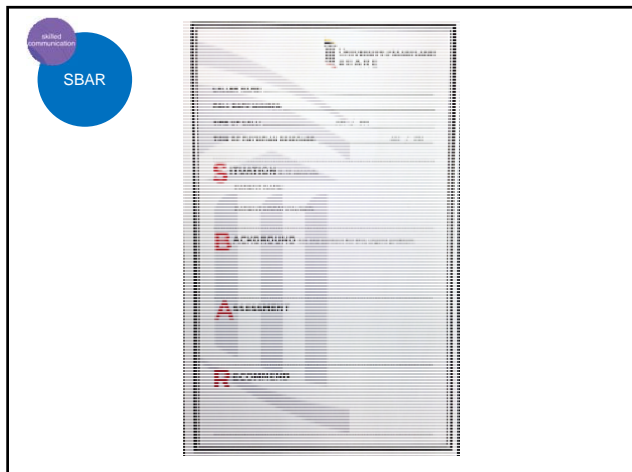
Steps in Using the Camera in Patient's Rooms:

1. Click on the **Camera Icon** on the Census. This will open the camera screen on **Monitor C**.
2. Check Box to **Show Preview** in order to view yourself. Do not use this function after 2300 unless alerted into room and having a conversation with staff at the bedside.
3. Click the **DoorBell Icon**. This alerts the patient that your camera is on. Do not use this function after 2300.
4. Click the **Microphone Icon**. Do a quick greeting and intro. Ask if it is a good time to "Do a quick assessment"
5. Check Box to **Send Video to Bed**. Ask if the volume is okay.
6. Turn **OFF** the microphone when not in use.

shift report

RN Worksheet Sunday, March 16, 2014 1:20:43 PM

Actix	Patient Name	Room	Code Status	Diagnosis	Q2	Lines/Drug Orders	Updates	IV	Lab	DVT	SU	A	PRN
								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	





recognition note

Hospital: _____
 Dear: _____
 Date/Time: _____

Thanks For _____

From: _____

education

UNIVERSITY of MARYLAND
eCARE

Through collaboration, eCare brings together medical & nursing to advance the bedside care team and improve patient outcomes. We strive to achieve a future with a healthy, safe environment.

Guide to eCare for the Bedside Care Team

Why are we a part of your ICU team:

- Your hospital has chosen to have some or all of their ICU patients monitored in partnership with University of MD Medical Center eCare

What does that mean & what does eCare do exactly:



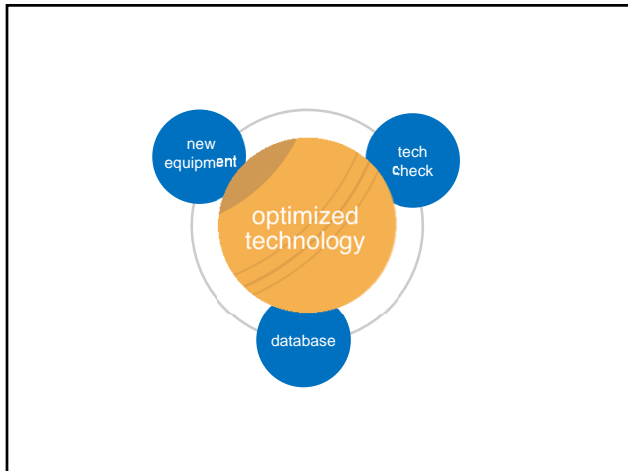
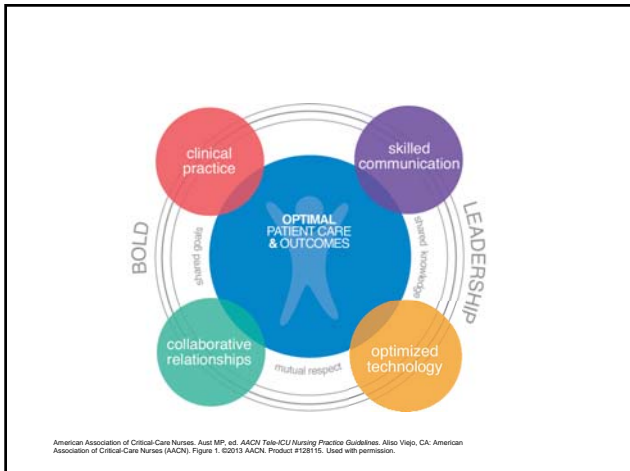
- eCare RN's will perform daily "virtual rounding" of patients which consists of the following
 - eRN will "ring doorbell" & announce they are turning the camera on & they're there to do their assessment
 - eRN will appear on the monitor screen it is
 - a 2-way video(camera) & audio(microphone)
 - eRN will explain to anyone in the room unfamiliar with eCare, what they are doing & alleviate any concerns they may have
- eRN will perform limited visual assessment that includes checking IV infusion rates & dosages, oxygen & ventilator settings & any other patient therapy devices
- eRN's are also collecting evidence based Best Practice compliance data which is a part of eCare program
- eRN's will also camera in when prompted by the eCare manager program of a change in trend of vital signs also known as a "SENTRY" alert

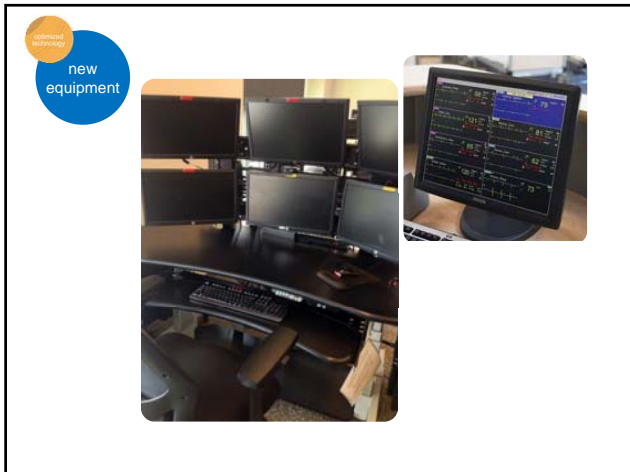
What is the eICU alert button found in each room for:

- Press this button whenever you need an **Emergent** consultation with eRN or eMD
- Press to contact eRN for "second opinion" / collaborate on care, ideas or suggestions
- Press to notify eCare of new admn, discharge, or if patient will be off monitor for a period of time.
- eRN's can be a quick resource to "look things up" such as:
 - Drug compatibility, lab results, vasoactive drug dosages/recommendations
- eRN can check on your other patient when you are busy in another room

When to call us @ 410.328.4200

- To make us aware of new admissions & pertinent info to be entered into eCare Manager



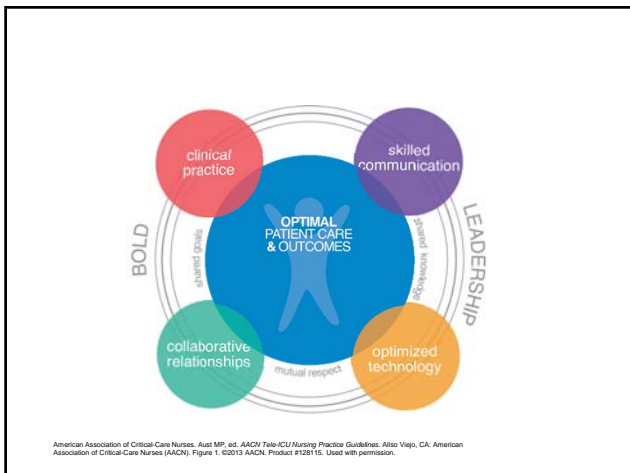
Tech Check & Troubleshooting Guide

tech check

****Ask the following for all IT issues:**

- Is anyone else having this problem?
- Is this problem happening on more than 1 computer?
- Does the problem persist after rebooting the computer and/or camera server?

Technical Check	Working for all	Not working for hospital location	Not working for 1 patient
Visual Management *eCare can still take care of patients. *Nurses bedside staff eCare will not get alarms. *Bedside staff should notify eCare of changes in patient condition. *eCare staff should access the sign interface downtime procedure on staff computer drive.	No action needed 24/7 • Call on-call IT person @ 0700 Which Bed(s):	<input type="checkbox"/> • Check account numbers are correct • Before 2300, call on-call IT person @ 0700 • Call on-call IT person @ 0700 Which Patient(s):	<input type="checkbox"/>
Lab Interface *eCare can still take care of patients. *Compare EHR lab to eCareManager. *Bedside glucose results, check to see if nurse has downloaded glucose machine. *Nurse bedside staff eCare will not get new lab alerts. *Bedside staff should notify eCare of critical lab results. *eCare staff should monitor local EHR for new lab results.	No action needed 24/7 • Call on-call IT person @ 0700 Which Bed(s):	<input type="checkbox"/> • Exit ADT on patient, uncheck interface box, re-import patient. • Before 2300, if above does not work, call on-call IT person through local EHR. • Call on-call IT person @ 0700 Which Patient(s):	<input type="checkbox"/>
ADT Interface *eCare can only take care of current admitted patients. *eCare will not be able to take care of any patients that can be admitted to eCareManager. *Verify correct account number and name. *Admit a patient with Medical Record Number.	No action needed 24/7 • Call on-call IT person @ 0700 Which Bed(s):	<input type="checkbox"/> • Call on-call IT person @ 0700 Which Patient(s):	<input type="checkbox"/>
Visual Sign Web Viewer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





references

American Association of Critical-Care Nurses. AACN TeleICU Nursing Practice Guidelines. Aliso Viejo, CA: American Association of Critical-Care Nurses; 2013

American Telemedicine Association. Guidelines for TeleICU Operations. Washington, DC: American Telemedicine Association; 2014

Goran SF. A New View: Tele-Intensive Care Unit Competencies. *Crit Care Nurse* 2011; 31(5): 17-29

Goran SF. A Second Set of Eyes: An Introduction to Tele-ICU. *Crit Care Nurse* 2010; 30(4): 46-55

Goran SF. Making the Move: From Bedside to Camera-Side. *Crit Care Nurse* 2012; 21(1): e20-29

Maryland Patient Safety Center. Virtual ICU for Rural Maryland: Maryland eCare. Elkridge, MD: The Annual Maryland Patient Safety Center's Call for Solutions; 2011

Myers MA, & Reed KD. The Virtual ICU (VICU): a New Dimension for Critical Care Nursing Practice. *Crit Care Nurs Clin N Am* 2008; 20: 435-439

thank
you

adevera
@umm.edu