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The Remote Patient Monitoring Nurse.
How to build a team

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Albert Flores 93% 18 37.4

NEWS2 4

Valentina Nisert 97% 15 38.1

Contents

- What is a RPM nurse ?

- Day in the life of …

- Challenges and what we have found

- Role essentials and desirables / person specifics and clinical competencies

- Workforce benefits

'End to end' virtual ward

Monitoring Devices & Logistics

Wide range of devices
- Collect relevant patient health measurements

Patient App

Personalised device and app
- Sends patients vital signs & symptoms

Clinician Web Portal
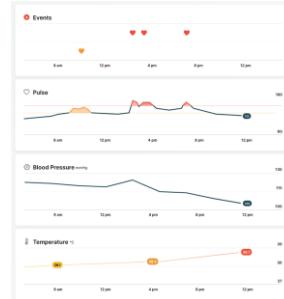
Clinical dashboard
- 24/7/365 access to patient data with smart alert system
- NEWS2
- EHR Integration

Clinical Capacity

Clinical monitoring and last mile support
- Relieve healthcare staffing shortages

A support layer to overcome all barriers to scale virtual wards

CareQuality Commission

What is a Remote Monitoring (RM) Nurse?

What they do...
Utilises technology to monitor the health and vital signs of patients outside of tradition settings

Where they do it...
Typically they work remotely, but collaboratively form part of a wider clinical team.

How they do it...
Patients submit their readings using medical grade devices and a patient app. The clinician then logs onto the dashboard to review and then takes appropriate action.
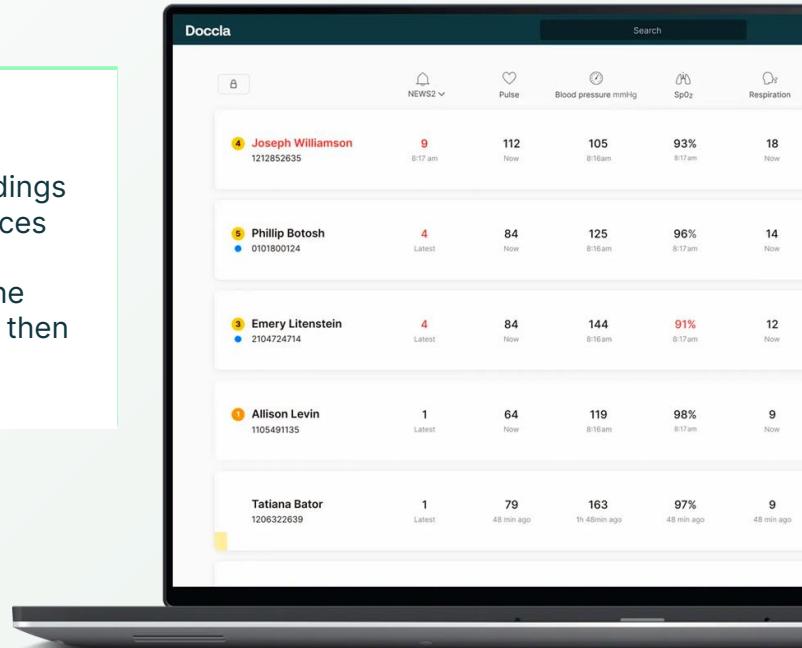
A day in the life of

---> Calling patients, assessing, escalating clinical concerns --->

Patient submits first
set of readings

Patient submits second
set of readings

Patient submits
third
set of readings

s

8:00   11:00   12:00   16:00   19:00   20:00

Morning huddle
Allocation of patient
groups to clinicians

MDT meeting

**Potential time for
additional projects**
Tech liaison,
Patient information,
UAT, CPD etc

Afternoon safety huddle
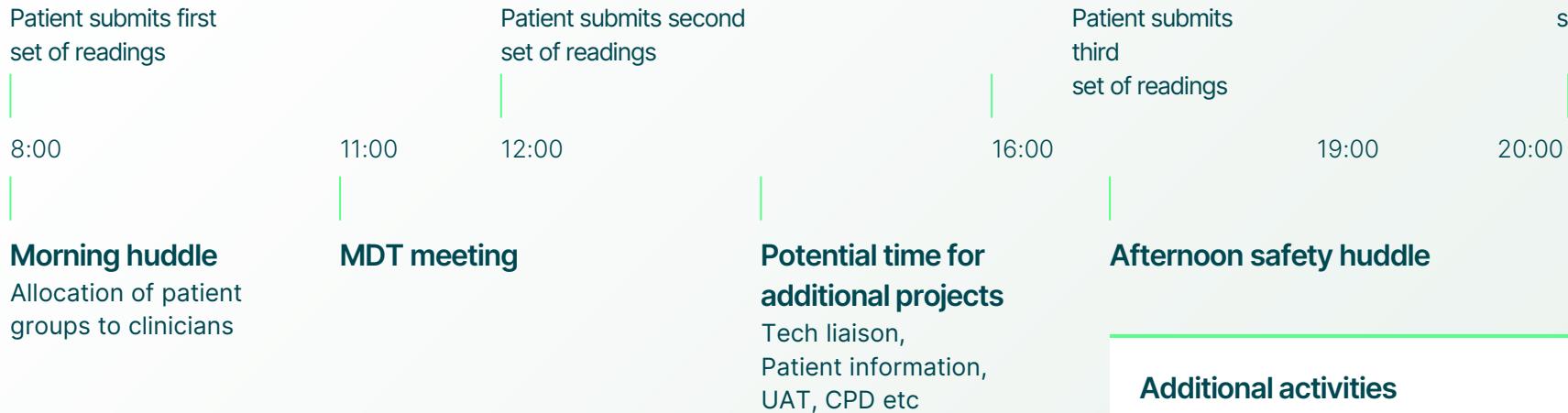
Additional activities
Investigating and escalating
safeguarding concerns |
Calling 999 | Troubleshooting |
Welfare checks | Repeat readings

Remote Monitoring Team

Years

3-30
Experience

23-50
Age

Backgrounds

ITU
Emergency Department
Community
Acute Medical
Advanced Nurse Practitioner
+more

Acute and chronic Pathways

Respiratory
HF
General
Frailty
Diabetes
Surgery

Co manage multiple pathways
for multiple NHS organisations –
unique to Doccla

Specialist roles

Respiratory
Paediatrics

Structured team with senior levels

Research Nurse
Clinical Safety Officer (CSO)
GP
Consultant support

Challenges to building a RM team

Lack of prior learning

Paucity of existing evidence

Little statistical data - mainly qualitative

No 'Experts'

Lots if unknown/ unknowns

Limited 'best practice'

Limited guidelines

Behavioural change

Clinician confidence

Cultural (professional) change - patient led care

Safety

What is safe practice ? - time to red alarm

Safe staff:patient ratios

Capacity /workforce planning

Challenges for Managing a RM team

Challenges

Recruitment

Retention

Effective remote leadership

Solutions

Clear and concise job descriptions and role specifications

Team structure / strong visible leadership

Build a mix of skill

Robust induction

Supervision / mentorship

Team engagement

Clinical governance

Robust Policies and procedures

Remote Monitoring Competencies

Core Competencies

- Excellent communication skills
- Basic technical skills
- Flexible and adaptive

Functional competencies

- Autonomous working
- Advanced clinical assessment
- Specialist knowledge e.g. paediatrics, frailty, respiratory
- Emergency response

Cross-functional Competencies

- Technical skills
- Non-medical prescribing
- Clinical reasoning and decision making

Staff challenges

Challenges

Digital consultation

Isolation

IT failure

Training and development

Is this a career ?

Is this safe ?

Bank staff- maintaining competency

Patient engagement

Solutions

Skill specific training

Supervision / mentorship

Develop a competency framework

Team Structure- support and career progression

Instant access to support - IT / senior management on call

Clinical supervision

Policies /procedures

Audit / feedback

Inclusive organisational culture

Support staff wellbeing

Person specification

- Excellent communicator
- High level of empathy/ compassion and patience
- Reliable
- Organised
- Attention to detail
- Responsive
- Self motivated and be a motivator
- Able to prioritise
- Flexible and adaptable
- Work well under pressure

Doccla Clinical Team Feedback

Direct Benefits

More time to assess and care for the patient

Able to care for one patient at a time, no interruptions

Rewarding getting positive feedback from patients

Development of specific assessment skills – essentially assessing a patient "blindfolded"

Easier to tailor care to patient and utilise the resources they have - more patient-centred

Indirect Benefits

Better work/life balance

Less fatigued

More energy to care for patients

More "green"

Arguably less sick days

Can focus on workload

Nurse Workforce Benefits...the potential

"Working as a remote monitoring nurse has allowed me to continue my nursing career despite having a long-term health condition/disability which I am so grateful for. It has allowed me to still use my nursing skills but in a different setting."

Doccla RPM Nurse

The Potentials of Remote Monitoring for the Nursing Workforce

Offers continued career for nurses who sustain injury/burnout/no longer wish to work in a physically demanding role

New nursing competencies and skills

New nursing discipline with potential to increase accessibility to a nursing career

Summary

● RPM offers the option of a new and exciting career pathway

● It requires a certain skill set and specific training

● Fantastic opportunity for nurses to inform and shape the design of how this is delivered

● Opportunities for nurses to be forerunners in education, training development and delivery

● We are still learning at a fast pace

Thank you!

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