

Remote nursing mentorship teams

Transcript

Dr. Peter Pronovost

The other thing we're doing with Vitalchat now that may even be the most impactful thing is, as you all know, there's a huge nurse shortage and the turnover of nurses, especially new grads is, you know, about 40% in many hospitals. And the problem is, and it's not widely known, there's a lot of reduced experience for nurses in their clinical training.

So, when a nurse graduates and starts working, they feel safe caring for two patients because they're just not experienced. Well, in every hospital they get thrown into caring five or six and sometimes even more. And they understand that it's stressful, they don't feel safe, and we haven't had a way to do that.

And so, what we did with the remote nursing is we intentionally got either nurses who were very experienced, but we're going to retire and this is in lieu of retiring, or keeping them at the bedside. But they were the more senior ones.

Claudia Douglass

The mentors.

Dr. Peter Pronovost

And what we do is we pair them in, and we build in the model so they have time to make sure they're coaching. And it's kind of like a "phone a friend," you know ... "Oh, I have a question about this." And the senior nurses love it. They're like, "This is what I felt like. I'm doing a nurse's work all the time." And the junior nurses love it because they feel like, "I'm safe. Like, I know somebody's got me."