

>>> NEWSLETTER <<<

SIMPLY STATED

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ANNOUNCEMENTS

>>> GETTING ON BOARD

Vitalchat is proud to announce the expansion of its advisory board as we continue to grow. This strategic move reinforces our commitment to revolutionizing virtual health.

Welcoming both Jordan Sylvester, a seasoned leader in the MedTech industry, and Dave Driscoll, a distinguished Healthcare IT Business Leader to the board, marks a significant step toward a future we are building together with our customers in service to patients.

Sylvester has a proven track record of guiding global healthcare organizations to success across various sectors, from software to implants. In addition, he brings decades of experience in driving organizational growth through strategic planning and execution.

Driscoll's extensive background in developing integrated solutions for both Provider and Payer markets adds significant depth to Vitalchat's strategic vision and will serve as a critical advisor as Vitalchat expands.



Dave Driscoll



Jordan Sylvester

GETTING ON BOARD (CONT.)

Alan Pitt, MD, Co-Founder, put it best when he summarizes, “The addition of Jordan Sylvester and Dave Driscoll to Vitalchat’s advisory board signifies a strategic move towards bolstering expertise needed to drive healthcare transformation in a tangible way.”

You can learn more about Jordan Sylvester and Dave Driscoll here:

<https://www.linkedin.com/in/jordan-sylvester-82b6333b/>

<https://www.linkedin.com/in/driscolldavid/>

➤➤➤ ONE FURTHER STEP (AND CLOSER) TOWARD PRIVACY

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As mentioned in the last edition of SIMPLY STATED, the Vitalchat team, under the leadership of Ghafran Abbas, Co-founder and Chief Technology Officer, developed a groundbreaking lens, featuring Smart glass. This innovation allows the glass to appear transparent when in use and opaque when inactive and provides additional reassurance when the camera is deactivated.

Vitalchat is proud to announce that the patent has been filed and is officially under review – one step closer to bringing this significant innovation to patients as part of our commitment to privacy and security. Stay tuned for more!

You can read more about this important innovation [here](#).





HIGHLIGHTS

»»» ONE LESS CALL TO IT

As someone who has been in healthcare for over 20 years, Elizabeth Pastrano, Patient Experience Program Manager at Guadalupe Regional Medical Center (GRMC) has a strong understanding of patient care. "You have to always be thinking outside the box. Innovation is important, whether it's from you, your team, or those you choose to bring in to help."

GRMC is a 153 licensed bed facility with a high patient volume covering a comprehensive range of services, including OB/GYN services, imaging and laboratory, multiple inpatient departments, as well as a 25-bed Emergency Room, 8-state of the art operating rooms, and two cutting-edge Cath labs, there's little time, if any, for added complexity. Daily responsibilities inherently involve a certain level of uncertainty. Therefore, any measures that can enhance predictability and confidence are always appreciated. This includes managing patients and their care on through the increasing technological intricacies that may inevitably accompany it.

"The leadership team at Guadalupe Regional Medical Center recognized the need for enhancing patient safety and care workflows through innovative technology. After researching different solutions, GRMC decided that Vitalchat was the right fit", states Elizabeth. She continues, "Vitalchat enhances the overall experience for both patients and staff. We appreciate how the team at Vitalchat was willing to tailor the solution and ensure that the end product was a true representation of GRMC."

Elizabeth takes great pride in the unified teamwork exhibited by everyone involved. "The entire Vitalchat team is approachable, accessible, and effective, regardless of technical expertise," she emphasizes. "Throughout the implementation and go-live phases, Vitalchat was consistently supportive. The solution was operational with minimal in-house technological assistance, underscoring their reliability in providing telehealth solutions, expert guidance, and technical support."

Virtual and on-site training sessions in conjunction with educational resources, exemplify Vitalchat's commitment to seamlessly integrating with the nursing and leadership teams. This approach ensures smooth transitions, making Vitalchat more than just a vendor, but an integral part of the healthcare organization. Integration isn't a one-time event; it's an ongoing process. Priorities and responsibilities evolve alongside the changing needs of patients. Details, such as patient demographics, are crucial. At GRMC, there is a notable and increasing Hispanic population, making it imperative to expand services accordingly. Vitalchat's Talk-to-Text feature is instrumental here, enabling simpler communication and seamless workflows for nurses. Its smooth integration into overall operations greatly benefits GRMC.

Guadalupe Regional Medical Center is a great example of the role that virtual nursing can play as part of a care team that impacts patients, clinical staff, and the entire organization. Vitalchat is proud to assist Elizabeth and her team at GRMC.

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ELIZABETH PASTRANO
PATIENT EXPERIENCE PROGRAM MANAGER
GUADALUPE REGIONAL MEDICAL CENTER





HIGHLIGHTS

➤➤➤ PLACING YOUR OXYGEN MASK ON FIRST

We've all heard the familiar pre-flight reminder: "In case of an emergency, secure your own oxygen mask before assisting others." The same principle applies to mental health in the workplace, especially for those in high-stress roles like nurses, doctors, and caregivers.

That's why at Vitalchat, we recognize the importance of mental health awareness not just during June, but as an ongoing priority for all staff.

That is also the reason behind the launch of "A Simple Pause," a new initiative launched every Wednesday, conveniently accessible on our LinkedIn page (link provided). When you do finally get 5 minutes, instead of reaching for your phone (unless it's to visit "A Simple Pause" on LinkedIn), why not take 5 minutes to stretch, close your eyes, and take a deep breath? Maybe go wild and try all three at the same time! It's time to prioritize self-care and mental wellness for those who do so much to care for others. That's part of our commitment to help you "Care Simply".

If you'd like a weekly email reminder for "A Simple Pause," simply check us out on LinkedIn by clicking [here](#) and make sure you never miss it.

A Simple Pause

Close your eyes, place your hands on your stomach and breathe slowly and deeply, feeling the expansion and contraction in your belly with each breath. In only sixty seconds, by focusing on your breath patterns, you are snapping your brain back into the present moment.

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Care Simply.

A Simple Pause

Drop your right ear to your right shoulder, slowly breathe in, and then slowly blow out through your mouth. Imagine pushing out stress and tension. Repeat this four to six times, then switch sides. This simple pause can help rid of head and neck tension, and lead to more physical and mental peace.

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Nurse Simply.

A Simple Pause

While standing, place your palms together and take a deep breath through the nose. Place one hand on your hip, lower your other arm, and exhale as you bend to the side. Come back to the center while inhaling, and exhale to the other side. Repeat this, alternating sides each time focusing on your breath.

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TRENDS & INDUSTRY



ATA NEXUS 2024 LOOKS TO THE FUTURE OF TELEHEALTH



This year's ATA Nexus 2024, held on May 5-7, 2024, brought together prominent industry leaders to discuss the future challenges and opportunities in telehealth.

Vitalchat was pivotal in these discussions, particularly focusing on virtual nursing and the essential factors for successfully transforming healthcare. If you missed the event, here are some key highlights that sparked significant interest and deserve further exploration. We welcome your questions and thoughts—feel free to reach out at info@vitalchat.com.

Highlights from ATA Nexus 2024:

- Just like Taylor Swift these days, AI has a strong and recurring presence. It featured prominently in discussions on enhancing patient experience, optimizing staffing and resources, improving efficiency, and expanding access to care.
- The expectation of technology integration has evolved beyond mere ease of implementation. Understanding the nuances of where, how, and when integration occurs—especially in workflows—is critical. Early and ongoing input from clinical staff is vital to prevent workflow disruptions.
- The narrative of virtual nursing is crucial for adoption. Effectively communicating why virtual care matters, supported by data, case studies, and testimonials across departments, is essential to gaining stakeholder buy-in.
- It may be time to retire and expand the term "virtual nursing" to encompass the broader concept of a "virtual care team." This shift recognizes that virtual nursing is integral to a larger strategy aimed at enhancing patient outcomes and organizational effectiveness.
- Balancing speed with security is a growing consideration. As technology advances, maintaining patient privacy and addressing concerns about camera use require clear and proactive communication on security protocols.
- Achieving hospital-wide acceptance of virtual care teams requires a collaborative effort. Addressing ongoing staffing challenges and optimizing care delivery through a blend of human touch and technology involves engaging all stakeholders—from bedside nurses to IT, pharmacy, and therapy teams—in decision-making processes.

The ATA Nexus 2024 underscored these critical themes, highlighting the collective effort needed to drive innovation and excellence in virtual care delivery.



“Your internal team is a critical factor to the success of your external partner.”

ALAN PITT, MD
CEO, VITALCHAT

SIMPLE THOUGHTS



THE GOLDBLOCKS RULE FOR CREATING A STEERING COMMITTEE

When it comes to creating a steering committee that will allow virtual nursing to scale and thrive, you have to find what is just right for your organization.

That means careful consideration of a diversity of stakeholders to ensure its effectiveness and success:

1. **Nursing:** This includes Nursing Leadership who can provide strategic direction and nursing staff who can advocate to ensure that nursing priorities are reflected and patient-centric practice standards are front and center.
2. **Information Technology (IT):** IT experts are critical for evaluating, implementing, and maintaining the technological infrastructure needed for integration and support. In addition, they are instrumental in ensuring that systems are secure, interoperable, and meet the needs of nursing, clinical staff, compliance requirements, and patients.
3. **Clinical Operations:** Clinical colleagues are important to provide insights into current patient care workflows, identify areas for improvement or integration of virtual nursing, and ensure that patient safety and quality of care are prioritized.

4. **Patient Advocacy:** A patient representative can provide patient perspectives and needs that may sometimes get missed during planning and implementation.

5. **Quality and Compliance:** Quality improvement and regulatory compliance participants can ensure that virtual nursing initiatives adhere to healthcare standards, guidelines, and regulatory requirements.

6. **Education and Training:** Representatives focused on education and training are essential for preparing nursing staff and other stakeholders to effectively use virtual care technologies as they develop training programs, provide ongoing support, and ensure that staff are competent in delivering care via virtual platforms.

7. **Finance and Administration:** There is no steering committee that can get away with removing budgetary considerations from the discussion. Finance personnel are important members to help with resource allocation, ROI (Return on Investment), and funding sources to support implementation and scaling of virtual nursing services.

These are some of the critical members of an effective steering committee for virtual nursing. No two hospitals are alike and therefore, to ensure comprehensive oversight, cross-functional collaboration, and alignment with goals, take the time to find the committee based on where you are in the process today that is just right.