

# Evidence-Based Practice (EBP) - E160

Poster

## **Abstract Title:**

Implementing Wireless Tablets at the Point of Care and Nurse and Patient Satisfaction

## **Authors:**

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## **Background & Purpose:**

Government requirements have made it essential for Healthcare to support the use of technology; focusing on quality and safety to meet the needs of staff and patients. The American Recovery and Reinvestment Act authorized reimbursement for the Centers for Medicare and Medicaid Services to healthcare organizations who meet established criteria for meaningful use in the implementation of an appropriate Electronic Medical Record. The purpose of this quality project was to determine the effect of implementing wireless tablet devices at the point-of-care on nurse and patient satisfaction.

## **Study/Project Design:**

A quality improvement project with quantitative, descriptive pre/post-implementation survey design

## **Setting:**

A 34 bed acute care trauma unit in a 480-bed university teaching hospital

## **Sample:**

A convenience sample of ten registered nurses (RN) with six months of experience, who worked 32 hours/week, and provided direct patient care

## **Procedures:**

Information sessions explained the project, role, the risks/benefits of participation, survey/education process, and a question/answer session. Upon completion of the pre-implementation survey, education on the use of the tablet was provided, and the participants used the tablets during their daily work routine. Following completion of tablet use, the participants completed the post implementation survey. The survey questions were formulated and analyzed for the participants to answer both pre/post implementation. The Hospital Consumer Assessment of Healthcare Provider Systems (HCAHPS), unit-based aggregate data was collected pre/post implementation in Nurse Communication to determine if there was an increase in patient satisfaction with the use of the wireless tablet technology.

## **Findings/Results:**

Simple descriptive statistics analysis of demographic data revealed; most common age distribution was ages of 30 to 39 years (44.4%), highest education was a diploma (55.5%), primary shift was day shift (66.7%), and nursing experience in a hospital setting (66.7%). The Wilcoxon Signed-Rank Test revealed no significant differences between the pre/post implementation responses, one question "Computer device is accurate" trended toward being significant ( $p= 0.08$ ) in the post-implementation survey. To determine if the tablets use affected patient satisfaction, a comparison was performed of HCAHPS data from pre/post implementation in the area of "Nurse Communication". The composite score for Nurse Communication on the HCAHPS survey pre-implementation was (N=17) 76.5 for the like period dated February 2012 and the post-implementation from February 2013 revealed a composite score of (N= 8) 87.5; an increase of 11 points which reflects a positive trend.

## **Discussion/Conclusions/Implications:**

The participants were able to incorporate the use of the tablet into their workflow and the patients were receptive to the use of the tablet for point-of-care documentation and education. While aggregate HCAHPS patient satisfaction scores on the study site unit did rise by 11 points post-implementation, it was not possible to tie those scores in with patients who were directly impacted by the technology. Further larger scale studies with the ongoing use of wireless tablets and continuous evaluation of the process to measure the impact on nurse and patient satisfaction are required.