



A HealthChannels Company

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AdventHealth pilots nursing model that could transform patient care nationwide

New nursing model allows nurses to focus on patient care, less on paperwork.

ORLANDO, Fla., Aug. 19, 2019 — AdventHealth is pleased to announce preliminary results of a pilot project that could revolutionize the patient care model across the country. Under the pilot, nurses are freed from onerous paperwork, allowing them to spend more time focusing on patients and their needs.

During the pilot, nurses have been paired with a Care Team Assistant (CTA). The CTA's duties are similar to a patient care technician but will have the additional responsibility of documenting patients' care under a nurse's supervision. By relieving nurses of heavy documentation responsibility, they can spend more quality time with patients and play a more active role in patients' care.

"AdventHealth is committed to finding innovative solutions to health care problems. We created this model to improve the way we work to make it easy for both our patients and staff," said Eric Stevens, CEO of acute care services for AdventHealth in metro Orlando. "Our nursing staff is key to providing compassionate, whole-person care. A hospital stay can be an unnerving experience. This program helps our nurses spend quality time with our patients and their families to focus on supporting them while they heal."

The initial pilot began in 2018 and is being tested at select units in AdventHealth's Central Florida division. AdventHealth engaged CareThrough, a HealthChannels company, and sister company ScribeAmerica, which provides the scribe workforce in AdventHealth's emergency departments. CareThrough is providing training and assistance with developing the CTA role.

"With the alarming rate of nurse burnout, compassion fatigue, and a workforce shortage predicted to last through 2030, supporting nurses has become a health care imperative," said Kyle Cooksey, president of CareThrough. "AdventHealth is proactively creating a culture of

engaged nurses. The pilot aligns with our mission to reduce burnout and strengthen patient care.”

In the first year of the pilot, staff responsiveness (a measurement of the patient experience) improved by 12%, lab turnaround time improved by 13% and 73% of nurses said they feel they are able to spend more time with patients when assisted by a CTA.

“This pilot is helping me be the type of nurse that I dreamed of,” said Christine Reyes, a registered nurse at AdventHealth Altamonte Springs. “I became a nurse because I wanted to show compassion to people who need it most, and this pilot is allowing me to do that even more.”

AdventHealth plans to build on the success of the pilot and expand the program to other units.

About AdventHealth’s Central Florida Division:

Founded in 1908 by pioneering Seventh-day Adventists who believed in whole-person health — healing the body, mind and spirit — AdventHealth has grown into one of the largest nonprofit hospitals in the country, caring for more than two million patient visits per year in metro Orlando alone. AdventHealth operates nearly 50 hospitals and hundreds of care centers in nearly a dozen states, making it one of the largest faith-based health-care systems in the United States.

AdventHealth’s Central Florida Division encompasses 16 hospitals in the six counties in and surrounding metro Orlando: Orange, Seminole, Osceola, Lake, Volusia and Flagler. The Central Florida Division’s care network also includes more than 30 CentraCare urgent-care centers; dozens of sports-rehab and imaging centers; and hundreds of physicians, ranging from primary care to a full spectrum of specialties.

About CareThrough (A HealthChannels Company):

CareThrough is the 360-degree care management solution for improving quality of care, patient engagement, and financial outcomes. As healthcare transitions to value, CareThrough leads the way in improving the patient care experience via highly-skilled ancillary support. Our Nurse CTAs and Care Navigators improve the entire patient experience leading to better health results and decreased costs. <https://www.carethrough.com>

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