

**NICHE CONFERENCE**

# TeleWound Technology Improves Patient Outcomes

Lehigh Valley Health Network  
Allentown, Pennsylvania



**FORUM PRESENTERS**  
Nancy DRico, MSN, RN, CMSRN, BC  
Kelly Ryan, MS, RN, CWON, CCON, CFCN

Director of Transitional Skilled Unit  
Patient Care Specialist

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## Lehigh Valley Health Network

- 8 campuses
- 1 Children's Hospital
- 160+ Physician Practices
- 17 Community Clinics
- 16 Health Centers
- 12 ExpressCARE Locations
- 81 Testing and Imaging Locations
- 118,000+ Employees
- 2,005 Physicians
- 4,208 Registered Nurses
- 57,272 Admissions
- 212,897 ED visits
- 1,838 Acute Care Beds

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## Quality Milestones

2010	2011	2012	2013-2014	2015-2016
<ul style="list-style-type: none"> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> </ul>	<ul style="list-style-type: none"> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> </ul>	<ul style="list-style-type: none"> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> </ul>	<ul style="list-style-type: none"> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> </ul>	<ul style="list-style-type: none"> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> <li>Achieved a 30-day readmission rate of 12.5% for heart failure patients.</li> </ul>

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### TeleWound origins at LVHN

- Network-wide increase in hospital-acquired pressure injuries
- 2 units originally trialed: Inpatient med-surg and low-level
- Wave 1 unsuccessful: mixed objectives and technological issues

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### A different setting...with different needs

- Wave 2 at Transitional Skilled Unit (TSU)
- Short physical distance, but 60 minutes round trip
- Limited WOC RN coverage to 1-2 times per week for 1 or more patients
- Delay in care plan implementation up to 72 hours

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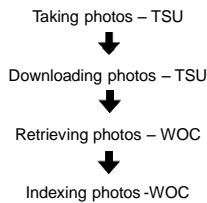
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### Photo documentation: A multi-step process



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### Educational needs

**TSU staff:**

- Camera use
- Wound measurement
- Labels for photos
- Staging pressure injuries



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### Educational needs

**WOC nurses:**

- Interrater reliability
- Photo database/software use



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### Location – Natal cleft, urostomy, diaphoretic, on bedrest



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**Location –**  
Left ischium, continent, wheelchair bound



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**Outcomes: Decreased time to treatment**

- **Decreased time to WOC consult completion**
  - >72 hours to ≤24 hours (except weekend/holiday)
- **Decreased time to care plan implementation and treatment initiation**
  - Within 24 hours from WOC or on admission with TSU staff

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**Pressure Injury Outcomes**

- **Pressure injury improvement or closure by discharge**
- **No wound deterioration requiring wound provider intervention**

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### Pressure Injury Outcomes

Hospital-Acquired Pressure Injuries (TSU)	Calendar Year 2015 & 2016
Worsened	1
Improved	35
No change	16
Discharged same Stage	17
Total	69

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### Anecdotal results

- Real-time education to nursing staff “looking” at same wound
- Practice promotes improvement (maybe not perfection)
- Improved relationships and trust between TSU staff & WOC RNs

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### Challenges

1. Culture change – no WOC physical presence
2. Ongoing education
3. Photos – quality and limitations
4. Weekly follow up photos

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### Future Directions

- Electronic health record integration
- Smart devices with photo integrating application

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