

# Compassionate Care On-Demand

INPUTS	STRATEGIES	OUTCOMES		MEASUREMENT	
<ul style="list-style-type: none"> <li>• Navi Nurses' existing model of care</li> <li>• Off-the-shelf technology used to match patients and nurses</li> <li>• Discharge home experience is 4 hours of care from bedside report to home</li> <li>• 100+ nurse team spanning 15 specialties</li> <li>• Partnership with Honor Health, a large hospital system</li> <li>• Funding from the RN Initiative</li> <li>• Staff, Experience, Reputation, and Relationships of the site teams</li> </ul>	<ul style="list-style-type: none"> <li>• Test the model with 947 people per year (2.6 patients a day home with a nurse)</li> <li>• Evaluate the impact of the model on participating nurses, patients, caregivers, and care systems</li> <li>• Capture comprehensive data to support that this role should be covered by insurance and/or hospitals</li> </ul>	<p><b>1–3 years</b></p> <ul style="list-style-type: none"> <li>• Nurses:               <ul style="list-style-type: none"> <li>– Feel greater sense of joy and work satisfaction</li> <li>– Feel less burned out</li> </ul> </li> <li>• Care Systems:               <ul style="list-style-type: none"> <li>– Fewer hospital readmissions</li> <li>– Fewer medication errors</li> <li>– Improved patient experience scores</li> <li>– Improved bed turnover</li> <li>– Fewer unnecessary calls and/or office visits</li> <li>– Increased # of people meeting follow-up goals</li> </ul> </li> <li>• Patients and Caregivers:               <ul style="list-style-type: none"> <li>– Quicker return home from hospital</li> <li>– Improved self-efficacy</li> <li>– Improved quality of life</li> </ul> </li> </ul>	<p><b>3–6 years</b></p> <ul style="list-style-type: none"> <li>• Reimbursement from insurance makes model of care accessible to all, not just those who can afford it</li> <li>• Model available at all six hospitals in Honor Health's system and other hospitals in Arizona</li> <li>• Eligible patient populations expanded to include pediatrics and infants</li> <li>• Specialized technology developed to support scaling</li> </ul>	<p><b>6–10 years</b></p> <ul style="list-style-type: none"> <li>• Model is scaled and available nationwide, transforming the transition from hospital to home</li> <li>• The work environment for nurses is one where nurses can thrive, be recognized for their work and value, and work at the full extent of their education/licensure</li> <li>• Practice Changes:               <ul style="list-style-type: none"> <li>– Increased efficiency</li> <li>– Decreased attrition from profession</li> <li>– Increased leadership opportunities for nurses</li> </ul> </li> <li>• Patient Changes:               <ul style="list-style-type: none"> <li>– Decreased disparities</li> <li>– Decreased cost of care</li> <li>– Increased quality</li> <li>– Increased access</li> </ul> </li> </ul>	<p>Tools and approaches to measuring the 1-3 year outcomes is under development and will involve both quantitative and qualitative data.</p>

**External Factors:**

Healthcare Environment, Political Climate, Regulatory Climate, Pressures on Academic and Practice Environments