



CHI Health

Investing in interactive video improves patient health literacy, enhances engagement, and streamlines nurse workflow.

Client:

Headquartered in Omaha, Nebraska, CHI Health is a not-for-profit regional health network with 15 hospitals, two standalone behavioral health facilities, and more than 150 employed physician practice locations serving residents in Nebraska, southwest Iowa and northern Kansas. As the largest health network in Nebraska, CHI Health has consistently been ranked as one of the top 15 health systems in the country according to Truven Health Analytics. This honor reflects their ongoing efforts to provide the highest quality of service and the best patient experience.

Size:

- 2,820 Licensed Beds
- 3,100 Physicians
- 15,900 Employees

Customer since: 2010

TeleHealth Solutions:

- Healthcare Grade High Definition Televisions
- Curbell Gen4 Direct Access Pillow Speakers
- SmarTigr Interactive Patient Education Systems
- Multi-lingual Patient Education Videos
- Staff Education Videos
- Swank Hospital-Edited Entertainment Videos
- TeleHealth 360° Service

Results:

CHI Health is using SmarTigr to give patients access to their full library of patient education videos, including specially selected English, Spanish and closed-caption videos. Patients are able to order on-demand, condition-specific videos, all at the bedside. CHI Health is also taking full advantage of the Tigr system’s post-test feature; to date, patients have taken 8,000+ comprehension quizzes.

National literacy statistics show that the average adult reads between a 6th and 7th grade level. Two out of three adults over age 65, and those of all ages living in minority inner city communities, read below a 5th grade level. This equates to one out of every two patients not understanding written health content, as much of it is written at or above a 9th grade reading level.

Given the critical importance of health education and meaningful use requirements of patient engagement, CHI’s mission was clear – bridge the gap between patients and health information. Through the adoption of the SmarTigr Interactive Patient Education System, CHI Health achieved their goal by providing patients the tools to be better versed on their condition and empowering them in their recovery.

“We continuously want to make sure patients and caretakers have a complete and shared understanding of specific medical conditions, from diabetes and CHF, to COPD and cancer. What our patients need more than ever before are clear and focused education plans and the ability to comprehend and act on health information.”

Beth Gibbs

Advanced Nurse Specialist, CHI Health

Choosing SmarTigr Interactive Patient Education System

Before implementing SmarTigr, CHI Health nurses and staff were forced to roll unwieldy TV carts with VCRs and DVD players to patient rooms. This process disrupted clinical and business workflow and reduced the time spent physically counseling patients and their families.

CHI Health needed a cost effective, flexible solution that would allow nurses and staff to deliver condition-specific content to patients at the optimal teachable moment without generating added tasks and disrupting workflow. CHI also wanted a solution that would enhance “Generation Patient,” a multimillion-dollar system-wide, patient-centered, collaborative care model that blends “the best clinical care with the optimal patient experience.” After a rigorous evaluation process, they chose the SmarTigr on-demand patient education system from Telehealth Services, the nation’s leading provider of healthcare grade televisions and interactive patient education solutions.

“We plan on continuing our investment in the wellness of our communities and to ensure patient satisfaction and a higher level of medical care. We felt it was only right to partner with a provider who could give us the full turnkey solution.”

Duane Carbullido

Operations Director for IT Services, CHI Health

CHI Health first targeted Bergan Mercy Medical Center to implement the SmarTigr system. They worked to gain staff buy-in by incorporating videos into their new nurse orientation. Familiarizing nurses with SmarTigr content and functionality better prepared them to troubleshoot problems, answer questions and orally review video content. Since then, CHI Health has implemented SmarTigr in seven of its various metropolitan Nebraska and Iowa facilities.

Each of the seven CHI Health hospitals that utilize SmarTigr have 100-120 specially selected English videos, 15-20 Spanish videos and 30-35 closed caption videos. Patients are able to order on-demand, condition-specific videos on topics ranging from diabetes and stroke to postnatal care, all at the bedside.

Using SmarTigr to Enhance Health Literacy

CHI Health’s approach reflects a model originally developed by Dean Schillinger, MD, where the clinician provides health content through the SmarTigr system, pointing out important areas to pay special attention. The nurse can then assess patient recall and comprehension by requesting that the patient perform a demonstration, or outline key points via a method called “teach back,” where the patient repeats



what he or she has learned. If a patient is unable to repeat back key learning points, the nurse can then “re-teach” the video content. In the end, the patient recalls, comprehends and demonstrates mastery of the subject.

CHI Health nurses also utilize post-tests with an underlying comprehensive evaluation. This evaluation provides key identifiers such as audience classification (e.g., maternity, geriatric) and achievement of goals ranging from viewing confirmation, knowledge validation, identification of at-risk populations and escalation for nursing rounds. For example, nurses can confirm patient viewing and validate comprehension by using SmarTigr to pose questions such as:

- *Did this program give you new information about your condition?*
- *Do you feel you understand your condition better than before?*
- *Did your nurse answer all of your questions?*
- *Will you be able to manage your condition better?*

CHI Health’s approach is a key example of how hospitals are taking advantage of SmarTigr’s assessment functionality to increase health literacy and improve patient outcomes. CHI Health delivers post-tests for more than 80 percent of their patient education library, with patients completing 8,000+ quizzes to date.

“SmarTigr’s quiz functionality has enhanced the patient education experience and increased workflow efficiency,” says Gibbs. “It has also served as a strong diagnostic tool, helping educators focus on identifying needs that haven’t yet been met rather than having to repeat a complete program.”

System-wide Achievement

The SmarTigr system has helped CHI Health facilities achieve great success with their education and engagement initiatives. Nursing units have incorporated videos into interdisciplinary rounds and routinely introduce videos to patients during their room orientations. Power users of the SmarTigr system are obstetric units where “**Infant Safe Sleep**” and “**Shaken Baby**” videos are highly popular due to requirements in both Iowa and Nebraska that new parents view these videos. In addition, Lakeside Hospital, CHI Health’s 77-bed acute care facility in Omaha, relies on SmarTigr’s ADT (Admit/Discharge/Transfer) interface as well as an interface into the hospital’s registration system to transmit alerts to educators after a patient has finished viewing a video. Using these real time alerts, educators can be sure to follow up with patients prior to discharge.

The Optimal Patient Experience

CHI Health chose to partner with TeleHealth and further its mission to create the optimal patient experience by upgrading patient rooms and guest areas with top of the line healthcare-grade high definition televisions, Curbell GenIV direct access pillow speakers and hospital edited entertainment movies.

“Our top priority is for our hospitals to combine the best clinical care with the optimal patient experience. We feel the investment in these patient-centered technology solutions will be a cornerstone in helping us accomplish those goals,” says Carbullido.

