



Virtual Care Coordinator Program

(February 2021 – May 2021)

Usra Ali and Harpriya Atwal

Program Overview

Spearheaded Virtual Care Coordinator Program alongside Program Manager, Shelly Arthofer and Senior Clinical Communications Technologies Manager, Rajiv Ramdeo.

Program Day to Day Overview

Routing telehealth web conference calls and meetings via Zoom

Understanding clinical workflows

Practicing daily customer service capabilities and issue resolution

Daily schedule revolved heavily around operating Virtual Care Coordination Program on **COVID units M6 and M7**, initially for COVID surge response and while practicing c-i-care. Responsible for telehealth web conferencing calls (Zoom) from physicians to patients, and or/families including bridging in interpreter services.

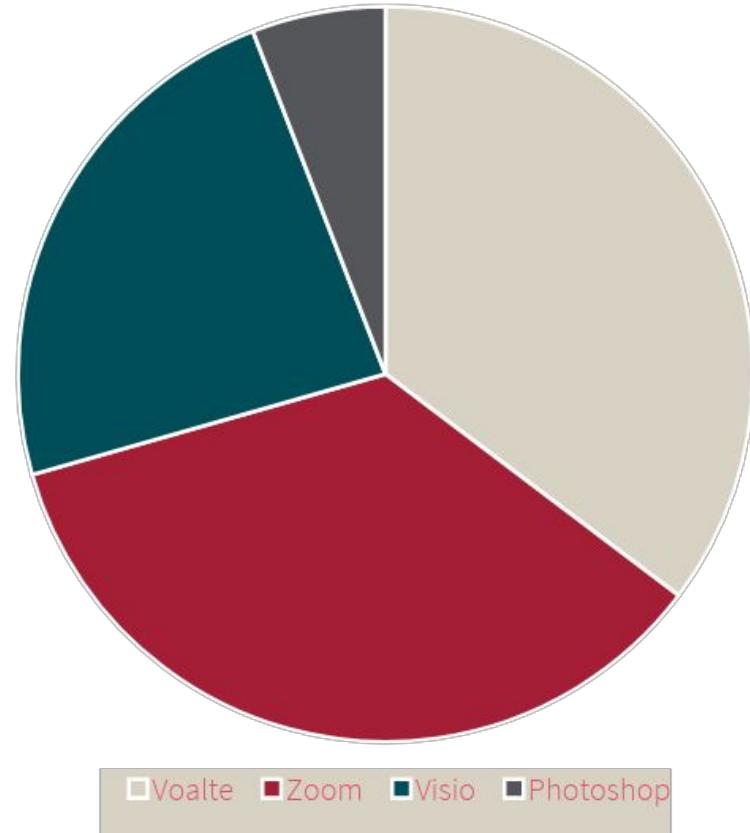
High participation in many other projects outside of role to support overall program such as, assisting in growth and promotion through stand-alone projects including, but not limited to the following:

- PowerPoint creations and presentations
- Researching and information gatherings
- Staff education and trainings
- Program script drafting and updating

Program Technical Skills applied

- Cisco Jabber
- Photoshop
- Microsoft Teams
- Visio
- Voalte
- Zoom

Most frequent technical skills applied

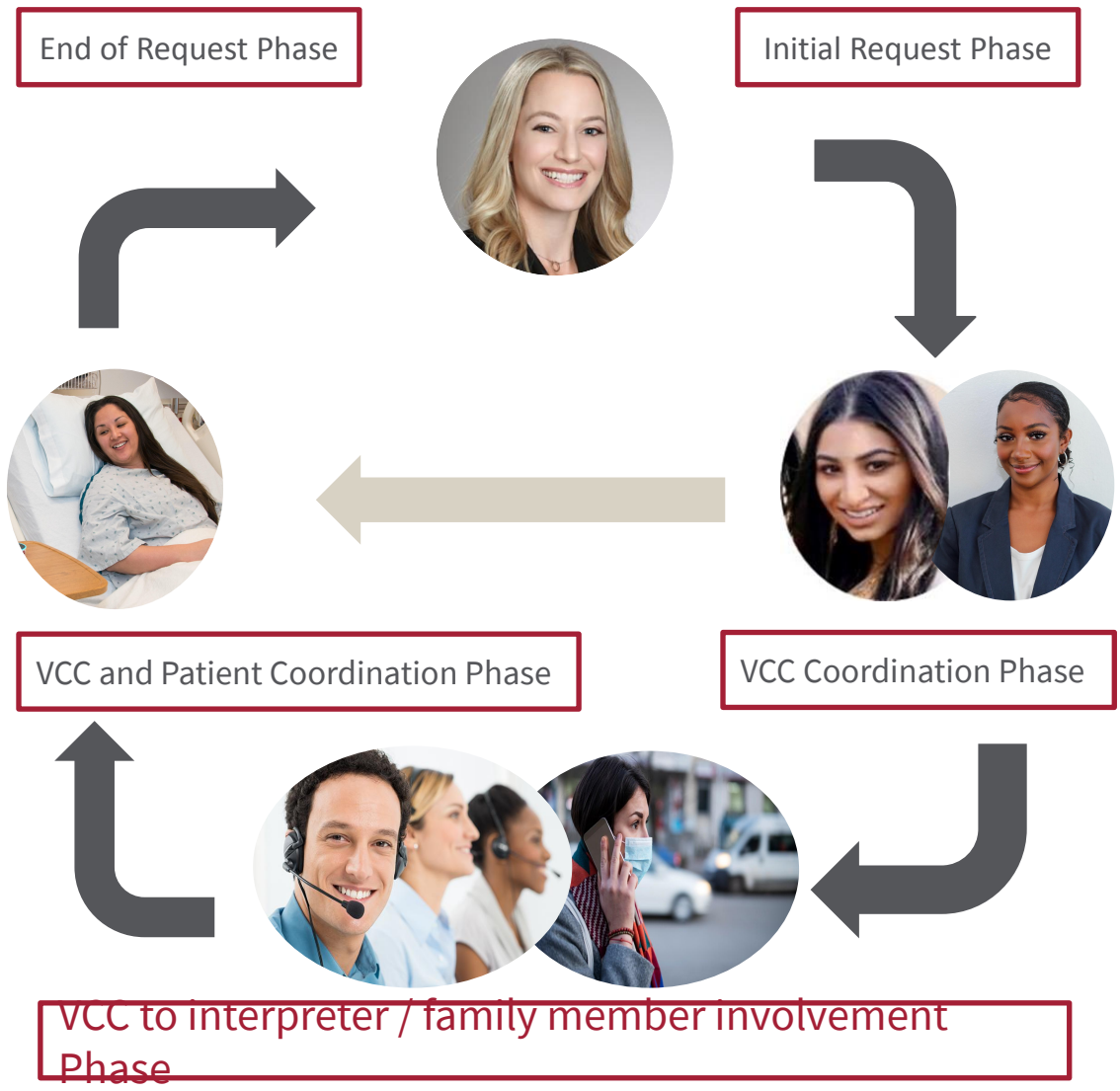


VCC Request Flow



VCC Request Flow - Interpreter Highlight

As interpretation services were high in demand when coordinating Zoom calls, a model was put in place within our VCC workflow to expedite this request which resulted in a seamless process and experience for both the physician and patient.



VCC to interpreter / family member involvement Phase

Program Coordination Request Volume

Throughout the tenure of the program, a multitude of four types of requests were received by Physicians, Interpretation Services, Addiction Medicine Groups and or Families.

Total Number of Requests	Physician Requests	Interpretation Requests	Addiction Medicine Requests	Family Care Requests
Unit M6 15 / 15 completed	Unit M6 6	Unit M6 6	Unit M6 2	Unit M6 1
Unit M7 15 / 15 completed	Unit M7 2	Unit M7 3	Unit M7 10	Unit M7 0
Total Number 30	Total Number 8	Total Number 9	Total Number 12	Total Number 1

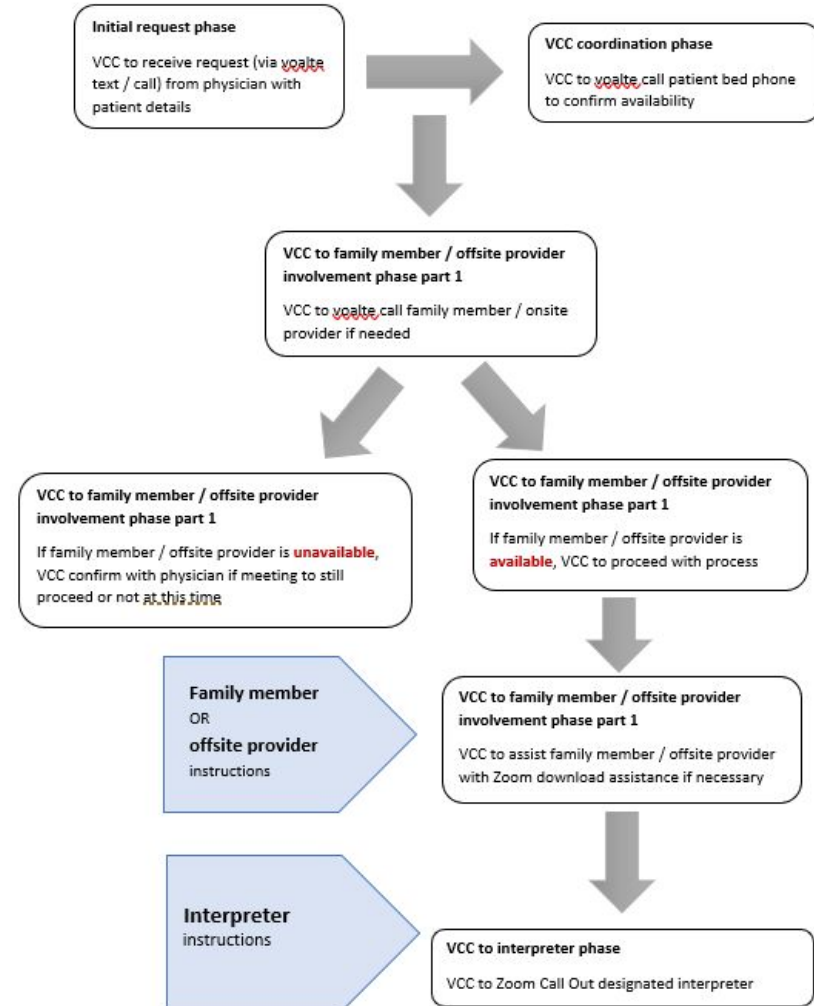
VCC Program Workflow

From training to hitting the ground running, a **master flow chart** was created by the VCC's to be followed when coordinating Zoom calls.

SLA for workflow start to finish, approximately 7-10 minutes as of May 2021.

Master Flow Chart

Workflow chart (outline of all VCC steps):



VCC Program Workflow

From training to hitting the ground running, a **master script** was created by the VCC's to be followed when coordinating Zoom calls.

SLA for workflow start to finish, approximately 7-10 minutes as of May 2021.



Master Script

Workflow details and script (outline of all VCC steps):

Last revised 2/23/2021 by Harpriya Atwal

1. Initial request phase

- a. VCC to receive request (via voalte messenger / call) from physician with patient details
 - i. PTR #-
 - ii. Interpreter – Y/N
 - iii. Language –
 - iv. Family # -
 - v. Confirm PTR # -

2. VCC coordination phase

- a. VCC to volt call patients room to check availability
 - i. **VCC to patient:** "Hello, my name is Priya, your Virtual Care Coordinator and your physician is looking to have a meeting with you on the ipad in your room. Is now a good time for you to speak with them?"
 - ii. If patient says **yes**, proceed.
 - iii. **VCC to patient** "Great, I will now connect the doctor to the ipad in your room, please give me a moment. I will hang up the phone now. Goodbye."
 - iv. OR
 - v. **VCC to patient** "Great, I will be right back with a **language interpreter** and your physician on the ipad. One moment please, I will hang up the phone now. Goodbye."

3. VCC to family member / offsite provider involvement phase part 1

- a. VCC to volt call family member / offsite provider at this time if needed to confirm their availability
 - i. **VCC to family member / offsite provider** "Hello, my name is Priya, patient name's Virtual Care Coordinator here at Stanford Hospital. Their physician is

Physician Reviews

Building a community for our end users



“Harpriya was extremely helpful in facilitating meetings with patients. She made the process quick and easy, which helped create a more efficient workflow for our team. Harpriya was very responsive and polite, and overall a pleasure to work with!”
– Ashley Hartoch, SHC Complex Case Manager M6

“Harpriya was an excellent resource to help me connect with my patients on the COVID isolation floor. Having a Virtual Care Coordinator took a lot of stress and work off of the nurses and allowed for improved communication. Harpriya was always very quick to respond, and easy to communicate with.”
– Kiera Sullivan, Physician M6





“Since you were here, you’ve helped me a lot because I have transferred a lot of doctors’ calls to you. Thank you for helping M7 nurses, patients, and their families.”

– Rohini Prasad, Unit Clerk M7

“Hi Usra. Thanks for the message. I wish I had the opportunity to use it more, but I guess the good thing was our COVID patients decreased significantly right around the time we got this set up. But I would say it was helpful and valuable to have video access to patients from anywhere via my phone. This is really helpful considering I have patients throughout both hospitals in most floors to be able to directly connect with patients in the COVID units supported my ability to care for them.”

– Errol Ozdalga, Physician M7





*“Quick access & easy to use. Thank you for your service. I wish this service could be continued (maybe a mixed model).”
– Huiqiong Deng, Physician M6*

*“Although this program didn’t cover the units I work on, I love this concept and would definitely use it if it was available. I work with trauma patients and often they have family members who are out of state who would like to visit them via Zoom. I would love to have this service available for them.”
– Grace Davis, Physician K7*



Program Personal Experiences

Program Hardships, Positive Call Outs, Learnings and Suggestions

Program Hardships

At times physicians were unclear of how the VCC Program operated, however, VCC's found a way to resolve the misunderstanding by creating handouts to educate SHC staff further about the program objectives which improved the working knowledge for those unsure.

(Refer to VCC Program Marketing & Promotion portion of presentation to find handout visuals)



Positive Call Outs

Physicians had the option of coordinating Zoom calls with VCC's one of two ways, a prior meeting request or request as received.

VCC's acted as a middleman which allowed clear communication amongst all parties.

VCC's troubleshooted Zoom issues and quickly directly them to IT for resolution.

Physicians were able to utilize the program 8 hours a day, 7am to 4pm, Monday – Friday.



Program Learnings

Immersing ourselves in the Healthcare environment and having a front of the line experience gave us more insight on the importance of telehealth communication.

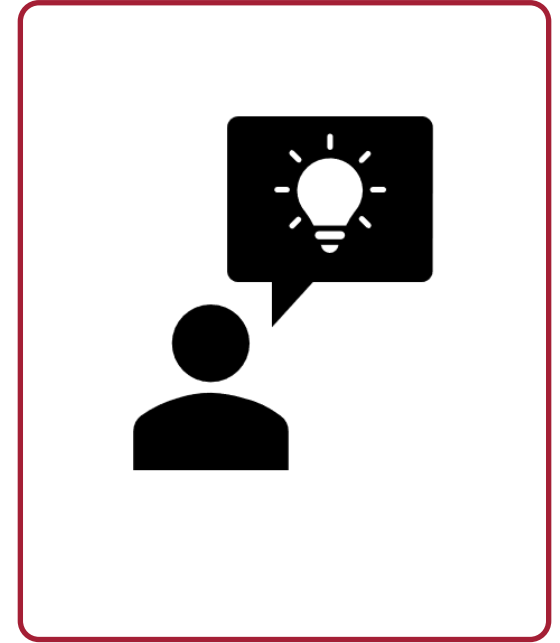
We found that working with nursing managers one-on-one and assisting with their direct needs provided a strong workflow for the physicians within the units. Providing easy access to Virtual Care Coordinators expedited the process for SHC medical employees.

Furthermore, we were able to contribute to the Zoom Telehealth Communication involvement and create a healthier Virtual Care program for patients.



Program Suggestions

As physicians from units beyond M6 and M7 have contacted our program with Zoom requests, we think it would be beneficial to expand the program throughout the hospitals and also provide a 24-hour service to assist and support late night shifters.





“It was great to be involved in the VCC program. Being in the unit and seeing first-hand all the work healthcare workers put into taking care of COVID patients put things into a broader perspective for me. It was an honor being able to help them as well as contribute to a better patient experience.”

*– Usra Ali
Virtual Care Coordinator, M7*



“Thankful for the opportunity to be apart of the care team and such a valuable service! I truly enjoyed the Virtual Care Coordination Program experience as well as our teams efforts with creating a strong support system for our physicians. I plan on taking these learnings and practices along on all future projects!”

*– Harpriya Atwal
Virtual Care Coordinator, M6*

Stand-alone VCC related projects

Collaborating and cross functionally working with the entirety of the Communications Technologies Team to create assortments of visual enhancements from compiled data and organizing operation workflows.

VCC Program Marketing & Promotion

Marketing efforts were strongly encouraged to increase visibility to the VCC program.

Handout created and laminated by VCC's to be provided to unit clerks on units M6 & M7.



Virtual Care Coordinator's & Physicians on M6 & M7

Who we are

Virtual Care Coordinators (VCC's), a branch from Communication Technologies are located on M6 & M7. We support telehealth coordination between web conference calls (Zoom) from care team members to patients, families and including bridging in interpreter services or offsite providers if and when needed.

What do VCC's assist care team members with

Connecting care team members to patients in addition to family members, interpreter services and any offsite providers.

How it works

To best accommodate our care team members, we have created the following workflow.

Please Voalte messenger your designated VCC, M6 (Harpriya Atwal) or M7 (Usra Ali) with your request including the information listed below and a VCC will be in touch with you promptly.

1. PTR # (Patient Room Number) -
2. Interpreter – Y/N
3. Language –
4. Family # -
5. Confirm PTR # -

How to get in touch with a VCC within Voalte

Please refer to the directions and screenshot below to learn how you can get in touch with a VCC within Voalte.

1. Navigate to the Voalte Directory and click on the search icon
2. Search for 'Virtual Care Coordinator'
3. The role 'SCH Virtual Care Coordinator' will appear
4. Click on the role and select a Virtual Care Coordinator to connect with



VCC Hours of Operation

VCC Hours of Operation

M – F, 7:00am – 4:00pm

Virtual Presence Marketing & Promotion

A tips sheet promoting virtual educate including:

- Lighting
- Visual Background
- Keyboard Noise
- Audio Feedback
- Webcam

Created by the VCC's and to be promoted to physicians on units M6 & M7.

Virtual Presence for Remote Physicians

A tips sheet for good lighting, visual background, noise & more

Lighting



The best place to put **lighting** for video conferences is directly in front of you and behind the computer screen. Using natural window light or a lampshade on either side of you is a simple way to achieve this.

- Please visit [this link](#) to view a lighting alternative

Visual Background

Stationing your video conferences in front of a minimalistic space in your home or adding a simple video **background** is a way to add a polished look to your overall virtual presence. Please visit the links below to view product alternatives.



- [YSpill VCam](#)
- [Nvidia Broadcast](#)

Keyboard Noise



Remaining **silent** or muting your side of the video conference unless turned to speak is extremely important as this eliminates distractions for yourself and other participants.

- [Silicone keyboard covers](#) are a great alternative to help silence the noise coming from keyboards

Background Noise

Background noise will only disturb your meeting and distract all meeting attendees from what is important. Please be aware of your surroundings to prevent excessive noise or visit the links below for microphone and headset alternatives as these tools will help cancel out the background noise.

- [Lavalier microphone Cardioid](#)
- [Wireless Bluetooth Headset](#)
- [Noise filter](#)



Audio Feedback

It is strongly encouraged to **speak loud and clear** as this avoids delays and lags in your video conferences.

- Earphones or earbuds are great resources to assist with audio feedback
- If the patient is having communication technology issues, please phone call the patient for the audio portion of the visit



Webcam

The ability to **monitor** your patients' expressions and body language helps you to better target what you're saying for maximum impact. Please visit the link below for a webcam alternative if your device does not already come with one included.

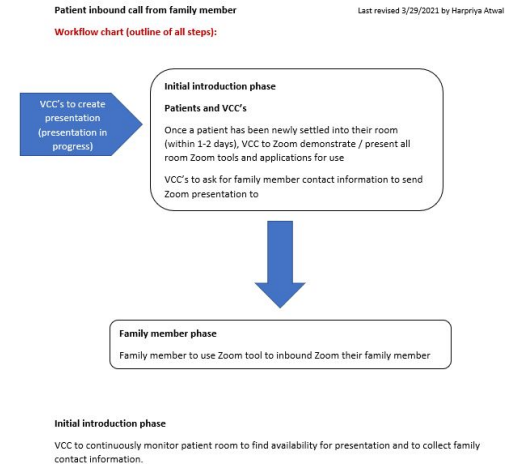
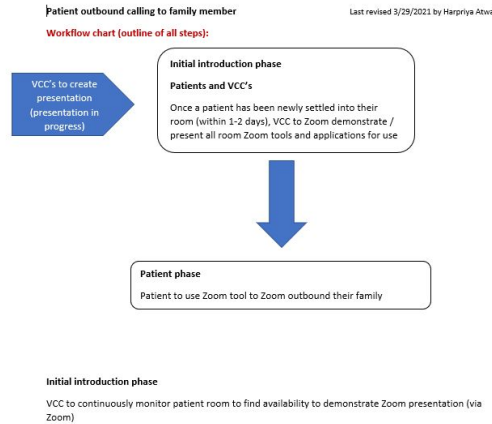
- [Logitech Webcams](#)



Family Care

A master family care flowchart and script were created by the VCC's to be followed when coordinating inbound and outbound family Zoom calls.

SLA of workflow start to finish was dependent on patient and family level knowledge of Zoom application.



Stand-alone non-VCC related projects

High participation in many other projects outside of our role to support overall program such as assisting in growth and promotion through stand-alone projects.

Stand-alone non-VCC related Project

Patient 500P iPad Education and Staff Training

Participated in 2-day training and educating for staff along side Shelly Arthofer on entertainment iPad applications intended for patient use.

Voluntarily created promotional flyer to promote program.

(VCC's worked closely with Shelly Arthofer)

500P Patient iPads

Purpose: Ipads are intended for patient communication, entertainment, and family clinical use and are located in all 500P patient rooms near patient bedsides.

Support: The Virtual Care Coordinators located on M6 and M7 are familiar with the ipad features, applications and security processes and are available for assistance if needed.

Logistics: Charging cables are essential for the success of the project. The ipad will no longer operate once off Stanford Health Care property.

Please report any missing ipads or ipad cables to IT Help Desk (3-3333).



Ipads are only located in 500P at this time.

Stand-alone non-VCC related Project

Innovation Lab Research Project

Researched layout alternatives to present for future office space design.

(VCC's worked closely with Rajiv Ramdeo)


Innovation Lab Market Research	
Company	Video Link
Mayo Clinic	http://www.cfitour.com/
Cleveland Clinic's Main Campus	https://www.youtube.com/watch?v=HZoex9wN1As
Johns Hopkins Medicine Virtual Tour for Prospective Applicants	https://www.youtube.com/watch?v=KnNaPzR-AEE
Welcome to the Mass General Cancer Center and Take a Tour	https://www.youtube.com/watch?v=7MZu9Mq521c
Tour: UCSF Medical Center at Mission Bay	https://www.youtube.com/watch?v=gT77cGt8fi0
North Alabama Medical Center	https://www.youtube.com/watch?v=ZOb5dMWYNB8
Desert Ridge Building B	https://my.matterport.com/show/?m=DNrsf1AJEdL
Hospitals of the Future - Architectural Fly-through	https://www.youtube.com/watch?v=dgn3-7tOTCs
Award-Winning Medical Office Building of the Future Design Concept	https://www.youtube.com/watch?v=chL-NNwLCIA
Rose Medical Buildings	https://rosemedicalbuildings.com/case-studies/

Stand-alone non-VCC related Project

QR Platform Scope Presentation

Complied 3 types of QR data from excel spreadsheet into presentation format and presented to team for QR selection discussion.

(VCC's worked closely with Molly Trzewieczynski)



FLOWCODE

Pro Monthly cost \$9.95 Pro Annual cost \$95.00	Subscription
Flowcodes and Flowpages	All unlimited QR codes are dynamic (FLOWCODES), artist designed and build codes. All Flowcode members can create and publish their own codes, but Flowcode branding cannot be removed.
Code Management	List and grid view, Search, Sorting, Folders, and highlighted codes.
Dynamic	<input checked="" type="checkbox"/>

FLOWCODE

Advanced Analytics	Time of day, location, and more advanced reporting coming soon.
FLOWCODE Pro Flex	Pro Flex membership cost is \$150 a month
Custom Codes	Custom code design for Stanford Health Care and Unlimited Codes and Scans
Design Features	FLOWCODE designs (if you opt to use)
Analytics and Reporting	Reporting and Analytics set up and delivery. Insights analysis and campaign recap reporting.
Data	Optional feed of FLOWCODE data to your analytics platform
URL	Custom vanity URL

Flowcode Project Summary

FLOWCODE is based in New York NY, allows unlimited codes, scans, and custom codes that never expire.

Currently working on SSO for Active Directory.

Pro Annual cost \$140.00 offers code management (list and grid view, search, sorting, folders, and highlighted codes).

The Pro Flex membership costs is \$150 per month and will include custom reporting and analytics set up and delivery.

If somehow the account expires then the scans will show a '404-Not Found' page.


The software provides dynamic and CCPA (Privacy Compliant).

24 hour support and direct support via telephone and email.

Recommendation

	SCANOVA	uQR.me	FLOWCODE
Price	Pro Annual Cost \$900	Pro Annual Cost \$479.40	Pro Annual Cost \$95.00 Includes basic analytics Pro Flex Membership Advance analytics Annual Cost \$1800.00
Country	India Servers based in USA	USA	New York, New York
Privacy Compliant	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Support	Email and phone support within 24 hours	Email support	Email and phone support 24 hours a day

Thank you



Stand-alone non-VCC related projects

Additional Projects		
Team	Team Member	Description
Communications Technology Team	Steven Banaban	Creating WikiSite (converting Playbook)
Communications Technology Team	Steven Banaban	Assisting with infographic promoting Telehealth Communication
Communications Technology Team	Molly Trzewieczynski	Urgent Voalte testing

Thank you!

If you have any questions, please reach out to either of the following:

rramdeo@stanfordhealthcare.org

sarhofer@stanfordhealthcare.org

uali@stanfordhealthcare.org

hatwal@stanfordhealthcare.org