



Nursing First: Elevating the Most Trusted Profession – Creating Resilience

Nursing First, as a mindset, empowers nurses as the most trusted health professionals within a new, reimagined care model by resolving care communication and coordination challenges while also driving targeted outcomes (e.g., reductions in length of stay, improved nurse and patient satisfaction).

The aim of Nursing First is to create an incredible experience for patients and nurses by better supporting nurses to practice at the top of their license through a nurse-led care delivery model redesign which fundamentally and sustainably resolve the challenges faced across the nursing profession while embracing applicable technologies. This approach puts nurses in the driver seat by involving them in creating new ways of working which ultimately empowers them to operate in a professionally safe supportive environment, elevate the patient care experience and drive the necessary behavioral changes required for adoption.

Nursing First Leverages Virtual Nursing Concepts Plus So Much More

Our early invention with clients using Nursing First is taking roots. Nursing First elevates these early virtual nursing achievements to further empower nurses in a new care model. To achieve success, Nursing First requires a change of mindset and a commitment that even decade old processes can be reimagined or eliminated. To achieve this, Nursing First mindset must be leveraged by nurses and ancillary health personnel involved in patient care as well as health administrators and nursing leaders at all levels of an organization. There must be serious consideration and commitment to putting the most critical resource in healthcare, “NURSES” first by reimagining the core that enables effective safe care delivery which is communication and coordination.

To begin the Nursing First journey:

- Start with a Nursing First Mindset: Nursing leadership, beside nurses, ancillary health personnel involved, and health administrators must be engaged and committed to reimagining the future of nursing care delivery grounded on the foundations of the nursing process. Shift from current ways of doing things towards an open mindset to discuss and assess new possibilities of care delivery by asking critical questions about the current process: Is the work creating value for nurses? Can the work be done differently and more efficiently? Can a Virtual Nurse do the work, can it be automated, or can it be eliminated?

Nurses are key to successful care...

#1 Nurses, by a wide margin, are the most trusted profession¹

#1 Nurses are often more than double the number of any other professional category for health systems²

...and remain under stress

35-90% Nurses indicate they are thinking about leaving the profession burned out and stressed, and believe careers are being cut short^{3,4,5,6,7}

35% of Nursing staff are new

- Develop a Nursing First Approach: In a dynamic environment, co-create new models of care delivery grounded on improved care communication and coordination processes which will include:
 - Leveraging virtual nursing
 - Automation/augmentation
 - Team-based staffing
 - Consultation support

to build new setting specific care models. Define and begin to measure the value in the new care model beginning with proven outcomes across 40+ nursing care delivery activities.

- Lean into the Care Model Core – Communication and Coordination: Augmenting nurses by using any of the levers for reinventing the care model will exacerbate communication and coordination. Leveraging the Nursing First Personal Command Center supports the new mindset and approach with a patented technology that is designed for nurses by nurses to drive adoption of the new care model, provide clarification to define who in the care model, is doing what/when, and how they will meet those expectations while adding a Virtual Nurse to provide additional support to reduce workload burden on bedside nurses. The Nursing First Personal Command Center



Steps to a Patient- & Nurse-centric Care Model

1. **Reinvent the Nursing First care model.** Redesign the 40+ nursing activities using the levers of virtual nursing, automation/augmentation, team-based staffing, and consultation support build a new, setting specific care model.
2. **Activate the Nursing First Personal Command Center to empower.** In the new care model, follow the approach to define who in the care model, is doing what/when, and how they will meet those expectations.
3. **Leverage behavior change to reach value and improved communication and coordination.** Define and begin to measure the value in the new care model beginning with the 40+ nursing outcomes already known.

- Empowers each nurse within the context of the new care model – recognizing a nurse's responsibilities and activities as well as others of the care team in the care model. Enhances coordination by recognizing the timely availability of other nurses and individuals in the care team.
- Connects each nurse to the data, tools and capabilities that are needed for them to exercise control and meet their responsibilities.
- Uses behavior gamification to create the individual changes for the care model to be successful.

Each of these capabilities are focused on ensuring improved communication and coordination are at the core of the Nursing First care model.

Nursing First – More Details Coming

Elevating and empowering nurses to drive an improved patient and nurse-centric care model is the goal of Nursing First. The Nursing First Mindset & Approach supported by the Personal Nurse Command Center can fundamentally and sustainably transform nursing care delivery model by addressing care communication and coordination challenges that will be enabled by adopting new ways of working that will empower clinical nurses to operate in a professionally safe, nurturing, and supportive environment thereby elevating overall patient care experience and outcomes. In the coming days more details will be offered on Nursing First.

*Nursing First trademark submission 98839289

References

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