

Getwell Video Education

Epic

getwell:)network®



Getwell: Background

Packard Vision

What is Packard Vision?

Packard Vision is the interactive patient care system powered by GetWell:)Network designed for Lucile Packard Children's Hospital Stanford

We have had the system for 5 years and it has primarily been used for entertainment

What else can Packard Vision be used for?

Access resources such as housekeeping and engineering through the TV

Allow real-time feedback about patients' hospital stay

Prompts patients to watch educational videos to enhance patient teaching and prepare them for providing care at home

Who Uses Packard Vision?

Maternity

Pediatric

Welcome Test Mon, March 28 | 8:51 am

My Action Plan My To-Do List List View

Here are some things we would like you to do while you are here.

- Learn how to stay safe in the hospital** (Image: nest with blue eggs)
- Watch this important safety video** (Image: hands with play button)
- Nominate my nurse for a DAISY Award** (Image: daisies)

Watch TV **Learn about our network** **Browse health videos** **Find it on the hospital map** **Cheer for my nurse**

Hello AngieTest Wed, January 13 | 2:01 am

My Action Plan My To-Do List List View

Here are some things we would like you to do while you are here.

- Learn how to stay safe in the hospital** (Image: decorated eggs)
- Watch this important safety video** (Image: colorful abstract)
- Tell us how we are doing** (Image: smiling boy)

Share a compliment **Relax with a video** **Browse health videos** **Forever Young Zone Activities** **See visiting hours**

Ordering Education Videos in Epic

Go to Orders: Type in “vision” in search box

The screenshot shows the Epic Facility List Search window for user Stephanie Blues. The search term 'packard vision' is entered in the search box. The results table lists various educational videos under the 'Nursing' type, all with a preference list of 'IP FACILITY NURSIN' and a phase of care of 'NUR'. The status bar at the bottom indicates '50 loaded. More to load.' and includes buttons for 'Select & Stay', 'Accept', and 'Cancel'.

Name	Type	Pref List	Px Code	Phase of Care
A Breastfeeding Lifestyle (PACKARD VISION EDUCATI	Nursing	IP FACILITY NURSIN	NUR2058	
Baby Blues (PACKARD VISION EDUCATION VIDEO)	Nursing	IP FACILITY NURSIN	NUR2037	
Baby's First Meal (PACKARD VISION EDUCATION VID	Nursing	IP FACILITY NURSIN	NUR2046	
Baby's Hunger Signals (PACKARD VISION EDUCATIO	Nursing	IP FACILITY NURSIN	NUR2047	
Basic Baby Care (PACKARD VISION EDUCATION VID	Nursing	IP FACILITY NURSIN	NUR2066	
Breast Fullness & Engorgement (PACKARD VISION E	Nursing	IP FACILITY NURSIN	NUR2040	
Breastfeeding Positions (PACKARD VISION EDUCATI	Nursing	IP FACILITY NURSIN	NUR2051	
Breastfeeding Teaching (InJoy) (PACKARD VISION ED	Nursing	IP FACILITY NURSIN	NUR2023	
Caring For Your Child at Home-Heart Cntr (PACKARD	Nursing	IP FACILITY NURSIN	NUR2027	
Central Line Teaching-PICC (PACKARD VISION EDUC	Nursing	IP FACILITY NURSIN	NUR2015	
Central Line Teaching-Port (PACKARD VISION EDUC/	Nursing	IP FACILITY NURSIN	NUR2016	
Central Line Teaching-Tunneled Catheter (PACKARD VI	Nursing	IP FACILITY NURSIN	NUR2017	
Central Line the Basic Teaching (PACKARD VISION EI	Nursing	IP FACILITY NURSIN	NUR2021	
Cesarean Recovery at Home & Warning Sign (PACKAI	Nursing	IP FACILITY NURSIN	NUR2067	
Chemo Side Effects Teaching (PACKARD VISION EDL	Nursing	IP FACILITY NURSIN	NUR2018	
Counting Diapers & Weight Gain (PACKARD VISION E	Nursing	IP FACILITY NURSIN	NUR2053	
CPR for Family and Friends-Adult/Child (PACKARD VI	Nursing	IP FACILITY NURSIN	NUR2011	
CPR for Family and Friends-Infants (PACKARD VISION	Nursing	IP FACILITY NURSIN	NUR2010	
Crying & Colic (PACKARD VISION EDUCATION VIDEO	Nursing	IP FACILITY NURSIN	NUR2056	
Family Centered Rounds (PACKARD VISION EDUCAT	Nursing	IP FACILITY NURSIN	NUR2012	
Feeding and NG Tube-Heart Center (PACKARD VISION	Nursing	IP FACILITY NURSIN	NUR2026	
General Isolation Teaching (PACKARD VISION EDUC/	Nursing	IP FACILITY NURSIN	NUR2014	
Getting Ready To Go Home - Heart Center (PACKARD	Nursing	IP FACILITY NURSIN	NUR2028	

Using Order Sets to Order in Epic

ACE6 - JEANINE L MISEMER - MATERNITY 192 (aka MATERNITY F1)

Knicks, Stephanie

KNICKS, STEPHANIE
Female, 30yr, 12/08/1985

MRN: 70... Admit:... Patient T... Code Sta... Allergies... Organi... CrCl... Outside I... GA: 38... ED... B... BMI...
CSN: 89... MAT1... Patient P... Dose Cal... Special C... Isolati... Speci... Primary I... LMP: 1... Gra... H...

Order Sets

Search + Add

OB Educational Videos

▼ Suggestions

<input type="checkbox"/> Asthma Admission	<input type="checkbox"/> OB Post Partum Hemorrhage
<input type="checkbox"/> General Blood Administration - OB / Antenatal	<input type="checkbox"/> OB Post Partum Vaginal Delivery
<input type="checkbox"/> OB Cesarean Section Post-Op	<input type="checkbox"/> OB Step Up Care
<input type="checkbox"/> OB Hypertension / Magnesium Sulfate	

Right click on an Order Set to add to favorites.

Open Order Sets Clear Selection

Restore Close F9 Previous F7 Next F8

Summary Orders

Manage Orders Go to Order Sets Options

Place new order + New

Select order mode Next

Transfer order reconciliation is incomplete.
Open the Transfer navigator to complete the reconciliation process

Select Videos from the Order Set

The screenshot displays the Epic EMR interface for patient Stephanie Knicks. The 'Order Sets' window is open, showing a list of educational videos. The videos are organized into two main categories: 'Core Videos' and 'Videos for Mom'. Each video entry includes a checkbox, the video title, and the start date (7/15/16).

Core Videos

- Breastfeeding Teaching (InJoy) (once, Starting 7/15/16)
- Mother and New Baby Care Teaching(InJoy) (once, Starting 7/15/16)

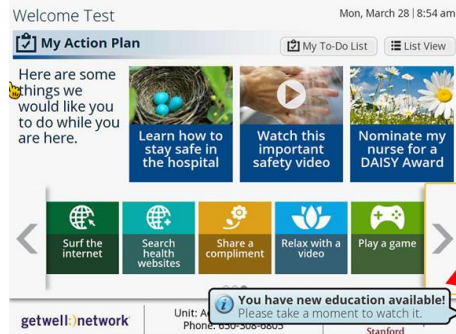
Videos for Mom

- Baby Blues (Starting 7/15/16)
- Cesarean Recovery at Home & Warning Sign (Starting 7/15/16)
- CPR for Family and Friends - Infants (Starting 7/15/16)
- CPR for Family and Friends-Adult/Child (Starting 7/15/16)
- Handling Sleep Loss (Starting 7/15/16)
- Lochia & Afterpains (Starting 7/15/16)
- Postpartum Depression (Starting 7/15/16)
- Postpartum Emotions (Starting 7/15/16)
- Postpartum Nutrition (Starting 7/15/16)
- Postpartum Period (Starting 7/15/16)
- Postpartum Physical Recovery (Starting 7/15/16)
- Recovery in the Hospital (Starting 7/15/16)
- School & Daycare (Starting 7/15/16)

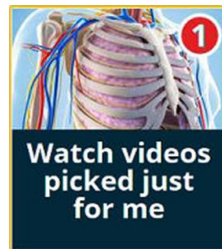
A notification on the right side of the screen states: "Transfer order reconciliation is incomplete. Open the Transfer navigator to complete the reconciliation process."

Customizing Patient Education

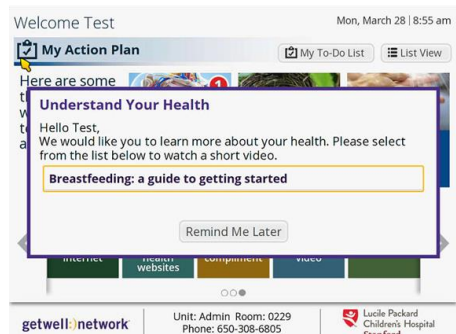
Education Reminder Prompts



-When patients are assigned videos through EPIC, they will receive three notifications.
-The first one is a small reminder prompt letting them know they will have education



-The second one is in the form of a new priority space. -This new space will have a live ticker telling them how many videos they have left to complete



-The last notification is a prompt that will take over the whole screen which gives them the option to watch no or remind them to watch it later.



Getwell Education: What's in Scope?



Getwell Education: Videos

Are these the right Videos?

Videos for General Pediatric patients	Videos for Maternity (Antepartum and Postpartum)
Welcome Video	Welcome Video
CPR anytime Pediatric	Better Breast Feeding
CPR anytime Infant	Mom Baby care the first two weeks
Rounds Video	(another Post-Partum video)
Discharge planning video	Two Ante-partum videos (if possible)
General safety video	General safety video



GetWell Education Workgroup

Video Education Pediatric Work Group	Titles	Contact Information
Heidi Andrews	Clinical Nurse II, Med Surg-PCU 380	HAndrews@stanfordchildrens.org
Kristen Beckler	Rec/Child Life Therapist II, Child Life/Integrative Therapy	KBeckler@stanfordchildrens.org
Nancy Buhr	FCC Parent Leader for Patient and Family technology	NBuhr@stanfordchildrens.org
Luzelle Matias	Clinical Nurse Specialist	MMatias@stanfordchildrens.org
Susan Kinnebrew	Director, Child Life and Integrative Therapies	SKinnebrew@stanfordchildrens.org
Jennifer Pattison	Asst Patient Care Manager, Med Surg-PCU 380	JPattison@stanfordchildrens.org
Chethan Sarabu		chethan.sarabu@stanford.edu
Jenny Shaffer	Nurse Educator/Packard Vision Coordinator	jshaffer@stanfordchildrens.org
Amit Singh	Clinical Assistant Professor, Pediatric Hospital Medicine Physician Lead, Office of Patient Experience at Lucile Packard Children's Hospital Stanford	AmSingh@stanfordchildrens.org
Karen Wayman	Director of Family Centered Care Program	KWayman@stanfordchildrens.org



Lucile Packard
Children's Hospital
Stanford

Packard 2.0: Growing Together





Getwell Education: Survey

Survey questions

1. Do you know why your child is hospitalized? If yes, please write in here: _____

2. Has your child ever been hospitalized in this hospital before
3. Have you ever used videos to learn more about your child's illness? If yes, where did you find the videos? (Please write in below):

4. Are you interested in viewing videos to learn more about your child's hospitalization
5. When during your stay would you be interested in using videos to learn more about your child's hospitalization:
 - a. Within the first 24 hours after admission
 - b. The day after admission
 - c. On the day of discharge
 - d. After you've left the hospital
 - e. All of the above
 - f. A combination of the above (please select)
6. If you could use videos to learn more about your child's hospitalization, which of the following would you like to learn about? Check all that apply
 - a. Your child's doctors
 - b. Your child's nurses
 - c. Your child's diagnosis (why your child is here (diagnosis))
 - d. Your child's laboratory results
 - e. Your child's vital signs
 - f. How to care for your child after the hospitalization
 - g. General information about our hospital

