Children's Specialized Hospital in New Brunswick, New Jersey, is the preeminent provider of pediatric rehabilitation services and the largest pediatric rehabilitation health system in the United States. The hospital is dedicated to improving the lives of children by delivering superior medical services in a safe and caring environment. Children's Specialized Hospital serves children affected by brain injury, spinal cord dysfunction and injury, premature birth, autism, developmental delays, and life-changing illnesses. The hospital's renowned therapeutic programs include physical, speech, and occupational therapy; psychology services; neurodevelopmental physician services; recreational therapy and child life; and a full complement of support services. Children's Specialized Hospital has 14 sites in New Jersey and treated over 26,000 children with special needs in 2014.

Generous funding from L’Oreal enabled Children's Specialized Hospital to implement the GetWellNetwork™, a technology platform that helps children and families engage in the care process during their inpatient rehabilitation stay. The GetWellNetwork™ uses the patient’s bedside television to deliver age-appropriate, interactive educational and entertainment content through a kid-friendly interface called GetWellTown. This interactive patient care (IPC) technology provides clinicians and staff with an innovative way to engage, educate, and communicate with patients and families, leading to a better hospital experience with better outcomes. Children's Specialized Hospital is the first pediatric rehabilitation hospital to develop and implement this type of program using an IPC platform from the GetWellNetwork™. With the implementation of the GetWellNetwork, Children's Specialized Hospital has achieved positive results in patient satisfaction, health care utilization, quality, and safety measures.

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Patient education in a pediatric setting is unique. There are different patient ages, degrees of learning, and diagnoses to take into account when educating children and their families. A new and innovative trend in practice called Interactive Patient Care (IPC) integrates technology into care processes to advance pediatric nursing education and patient and family satisfaction. Children’s Specialized Hospital is the first pediatric rehabilitation hospital to develop and implement this type of program using an IPC platform from the GetWellNetwork™. With the implementation of the GetWellNetwork, Children’s Specialized Hospital has achieved positive results in patient satisfaction, health care utilization, quality, and safety measures.
care plan at the appropriate time. Also featured are staff profiles, visiting hours, hospital events, and other information to keep patients and families informed about their care environment. Patients receive the best in pediatric health and safety education videos, in addition to the latest on-demand, family-friendly Hollywood movies. Internet, email, instant messaging, video games, and entertainment options are also just a click away. Patients, families, and guests can view menus and food options as well. Parents are equipped with a comprehensive guide to hospital policies, procedures, and services, as well as controls to block access to portions of the system. bedside clinical tools allow staff to order education at the right time, escalate nonclinical issues, and launch interactive patient care pathways. Patients can play arcade classics embedded in the GetWellNetwork, or go online for gaming and streaming music options.

Through an exclusive partnership with KidsHealth®, GetWellTown offers 143 pediatric patient education videos in English and Spanish to help patients and families learn how to manage their health. topics include asthma, diabetes, cancer, respiratory syncytial virus (rsv), managing weight, cardiology, sickle cell, medical tests, how the body works, and much more.

Children’s Specialized Hospital established a multidisciplinary team that focuses on the best way to integrate ipc technology with hospital strategic initiatives to improve the patient experience and increase patient satisfaction. This has required effort from nursing, Family Faculty, Strategic Improvement, Pharmacy, Therapy, Patient Care Coordinators, and other departments.

Nursing Admission Process

At admission a platform is established to engage patients and families with an interactive patient experience. This allows patients and families to experience a seamless health care journey from admission to discharge.

The Joint Commission’s (2015) National Patient Safety Goals focus on setting an organization’s performance expectations and for assessing its ability to provide safe, high-quality care. Through patient and family-centered care, The Joint Commission advocates for patients to have access to understand their health information. Goal 02.03.01 states, “The hospital provides patient education and training based on each patient’s needs and abilities” (The Joint Commission, 2015). This includes an explanation of treatment and services, basic health practices, and information on the safe and effective use of medications. Access to this information is essential to empower patients to participate in their care.

Once a patient is brought through the door of Children’s Specialized Hospital, the nurse gathers necessary tools to start an admission. The nurse is able to organize his or her workflow through the GetWellNetwork mandatory education module. This 15-minute set of videos includes a “Hospital Welcome” featuring the hospital’s Chief Executive Officer, previous patients, and several education videos from The Joint Commission’s “Speak Up” series, including “Kid Power,” “It’s Okay to Ask,” “Prevent the Spread of Infection,” “Keep Your Child Safe in the Hospital,” and “Taking Medications Safely.” These videos cover safety topics, such as two-patient identifiers, the prevention of infection through respiratory etiquette, proper hand washing, and pain management. The videos are “child-friendly,” with animations and age-appropriate language that can be understood by children as young as 5 years old. At the completion of these videos, a medication disclaimer allows patients and families to access their medication information.

After the admission process is completed, the nurse can then assign educational videos from KidsHealth, including information on diagnoses, such as diabetes, asthma, and cancer, as well as specific instructional education on cardiopulmonary resuscitating (CPR), tracheostomies, gastrostomy tubes and feeding, and prescribed tests. These videos can be accessed either through the GetWellTown movie theater icon, or once ordered by their caregiver, through the hospital building image in GetWellTown under “Education Picked for Me.” Throughout their stay, patients and families are reminded to complete their education through the Patient Education Pathway.

Age-Appropriate Play Through the GetWellNetwork

The major advantage of the GetWellNetwork for a pediatric rehabilitation facility is the ability for children of all ages to use the system throughout their intellectual development. By assimilating information through the senses, processing it, and acting on it, rehabilitated pediatric can learn about their hospitalization through GetWellTown. Through the ability to modify the GetWellNetwork to support cognitive and developmental goals of the patients at Children’s Specialized Hospital, IPC technology helps clinicians and therapists guide patients and families through their health care journey from admission to discharge.

For infant/toddlers, the GetWellNetwork can be used to play music. During this age, development focuses on learning through senses. Music can be used as an environmental modification to promote a child’s optimal level of arousal, assisting with the suck-swallow-breathe synchrony necessary for feeding, and the calming peaceful mood necessary for sleep and healing. This modality is taught to families at

Figure 1. Infant with Nurse
adm ission, and when used regularly, it assists in determin-
ing how to prepare the child to interact with his or her
home environment (see Figure 1).

Between the ages of 2 to 7 years, cognition shifts to so-
cial awareness and magical thinking. Play is essential as a
way of understanding the world and working out experi-
ences. Across this time period, children learn to use symbol-
ic thoughts, the hallmarks of which are language and sym-
bol use. The child-friendly home screen of GetWellTown
enhances learning for this group of patients and prepares
them for discharge.

As the child gets older, ages 7 to 11 years, their thinking
becomes more concrete, and the patient understands cause
and effect interactions. The GetWellNetwork allows these
patients to take an active role through navigation of the
system to view education. Discovery learning provides
opportunities for the patient to explore and experiment,
including understanding their role in discharge planning
(see Figure 2).

The teenager achieves intellectual thought through
abstract thinking and the ability to consider outcomes (see
Figure 3). Patients are offered an area to provide feedback to
staff about their needs while they are receiving care, as well
as overall feedback about their experience at the hospital.
Several IPC Pathways developed by our interdisciplinary
team, including admission, medication teaching, and dis-
charge, enhance the patient experience at Children’s
Specialized Network.

GetWellNetwork Functionality

IPC Pathways guide patients through their care processes
with interactive, step-by-step prompts. These personalized
workflows proactively engage patients at the appropriate
time to learn more about their condition and/or take action
in the management of their health. As a result, patients
become empowered to actively participate in their care, lead-
ing to improved outcomes. IPC Pathways help to automate
and standardize clinical processes for enhanced efficiency
and regulatory compliance. The IPC Pathways in use at
Children’s Specialized Network are Patient Satisfac-
tion, Patient Education, Medication Teaching, Service Recovery,
Hand Hygiene, Nursing/Physician Communication, Staff
Responsiveness, and Staff Recognition.

A priority focus area for Children’s Specialized
Hospital’s multidisciplinary team was to design a Discharge
Planning solution and reporting system to meet the needs
of the rehabilitation patient population. The discharge con-
siderations included 1) follow-up appointments, 2) outpa-
tient therapy, 3) school integration, 4) ongoing medical
maintenance, 5) caregiver engagement, 6) transition to the
home environment, and 7) transportation.

Improved Outcomes

The goals of implementing the Discharge Planning solu-
tion included mapping out phases of the rehabilitation dis-
charge process, customization for different lengths of stay,
demonstrating sensitivity to potential traumatic family expe-
periences and situations, developing an easy to use child- and family-friendly system, and improving our patient and family satisfaction scores. To meet these goals, the Children’s Specialized Hospital/GetWellNetwork team designed essential questions that would be rolled out to patients and families at various stages throughout their stay. These questions were tailored to address medical follow up, community and school re-entry, home readiness, assigned education, and transportation. Each patient and family response through the GetWellNetwork triggers a notification that alerts the appropriate staff. Responses rated anything less than very good enable staff to follow up in real time to address any questions or concerns. The ability to track patient and family progress is essential; the Children’s Specialized Hospital team collaborated with GetWellNetwork to design a custom reporting feature that included 1) color coding, 2) individualized reports by patient, 3) the percentage of each response on a rating scale of “very good” to “poor,” and 4) the percentage of utilization.

With the use of the Discharge Pathway and Children’s Specialized Hospital initiatives to improve discharge (see Figure 4), there has been improvement in the patient and family satisfaction scores in how well they were prepared for their overall discharge. Children’s Specialized Hospital’s discharge satisfaction scores have increased from 69.8% in 2013 to 78.6% for the first quarter of 2015 (see Figure 5). Regarding Doctor’s Communication, scores increased from 66.7% to 85.7% in the first quarter of 2015 (see Figure 6). Lastly, patients and families have felt more informed about their treatment and progress, with satisfaction in this area increasing from 67.7% in 2013 to 81.5% for the first quarter of 2015 (see Figures 7).

Next Steps
Due to the significant outcomes improvements that Children’s Specialized Hospital has seen with their Discharge Planning Solution, many other IPC projects have
been implemented such as the Medication Teaching Pathway and the implementation of the GetWellNetwork™ Interactive Whiteboard to display patient’s daily schedules. Through the implementation of IPC Pathways, service recovery tools and interfaces with health IT systems, Children’s Specialized Hospital scores continue to show considerable improvement in patient satisfaction. As a result of this success, the hospital was recognized with the 2015 GetWellNetwork Interactive Patient Care Award for Outcomes Achievement in Patient Satisfaction at GetWellNetwork’s annual user conference, GetCconnected.

Children’s Specialized Hospital continues to engage patients and families. The hospital’s next focus is on caring for patients while at home. To accomplish this, Children’s Specialized Hospital will be implementing myGetWellNetwork™, which allows patients and families to access and interact with their health information wherever they are. Located within Children’s Specialized Hospital’s patient portal (“My Children’s Specialized Patient and Family Portal”), myGetWellNetwork will deliver personalized patient education, medication information, and chronic condition management tools anywhere. Patients and families will be able to update progress with their care plan and record milestones in their personal health journal, while notifications, care tips, and reminders will proactively reinforce the daily routine of care management. All of these tools help patients participate in their care, which not only leads to greater satisfaction with their experience, but also enables improved outcomes across the continuum of care.

Reference
