



Excellence at the Point of Care: Your Guide to MedBridge In-Home Essentials

By MedBridge

Overview

Imagine this scenario in the day of a home health nurse:

Jamie is parked in the driveway of her patient's house, her pulse pounding as a line of sweat drips down the back of her blue scrubs. It's a humid summer afternoon and Jamie has just arrived at her fifth and last home visit of the day, checked her notes, and realized that her patient is going to need a complex wound dressing that she hasn't performed for over six months. The house looms over her, casting a shadow on her car as she tries to remember the correct process for the procedure.

Jamie reaches into her bag for her tablet to access her company's clinical procedure manual—a PDF on the intranet—but the login process takes awhile. The PDF isn't easily searchable, and she isn't finding what she's looking for. Glancing up, she sees her patient watching from the window while she's searching. Her nerves rise as the air in the car grows warmer.

In a last-ditch effort to solve this problem so that she can provide proper care, Jamie goes to YouTube. She is immediately overwhelmed by the thousands of results for this particular wound dressing, but does her best to choose a few to watch. Unfortunately, there are differences in how the various instructors demonstrate the procedure, which only adds to her stress as she isn't sure which variation to trust. Jamie tries calling her supervisor, but she isn't answering. She texts one of her colleagues, but he's currently in a patient visit himself. Finally, Jamie hopes for the best and decides to go with one of the YouTube procedures, crossing her fingers that it was demonstrated correctly. She walks into her patient's home, deep down feeling diminished in her confidence and skill set. Unfortunately, scenarios like these have become all too common for home health nurses.

In this guide we'll cover:

- Why nurses across the home health industry are feeling overwhelmed and unprepared—through the lens of Jamie, a hypothetical home health nurse.
- The key industry changes that are contributing to staff burnout and what agencies can do to keep up.
- How agencies can leverage the MedBridge Clinical Procedure Manual to empower nurses at the point of care.

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A Changing Industry Landscape

Home health agencies are currently facing unprecedented demand combined with high staff turnover rates and the imperative to excel under home health value-based purchasing (HHVBP). As a result, clinical capacity is strained and agencies are under pressure to do more with less.¹

In addition, agencies are seeing higher numbers of sicker, more medically complex patients as care continues to shift to the home, along with new equipment, complicated procedures, and the need for expert assessment skills, but in many cases, professional continuing education for nurses hasn't caught up.² On a day-to-day basis, many home health nurses struggle to meet these demands, growing tired and burned out.



76%

Over 76% of home health patients have three or more chronic conditions.³



The home health nurse turnover rate is currently at 32.25%—and still rising.⁴





Understanding the Barriers Jamie Faces—And How Agency Leaders Can Help

Jamie began working at her agency just a few months ago, but already she was considering looking elsewhere. Her patient load had increased steadily since she started, but her education hadn't covered all of the complex conditions she was seeing. As a new grad several years prior, Jamie had been excited about the prospect of building on the skills she had learned in school and having the chance to help people. But her onboarding experience had felt rushed and insufficient, and she didn't have a reliable method for referencing procedures in the field.

The procedure manual Jamie's agency relied on was difficult to access online and not easily searchable. It didn't always include the procedures she needed help with, and some of it was out of date or not applicable to care in the home. Sometimes Jamie was able to reach her director to ask for help, but too often she felt like she was on her own with the odds against her and that it was only a matter of time before she made a mistake that could put a patient at risk. She had begun dreading going to work but was hanging in there, hoping things might get better.

For home health agencies, nurses like Jamie are invaluable because they care deeply about the care they provide to their patients and want to do the best job possible. Jamie is trying everything to find the answers she needs, but her agency isn't able to help her properly because it's still behind the curve in a dramatically changing industry..

As a leader, what can you do to support your nurses and empower them to provide the excellent care they're capable of? One of the most effective ways is by providing opportunities for professional development along with reliable access to high-quality, vetted procedures at the point of care. Let's take a look at the steps Jamie's agency took to solve this problem.

Nurses' Competencies in Home Healthcare: An Interview Study

"Nurses in home health care are responsible for many seriously ill patients and they want to contribute to good and safe patient care. To maintain patient safety [and] reduce the risk for burnout and staff turnover...[better] strategies for competence development are needed."⁶



80%

In a survey of 1,800 home care workers, over 80% of participants said they wanted more robust orientation and onboarding programs—even over higher compensation.⁵

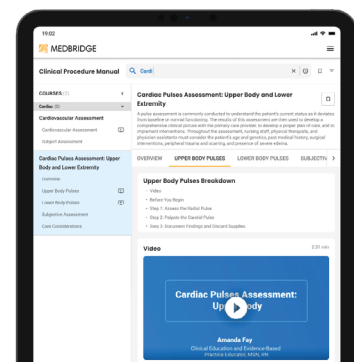


Searching for a Solution

In an effort to help nurses better face the challenges they encountered in the field, Jamie's agency decided to demo Relias and Lippencott training solutions. While these solutions offered some improvement, Jamie and her colleagues still felt frustrated. They now had multiple logins to remember, the refresher content was lengthy and unengaging, and instructions for critical procedures were difficult to access in the field—precisely when they needed them most.

After gathering user feedback, Jamie's agency began considering other solutions, ultimately choosing MedBridge In-Home Essentials, a single easy-to-use integrated digital platform. MedBridge's wider selection of educational courses in flexible microlearning formats, combined with an online [Clinical Procedure Manual](#), allowed nurses like Jamie to easily and quickly search for approved, evidence-based procedures from anywhere.

Jamie noticed a difference right away. With MedBridge, she could easily and quickly search on her tablet from a patient's driveway, and the smart-search functionality helped her pull up the correct procedure in seconds. On top of that, MedBridge coordinated well with her patient management program, and she no longer needed to log in multiple times across different apps to perform frequent job functions like entering patient data and accessing procedure instructions, making her life easier and saving her time and frustration.



See how the [MedBridge Clinical Procedure Manual](#) helps boost nurse competence and confidence at the point of care.



The Benefit of an End-to-End Nurse Education Platform

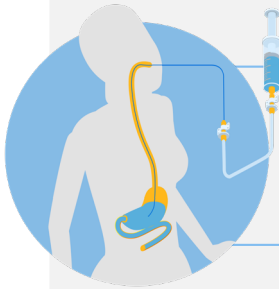
Not all home health training solutions are created equal. For agencies to thrive under high demand in a value-based care environment, they need a modern, end-to-end solution that supports nurses from day one and beyond.

Currently, most agencies use multiple solutions for onboarding, continuing education, and procedure reference, creating a fragmented experience for nurses and managers. A comprehensive solution includes quality onboarding, access to point-of-care procedures, skill assessment, and ongoing training and mentorship.



A Day in the Life: Clinical Care Made Easier

After Jamie's agency implemented MedBridge, things began to turn around for her and her fellow nurses. Let's take a look at one of Jamie's patient visits after her agency implemented MedBridge's Clinical Procedure Manual (part of In-Home Essentials).



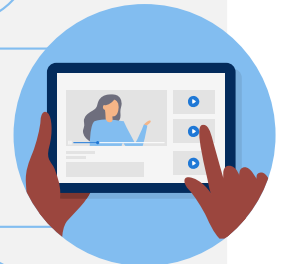
Jamie arrives at a patient's home to discover that she needs to administer enteral feeding through an NG tube.

Jamie had learned this skill in school and performed it several times in the field under supervision, but hadn't yet performed it alone.



To refresh her memory, Jamie reaches for her tablet and easily logs in to the MedBridge Clinical Procedure Manual.

From there, she searches for the skill, quickly finds it, and watches a short, step-by-step instructional video on the correct way to perform it.



Jamie breathes a sigh of relief, remembering what she needs to do and knowing that the information at her fingertips has been vetted by experts and approved by her agency.

Jamie performs the procedure correctly and confidently, and the patient seems relaxed in her care.



Jamie completes her visit and feels a sense of satisfaction and accomplishment.



Making the Case for In-Home Essentials at Your Agency

Want your agency to implement In-Home Essentials? Reference these key points when discussing this solution with your team.

Understanding the Benefits of In-Home Essentials

Agencies using In-Home Essentials have experienced the following results:

Direct ROI Benefits

- Lower acute care and ED visit rates
- Higher cost savings
- Better reimbursement
- Improved star ratings

Six out of the top ten home health agencies rely on MedBridge to train and onboard their nurses and clinicians, and the results are significant: Agencies have [shortened training time by seven days](#), [lowered onboarding costs by 11.5 percent](#), and [reduced OASIS M-item errors by 28 percent](#).

Indirect ROI Benefits

- Improved staff satisfaction and retention
- Higher patient satisfaction
- Better patient outcomes

Early users of the Clinical Procedure Manual found it so valuable that they opted to continue using it after the trial period ended. In addition, clinicians reported that the solution was easy to use, allowed them to quickly access the procedures they needed in the field, and helped them provide better patient care. They also said that they preferred it to Lippincott and YouTube.

Nurses Say Early Adopter Feedback on Clinical Procedure Manual

"We had a procedure manual in the office. But I'm out in the field, so having a procedure manual online at my fingertips allows me to take more control for my patients. I really liked being able to quickly search and pull up the different aspects of a procedure on my phone."

"Our nurses were most excited that it's not a separate login."

"It's super user-friendly. I was able to quickly find the right procedures, which were very informative and to the point so I could get what I needed. It looks great and it's an awesome system"

"It's super easy to navigate and the videos are amazing. I love having more than just written instructions to reference."



Four Best Practices for Implementing the MedBridge Clinical Procedure Manual

The MedBridge Clinical Procedure Manual is designed to integrate smoothly with existing workflows and be intuitive to adopt and navigate. For organizations considering implementing it, we recommend following these four best practices:

1. Train Nurses on the Clinical Procedure Manual

Perform manager-led, hands-on training at all-staff meetings or in-services, allowing nurses to test and try the solution. Prior to the training session, give nurses direct access to the solution on their devices so they can explore and familiarize themselves with the resource.

2. Integrate the Clinical Procedure Manual into Onboarding for New Hires

Introducing the solution from day one as the resource nurses should turn to for clinical procedures will help to reinforce utilization and reduce questions to managers.

3. Reinforce Utilization with Ongoing Communication

In meetings and/or newsletters, create staff engagement activities like highlighting a skill for all nurses to review across the organization and sharing quarterly utilization data and goals.

4. Encourage Managers and Directors to Use the Share Button

Let leaders in your agency know that they can easily send procedures to nurses in the field who call them for guidance by using the share button in the Clinical Procedure Manual.



MedBridge In-Home Essentials: Everything Your Agency Needs for Clinical Excellence

MedBridge In-Home Essentials is a comprehensive end-to-end platform that supports nurses and staff from day one and beyond, helping boost staff retention and improve outcomes. It includes:

- ✓ **Home Health Onboarding Solution**
With more care shifting to the home, quickly preparing new hires for the field is essential. Our CHAP-verified onboarding solution allows agencies to boost staff readiness with effective, engaging education and easy-to-use delivery and reporting tools.
- ✓ **Clinical Procedure Manual**
The MedBridge Clinical Procedure Manual is a tablet-ready solution that enables nurses to quickly find high-quality procedure instructions, demonstrations, and tips, all certified and expert reviewed. With quick access to the resources they need, home health nurses can have confidence in the care they provide and deliver better outcomes.
- ✓ **OASIS Training Solution**
Poor OASIS documentation can be costly. Provide your staff with expert-led onboarding and refresher training to ensure accurate outcomes and reimbursement.
- ✓ **Patient Engagement Solution**
Our comprehensive Home Health Patient Engagement Solution allows agencies to boost patient activation and motivation between visits with user-friendly digital tools.
- ✓ **Skills & Competency Manager**
This comprehensive training and skills assessment solution allows home health agencies to prepare new hires for the field as quickly as possible while also meeting regulatory requirements, improving quality of care, and boosting patient satisfaction. It includes:
 - Digital Skills Checklist**
Customize training programs to target identified skill gaps.
 - Video-Based Skills Library**
Boost knowledge retention and master home health- and hospice-specific skills with bite-sized lessons.
 - Reporting & Analytics Dashboard**
Assign checklists, simplify preceptor assessment, and review skill acquisition.

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ABOUT MEDBRIDGE

Combining powerful digital patient care tools with the highest quality education, MedBridge is committed to making healthcare better for both providers and patients. Organizations across the care continuum use MedBridge to provide an enriched, digitally enabled experience that engages patients while streamlining and simplifying care. Designed with over a decade of insight from more than 300,000 clinicians and 25 million patients, MedBridge has helped thousands of organizations realize better patient outcomes. [Learn more.](#)

See how MedBridge can help your organization. [Contact us to request a demo.](#)