

# Creating Sustainable Improvement to the Art of Acute Care and Inpatient Nursing



## The Nursing Workforce's Struggles Warrant Change

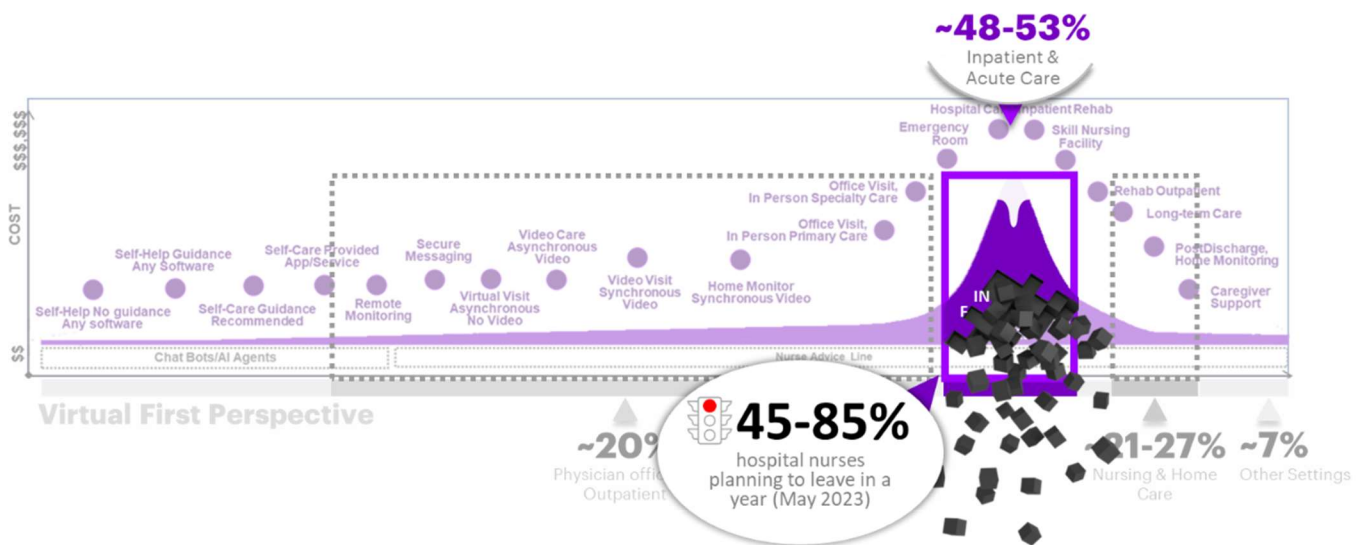
The time is now to forgo temporary fixes to a multi-decade-long issue<sup>11</sup> and provide a sustainable solution to the problems facing nursing, particularly acute care and inpatient nursing. Healthcare providers have focused fixes on important pay-like solutions (e.g., flex staffing, pay increases, bonuses, retiree returns, etc.) and exploring solutions to the limited supply and education of nurses; only 17% of organizations also focus on improving the care model.<sup>1</sup>

### Focus on Inpatient/Acute Care Nursing

Although entire health systems struggle to manage patient loads and cope with burnout, the acute care and inpatient setting is of particular concern since it comprises 48-53% of all nurses employed<sup>2</sup> (see the figure below). Inpatient nurses provide an intense level and depth of care to patients, and if 45-85% of inpatient nurses consider leaving,<sup>3,4</sup> it will significantly reduce a system's ability to provide necessary services.

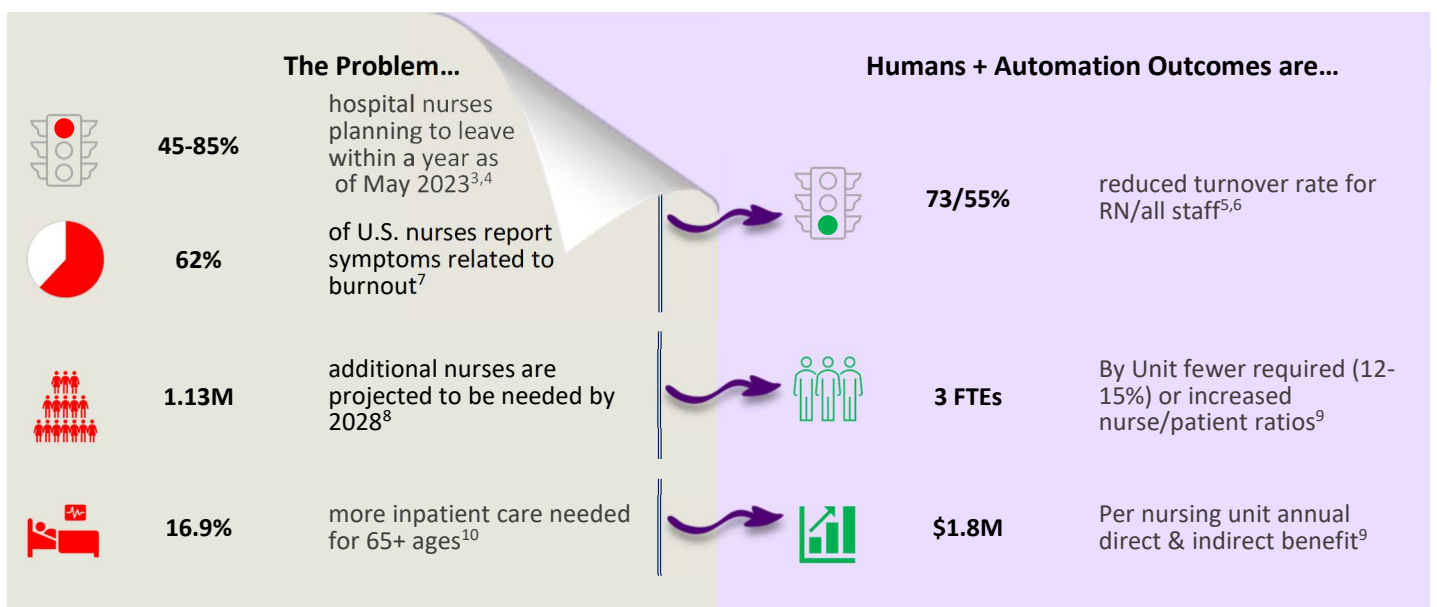
### What they're saying...

*"As of March 2023, 45 percent of inpatient nurses (who make up about 2 million of the 4.2 million nurses in the United State) reported they are likely to leave their role in the next six months...the top two reasons cited were not feeling valued by their organization and not having a manageable workload."*<sup>3</sup>



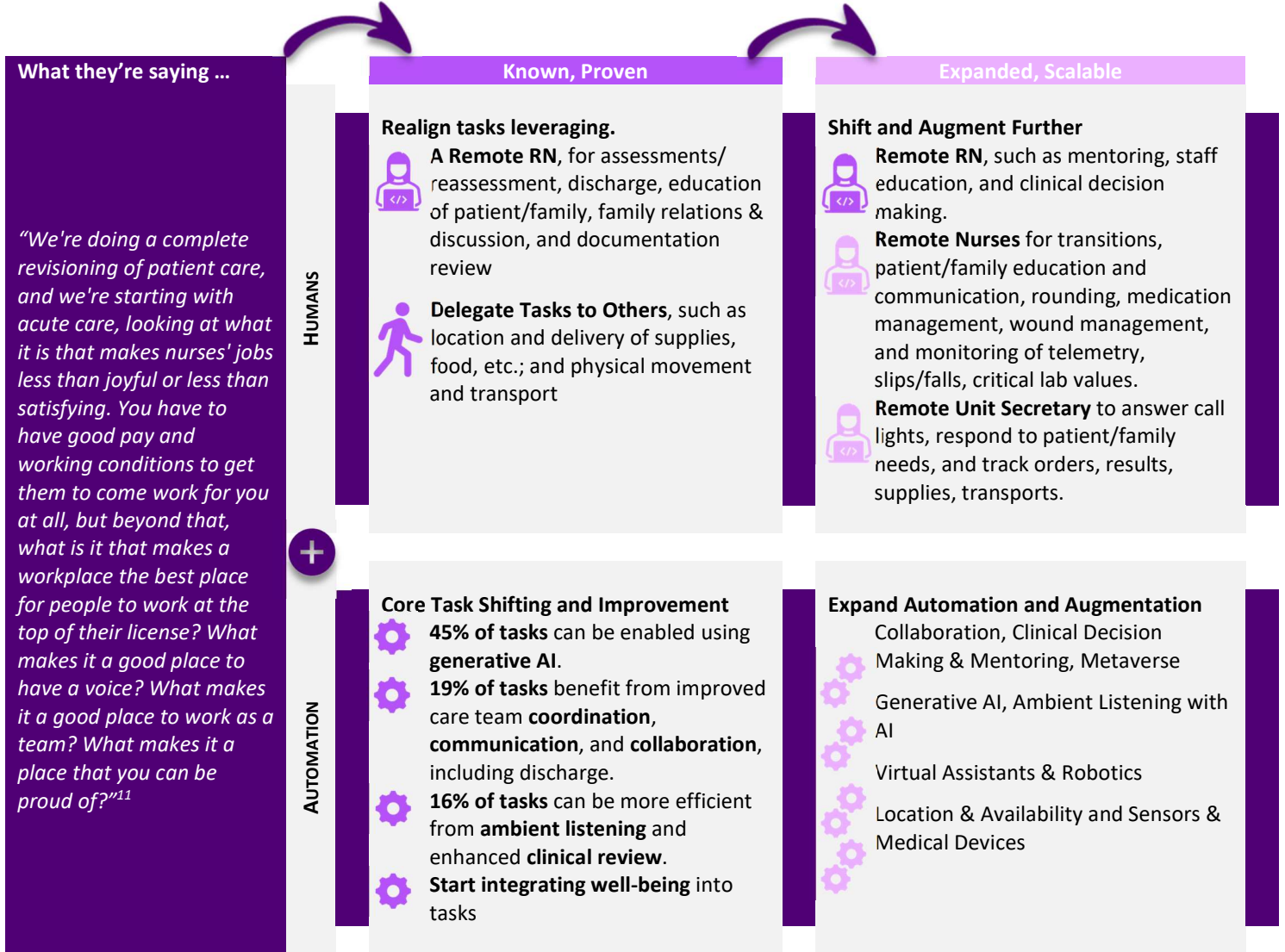
## Turning the Page to the Future of Nursing: The Numbers are Coming In

Finding success has resulted from shifting or augmenting inpatient nursing tasks with virtual nurses or others (Humans) and uses of technology (Automation). The Humans + Automation solution is already demonstrating value.



**Humans + Automation: Virtual Nursing and Generative AI Top 2023 Digital Health Trends**

**Begin anywhere:** Based on the prior client experience, Accenture's approach gets you started or expands on the benefits of shifting and augmenting up to 40 inpatient nursing tasks to remotely connect as part of the care team and others using automation. Generative AI (ChatGPT) can augment 45% of acute care and inpatient nursing tasks and impact the outcomes associated with patient and family education or communication, answering call lights, and improving discharge instructions, thus reducing readmissions and improving compliance.



**Engaging Accenture is as Easy as 2 + 2 + 2.**

**2 Weeks: Immersive Dialog with Nurses**

- Collaborative focus groups and surveys confirm key targeted areas.
- Assess staffing, task challenges, and relationships.
- Conduct a workshop to drive definition to task shifting and augmentation opportunities and complete high-level design and business model.

**2 Weeks: High-Level Design & Roadmap**

Utilizing Accenture's inventory of assets, complete a rapid, high-level design of shifted or augmented tasks. The high-level design covers the following:

- Business Case
- Clinical workflows for priority tasks
- Technology and data implications
- Change management and communications

**2 Months: Detailed Design, Roadmap & Playbook**

- Collaborate with stakeholders to detail clinical, technology, and change management design.
- Define roadmap for task shifting and augmentation as well as opportunities to expand to a delivery or command center.
- Ready deployment playbooks based on design to support scaling.

**Contact:**  
 Greg Smith  
 g.l.smith@accenture.com  
 (785)-410-4508