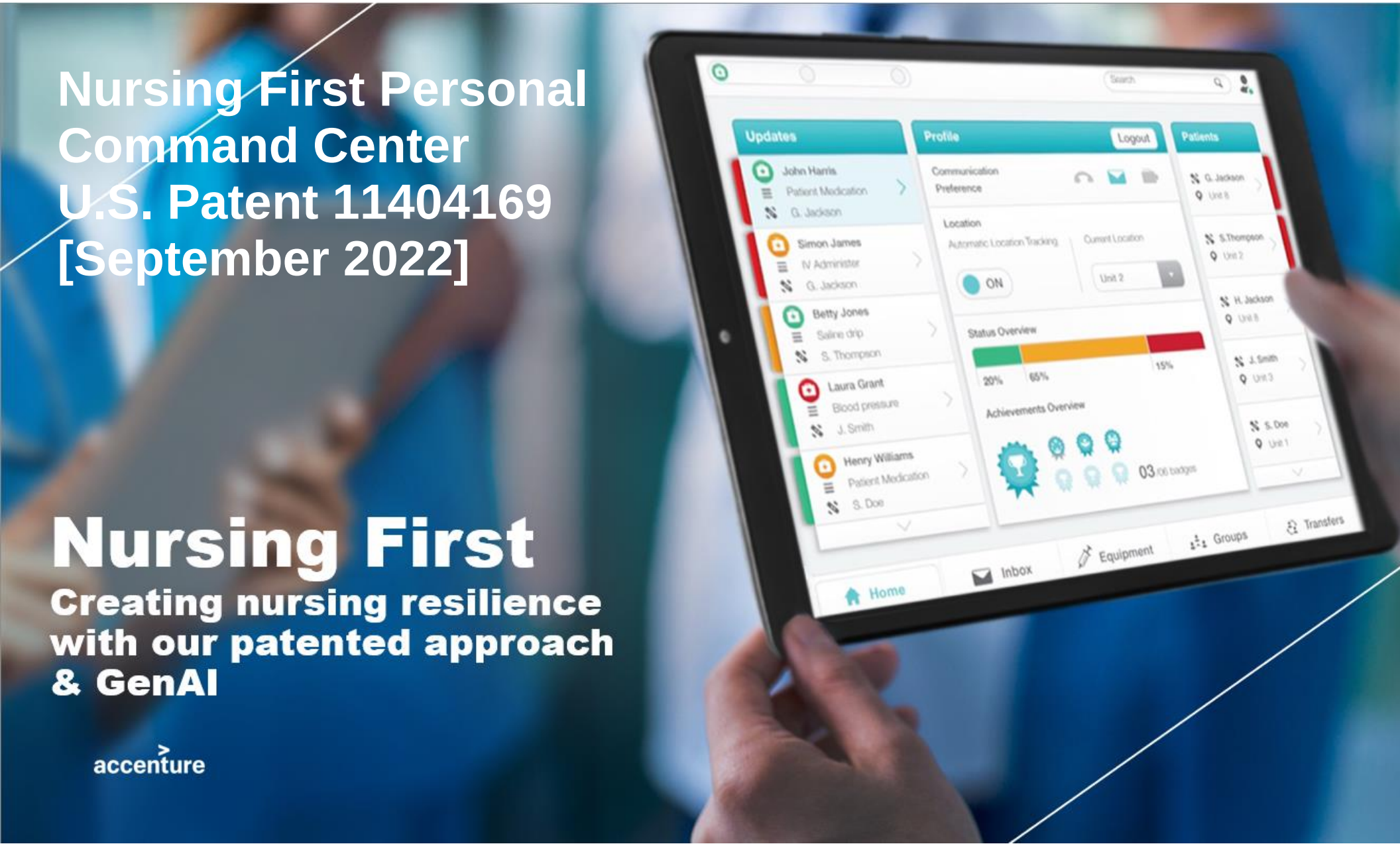
Nursing First Personal Command Center U.S. Patent 11404169 [September 2022]



Nursing First

Creating nursing resilience with our patented approach & GenAI

accenture

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	Generative AI	
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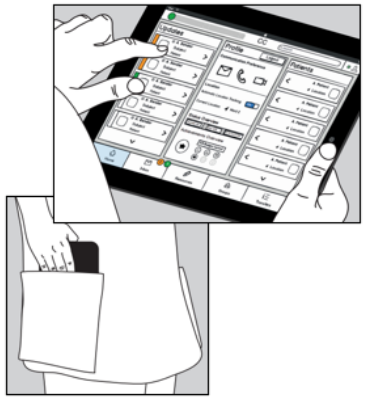
Accenture's Patented Nursing First Personal Command Center Approach

Nursing First is about empowering nurses in a new, reinvented care model. Positive outcomes from an empowered nursing care model will be driven by ensuring each nurse has at their fingertips data, tools, and gamified behavioral change that activates the care model, achieves anticipated goals, and focuses on ensuring communication and coordination.



Nursing First Personal Command Center Approach
(based on U.S. Patent #11404169)

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.

Goals:

- ✓ Lean into Trust. Nurses operate at the "top of the license" and focus on patients
- ✓ Promote joy and intellect, motivating participation[1]
- ✓ Ensure well-being, safety and confidence[2]
- ✓ Permanently reduce the stress on clinical staff and the organization
- ✓ Achieve value from 40+ nursing care model outcomes

Journey to the Nursing First Personal Command Center

Accenture's patented Nursing First Personal Command Center addresses the need to improve communication and coordination in a Nursing First care model. The Command Center must exist within a broader technology and data landscape. Below is the typical journey to the deployment and use of the Nursing First Personal Command Center. The Nursing First Personal Command Center is patented (on U.S. Patent #11404169*)) which grants the inventor the right to prevent others from making, using, selling, or importing their invention within the United States and its territories. The patent owner also has the right to decide how the invention can be used.

Other Platform Foundations

Technology capabilities that meet #1
(e.g., Cisco, Google, etc.)

Existing technology tools that meet #2
(e.g., Epic, Oracle, etc.)

Nursing First Personal Command Center Capability

(based on U.S. Patent #11404169*)

1 Communication & Coordination Foundation

- Unified communication or IP communication
- Identify care team individuals and role
- Availability or status of an individual
- Ability to block incoming communications based on individual status
- Aggregate metric reporting

2 Nursing Tools

- Access to nurse-centric tools and capabilities, including GenAI

3 Care Model Activation & Change Management

- Activate, proactive Nursing First care model
- Connect care team, availability/status, tools/capabilities, location to the Nursing First care model
- Gamification to create behaviors that promote outcomes in Nursing First care model
- Individualize outcome metrics

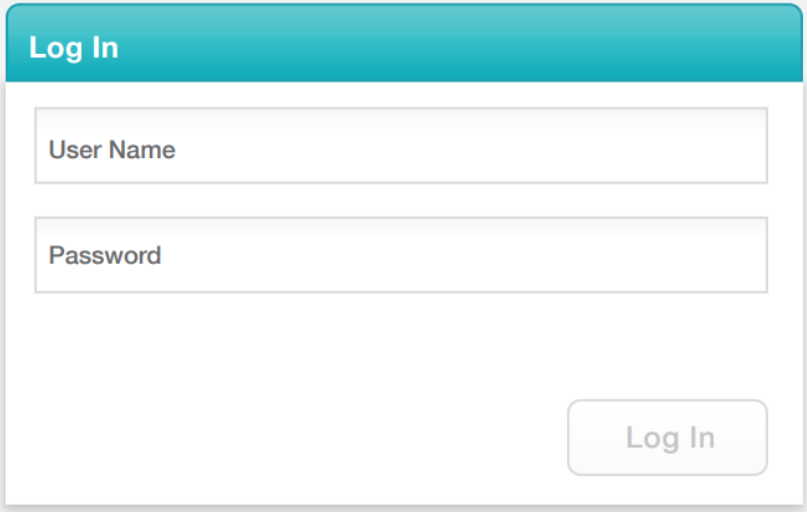
Nursing First Personal Command Center

Microsoft (Care 24/7) as the Platform

Foundation in Nursing Huddles

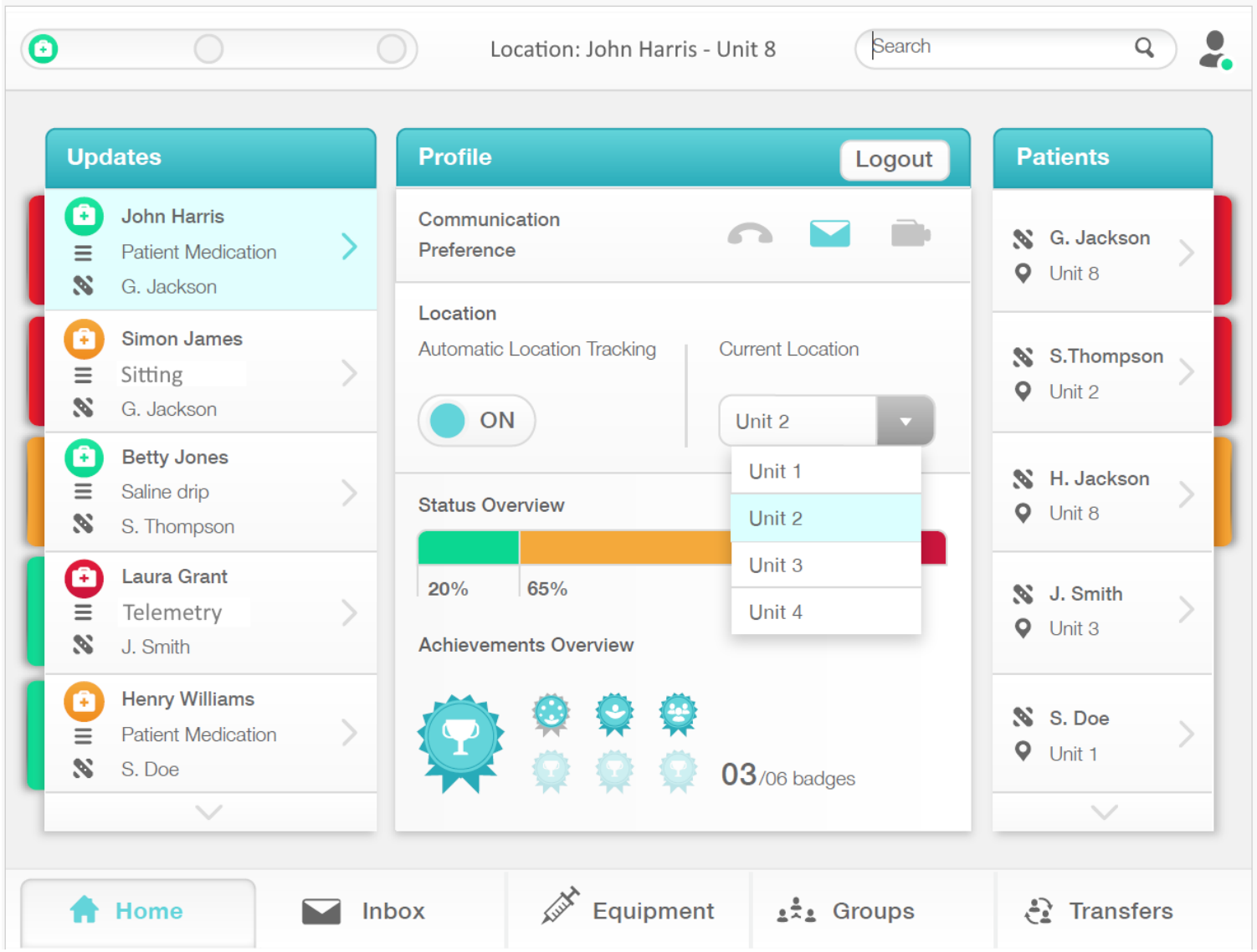
Nursing-related Tools

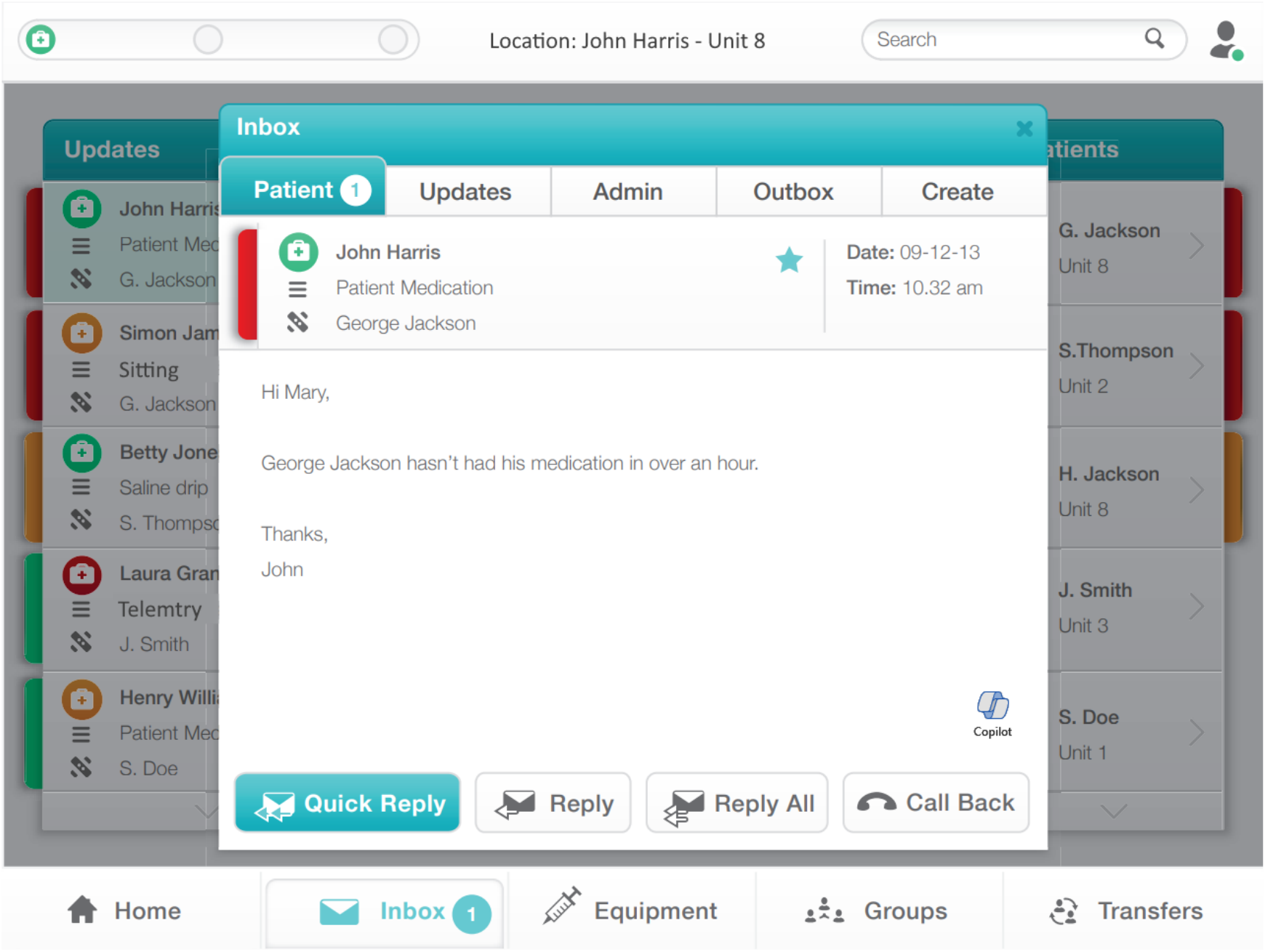
Secure Access is Based on Client Defined Requirements



Nursing First Personal Command Center Screenshots

The remaining pages highlight the various screens included in the patented Nursing First Personal Command Center. The screen below is the core of the capability and, by design, never leaves the nurse's view. When other information is displayed, it appears above the main command center screen and will not hide the key status indicators on the left and right.

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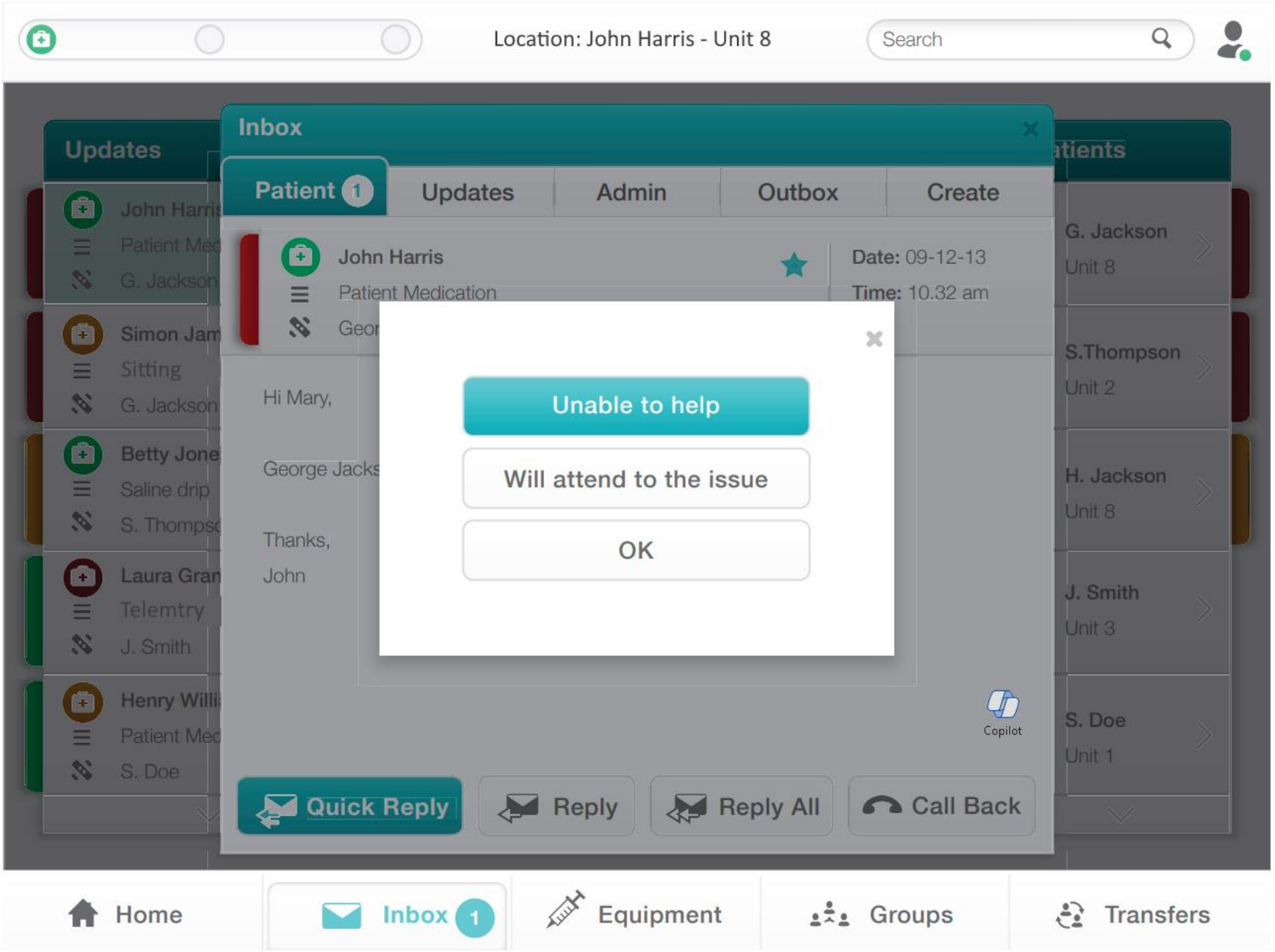
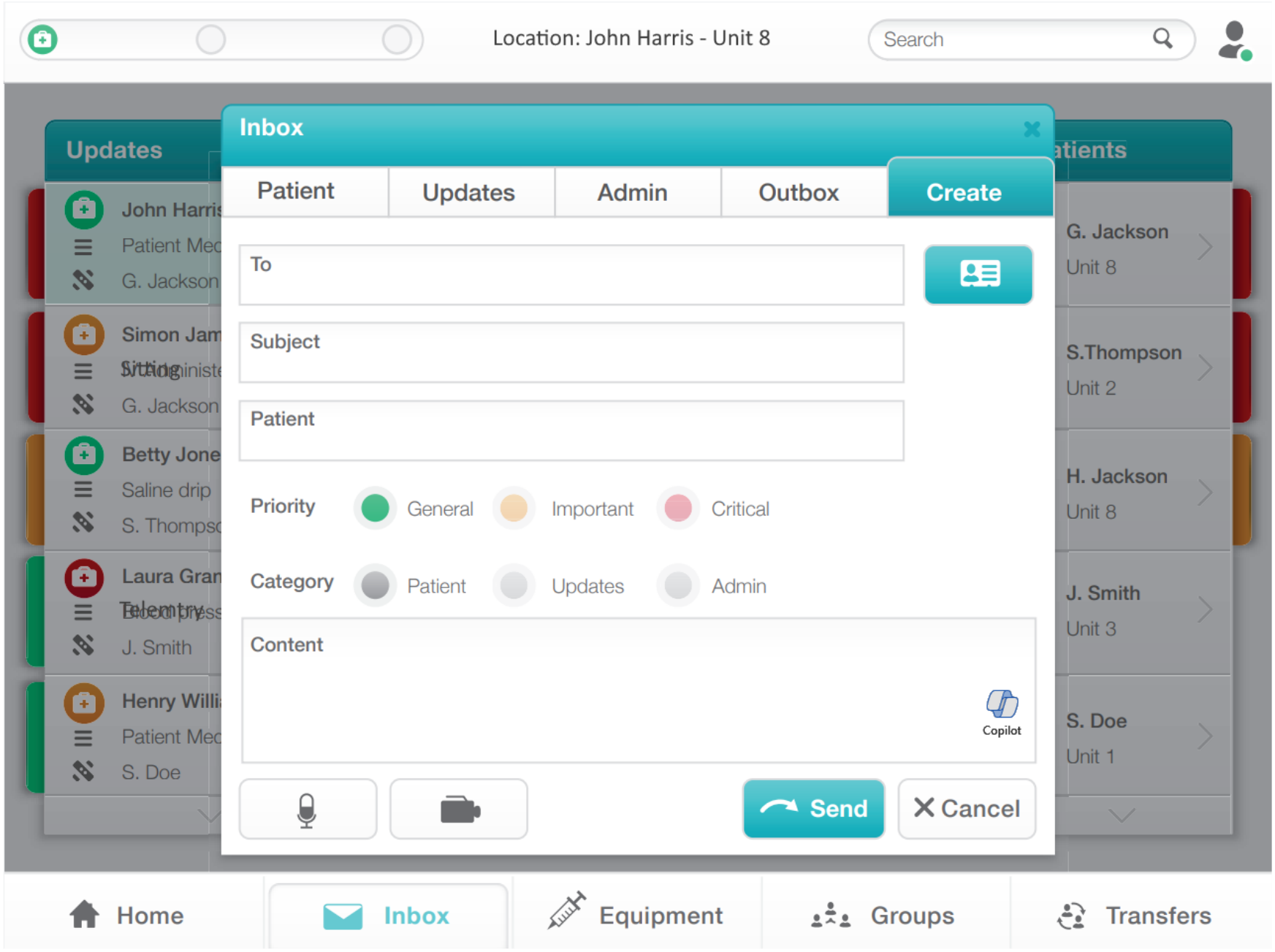
Search
Updates
John Harris
Patient Mec
G. Jackson
Simon Jam
Sitting
G. Jackson
Betty Jone
Saline drip
S. Thompsc
Laura Gran
Telemtry
J. Smith
Henry Willi
Patient Mec
S. Doe
Inbox
Patient 1
Updates
Admin
Outbox
Create
John Harris
Patient Medication
George Jackson
Date: 09-12-13
Time: 10.32 am
Hi Mary,
George Jackson hasn't had his medication in over an hour.
Thanks,
John
Copilot
Quick Reply
Reply
Reply All
Call Back
atients
G. Jackson
Unit 8
S.Thompson
Unit 2
H. Jackson
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
Home
Inbox 1
Equipment
Groups
Transfers


Location: John Harris - Unit 8
Search
Updates
Inbox
Patient 1
Updates
Admin
Outbox
Create
John Harris
Patient Medication
Date: 09-12-13
Time: 10.32 am
Hi Mary,
George Jacks
Thanks,
John
Unable to help
Will attend to the issue
OK
Copilot
Quick Reply
Reply
Reply All
Call Back
John Harris
Patient Med
G. Jackson
Simon Jam
Sitting
G. Jackson
Betty Jone
Saline drip
S. Thompsc
Laura Gran
Telemtry
J. Smith
Henry Willi
Patient Med
S. Doe
G. Jackson
Unit 8
S.Thompson
Unit 2
H. Jackson
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
Home
Inbox 1
Equipment
Groups
Transfers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Updates
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Outbox
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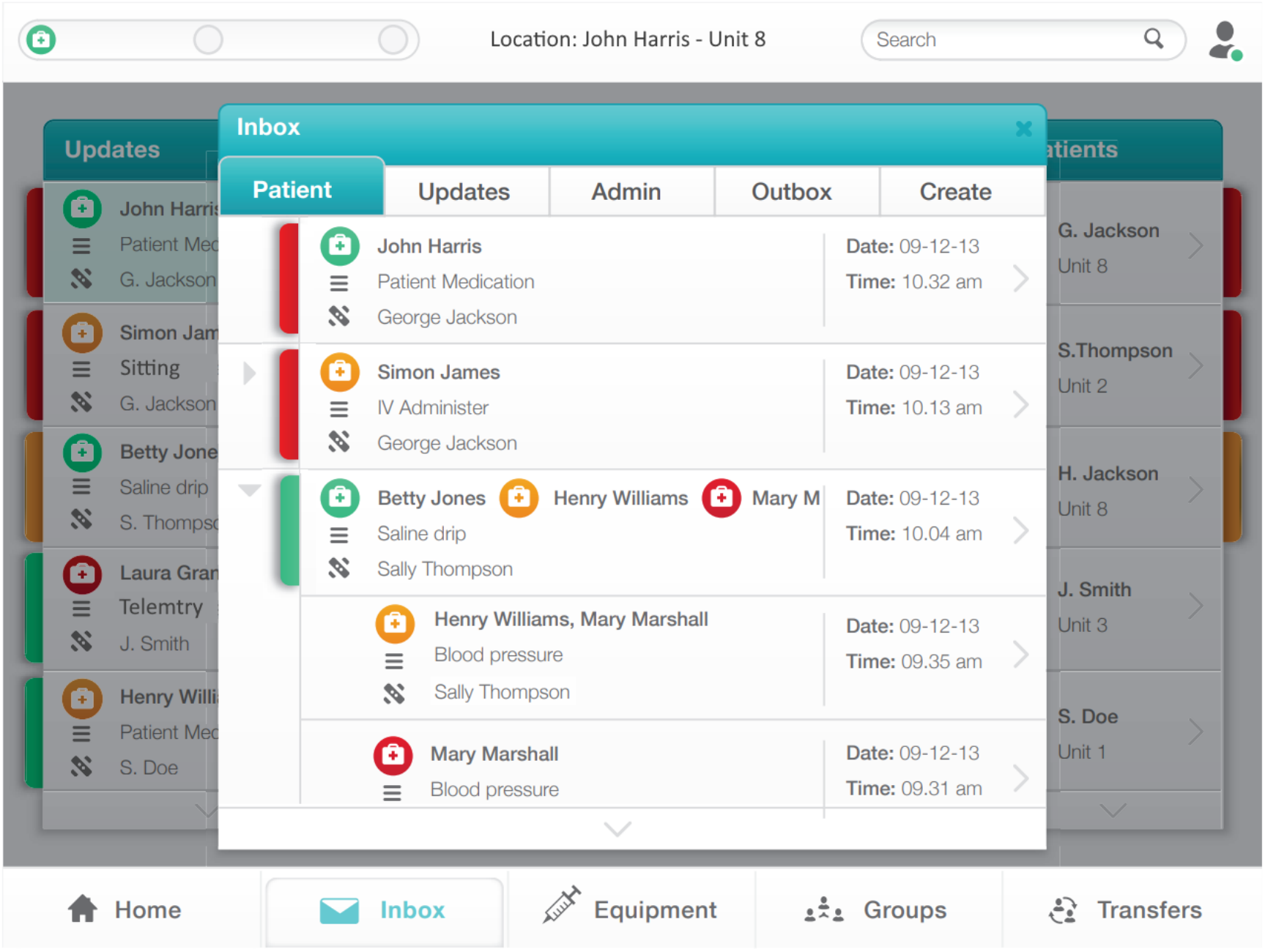
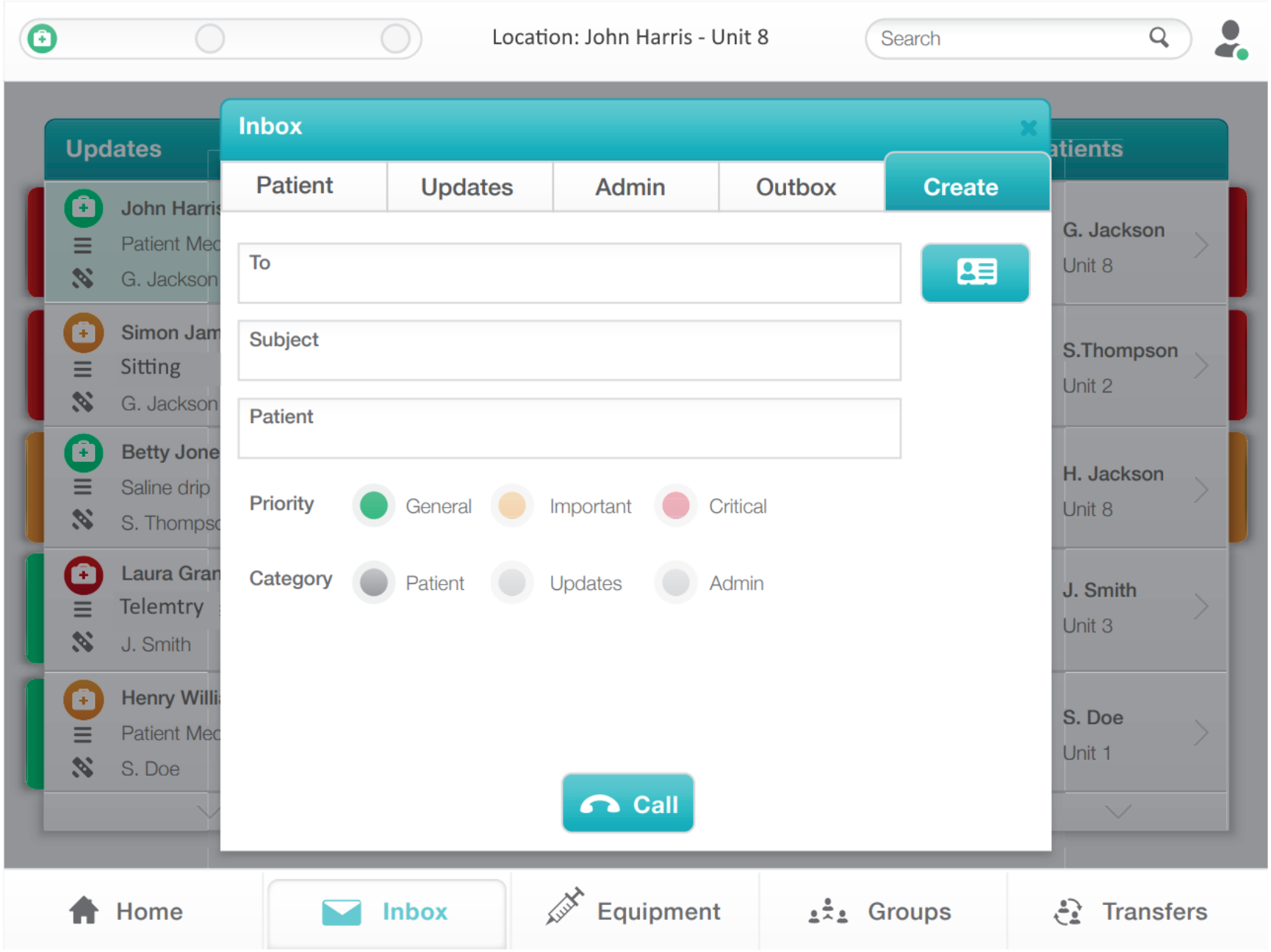
To
Subject
Patient
Priority
General
Important
Critical
Category
Patient
Updates
Admin
Content
Copilot
Send
Cancel
John Harris
Patient Med
G. Jackson
Simon Jam
Sitting
G. Jackson
Betty Jone
Saline drip
S. Thompso
Laura Gran
Telemtry
J. Smith
Henry Willi
Patient Med
S. Doe
G. Jackson
Unit 8
S.Thompson
Unit 2
H. Jackson
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
Home
Inbox
Equipment
Groups
Transfers


Location: John Harris - Unit 8
Search
Updates
Inbox
Patient
Updates
Admin
Outbox
Create
John Harris
Patient Medication
George Jackson
Date: 09-12-13
Time: 10.32 am
Simon James
IV Administer
George Jackson
Date: 09-12-13
Time: 10.13 am
Betty Jones
Henry Williams
Mary M
Saline drip
Sally Thompson
Date: 09-12-13
Time: 10.04 am
Henry Williams, Mary Marshall
Blood pressure
Sally Thompson
Date: 09-12-13
Time: 09.35 am
Mary Marshall
Blood pressure
Date: 09-12-13
Time: 09.31 am
G. Jackson
Unit 8
S.Thompson
Unit 2
H. Jackson
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
Home
Inbox
Equipment
Groups
Transfers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To
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Important
Critical
Category
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Updates
Admin
Call
John Harris
Patient Med
G. Jackson
Simon Jam
Sitting
G. Jackson
Betty Jone
Saline drip
S. Thompso
Laura Gran
Telemtry
J. Smith
Henry Willi
Patient Med
S. Doe
G. Jackson
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Unit 3
S. Doe
Unit 1
Home
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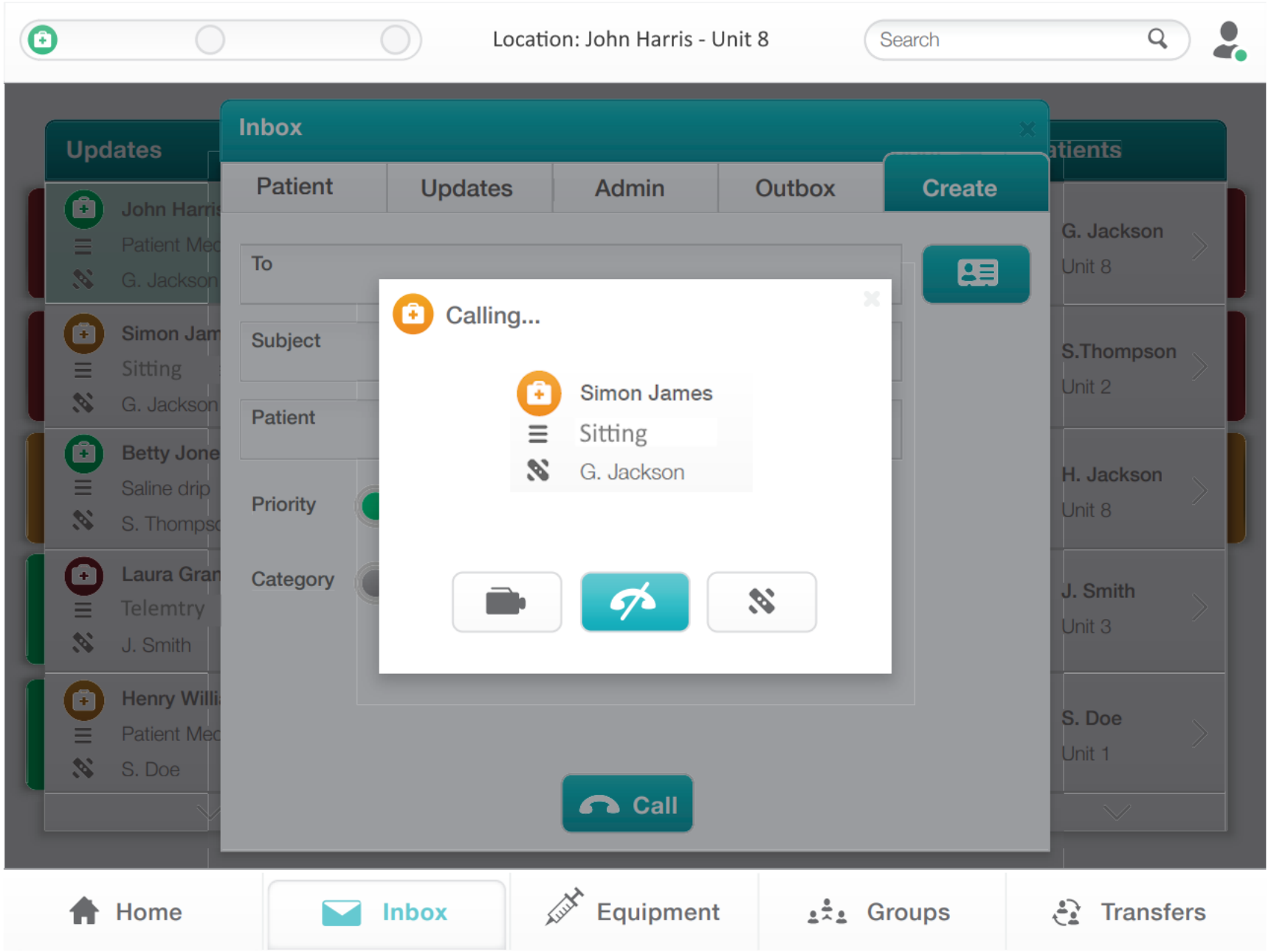
Equipment
Groups
Transfers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Patient
Updates
Admin
Outbox
Create
To
Subject
Patient
Priority
Category
Calling...
Simon James
Sitting
G. Jackson
Call
John Harris
Patient Mec
G. Jackson
Simon Jam
Sitting
G. Jackson
Betty Jone
Saline drip
S. Thompsc
Laura Gran
Telemtry
J. Smith
Henry Willi
Patient Mec
S. Doe
G. Jackson
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Unit 2
H. Jackson
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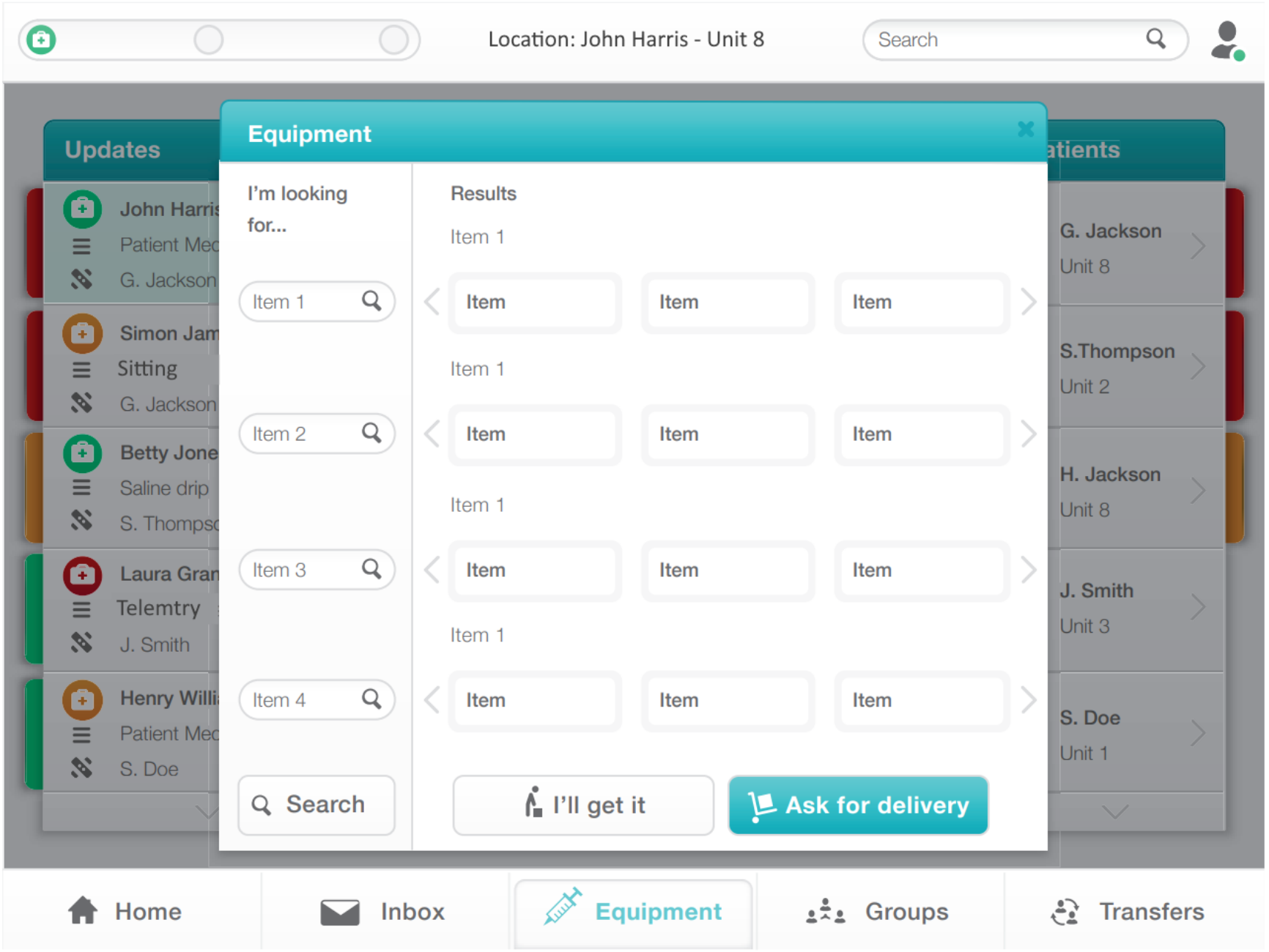
Unit 3
S. Doe
Unit 1
Home
Inbox
Equipment
Groups
Transfers


Location: John Harris - Unit 8
Search
Updates
John Harris
Patient Mec
G. Jackson
Simon Jam
Sitting
G. Jackson
Betty Jone
Saline drip
S. Thompsc
Laura Gran
Telemtry
J. Smith
Henry Willi
Patient Mec
S. Doe
Equipment
I'm looking for...
Item 1
Item 2
Item 3
Item 4
Search
Results
Item 1
Item
Item
Item
Item 1
Item
Item
Item
Item 1
Item
Item
Item
Item 1
Item
Item
Item
I'll get it
Ask for delivery
atients
G. Jackson
Unit 8
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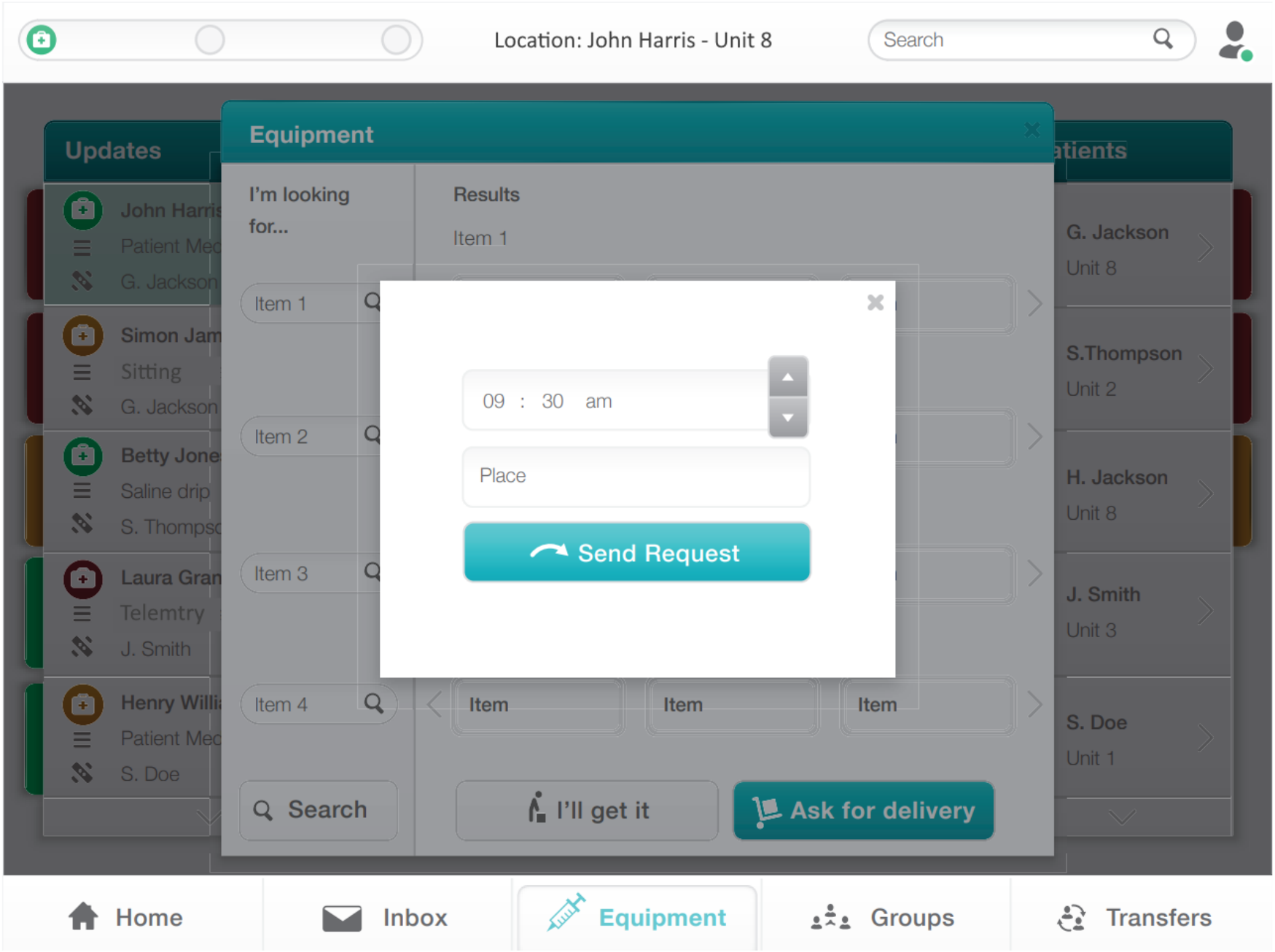
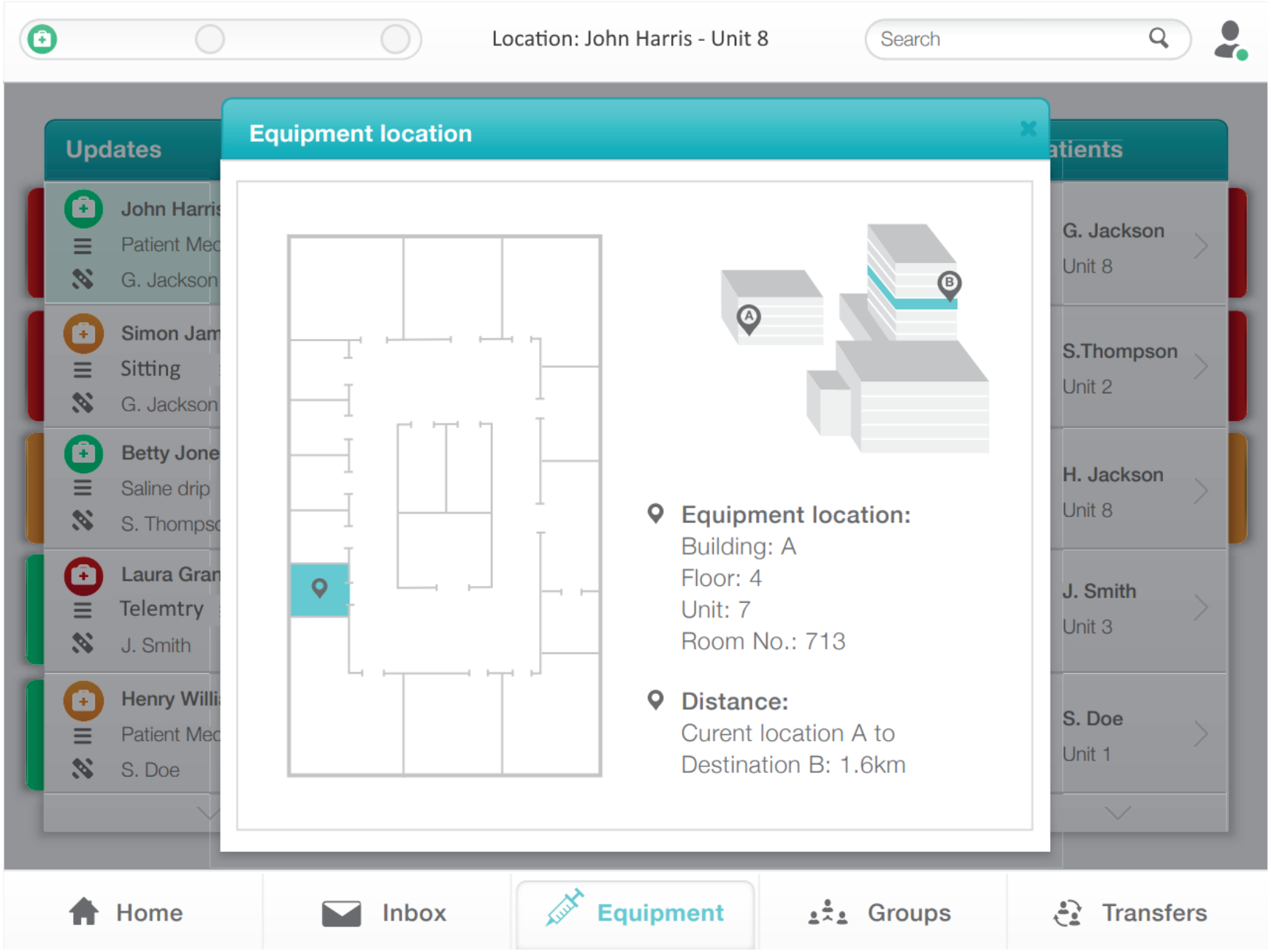
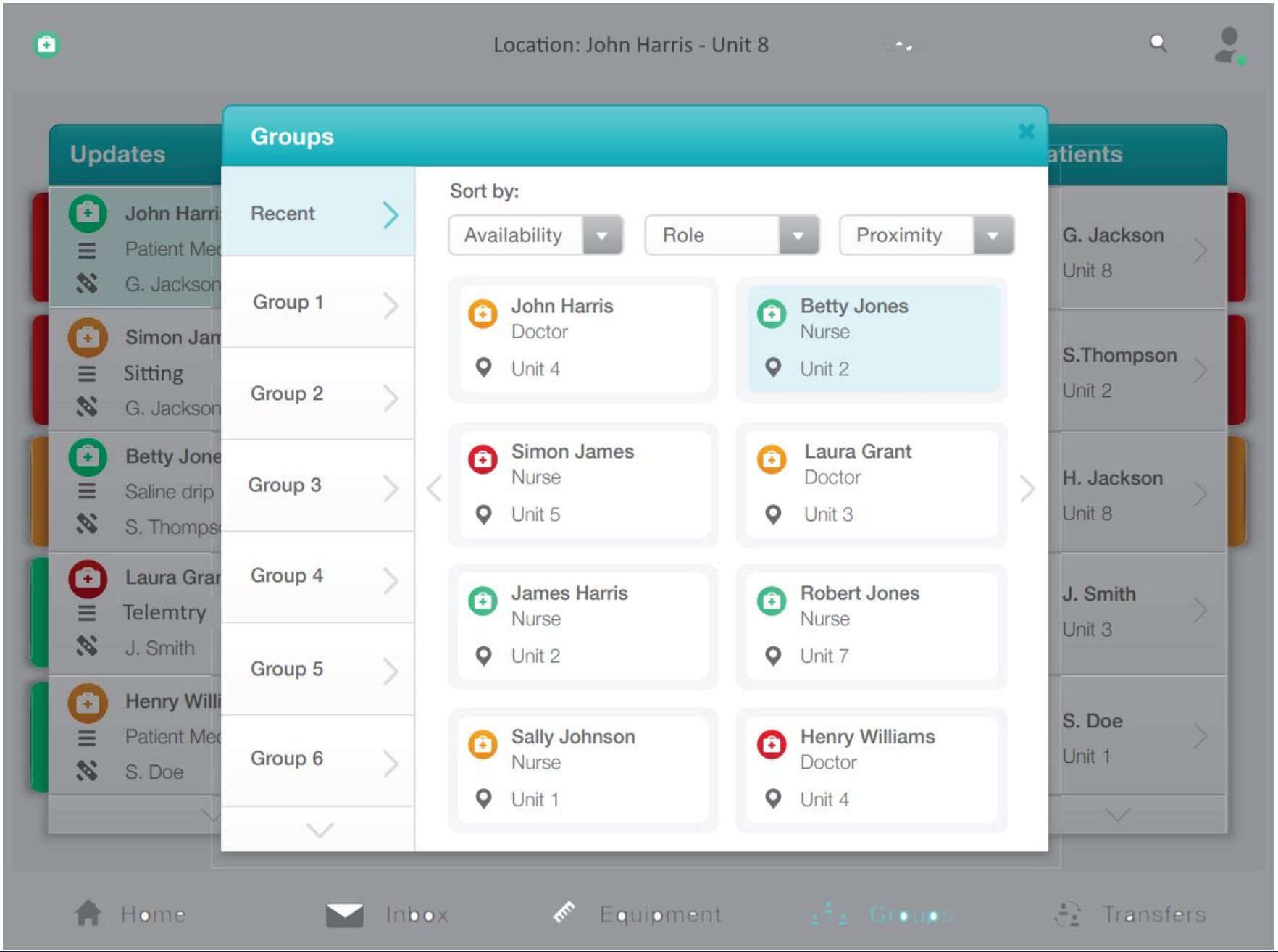
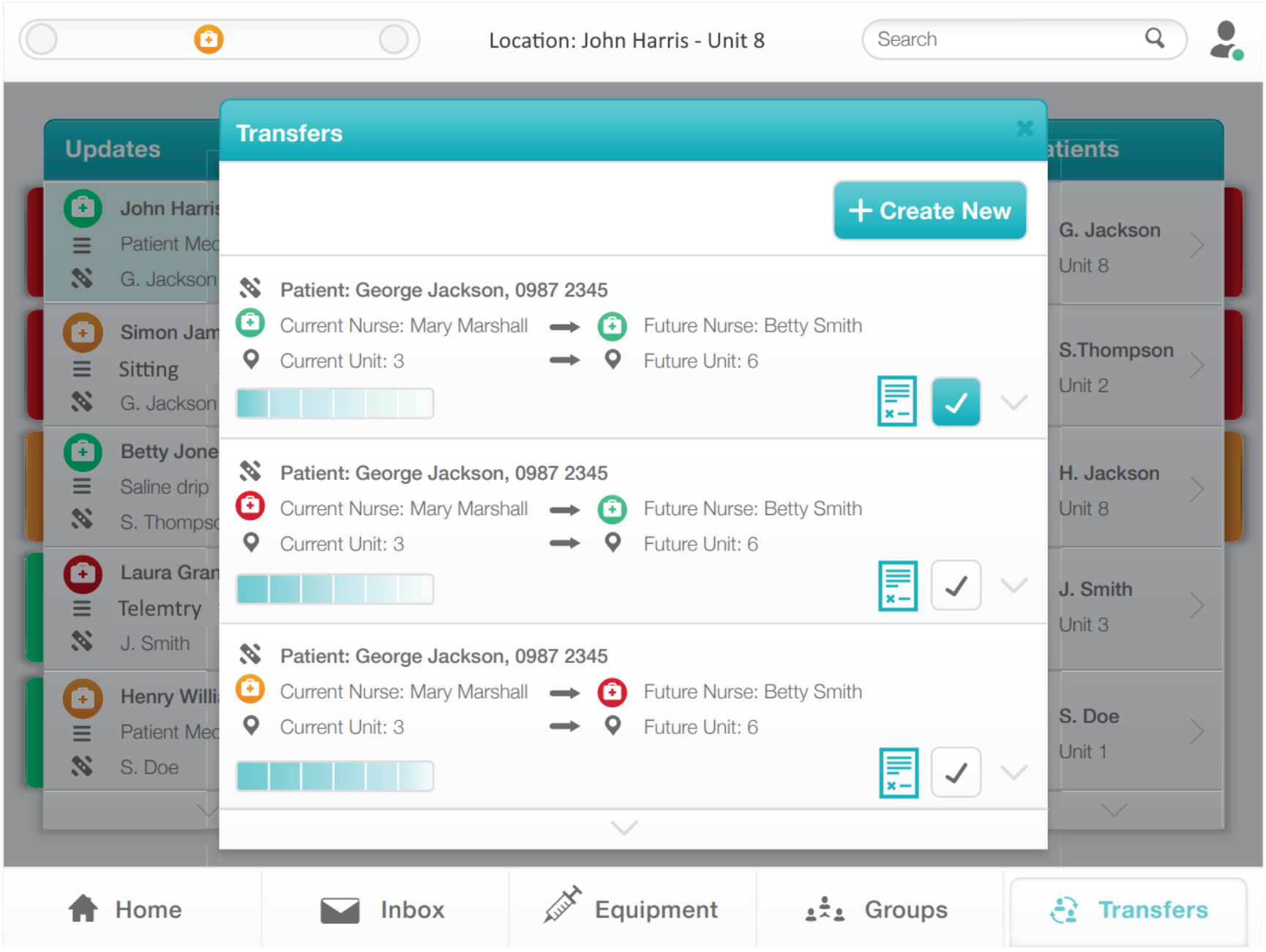
Unit 2
H. Jackson
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
Home
Inbox
Equipment
Groups
Transfers


Location: John Harris - Unit 8
Search
Updates
Equipment
I'm looking for...
Results
Item 1
Item 2
Item 3
Item 4
Item
Item
Item
09 : 30 am
Place
Send Request
Search
I'll get it
Ask for delivery
G. Jackson
Unit 8
S.Thompson
Unit 2
H. Jackson
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
Home
Inbox
Equipment
Groups
Transfers


Location: John Harris - Unit 8
Search
Updates
Equipment location
Patients
John Harris
Patient Mec
G. Jackson
Simon Jam
Sitting
G. Jackson
Betty Jone
Saline drip
S. Thompso
Laura Gran
Telemtry
J. Smith
Henry Willi
Patient Mec
S. Doe
G. Jackson
Unit 8
S.Thompson
Unit 2
H. Jackson
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
A
B
Equipment location:
Building: A
Floor: 4
Unit: 7
Room No.: 713
Distance:
Curent location A to
Destination B: 1.6km
Home
Inbox
Equipment
Groups
Transfers


Location: John Harris - Unit 8
Updates
John Harri
Patient Mec
G. Jackson
Simon Jam
Sitting
G. Jackson
Betty Jone
Saline drip
S. Thompso
Laura Grar
Telemtry
J. Smith
Henry Willi
Patient Mec
S. Doe
Groups
Recent
Group 1
Group 2
Group 3
Group 4
Group 5
Group 6
Sort by:
Availability
Role
Proximity
John Harris
Doctor
Unit 4
Betty Jones
Nurse
Unit 2
Simon James
Nurse
Unit 5
Laura Grant
Doctor
Unit 3
James Harris
Nurse
Unit 2
Robert Jones
Nurse
Unit 7
Sally Johnson
Nurse
Unit 1
Henry Williams
Doctor
Unit 4
atients
G. Jackson
Unit 8
S.Thompson
Unit 2
H. Jackson
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
Home
Inbox
Equipment
Groups
Transfers


Location: John Harris - Unit 8
Search
Updates
Transfers
+ Create New
Patient: George Jackson, 0987 2345
Current Nurse: Mary Marshall
Future Nurse: Betty Smith
Current Unit: 3
Future Unit: 6
Patient: George Jackson, 0987 2345
Current Nurse: Mary Marshall
Future Nurse: Betty Smith
Current Unit: 3
Future Unit: 6
Patient: George Jackson, 0987 2345
Current Nurse: Mary Marshall
Future Nurse: Betty Smith
Current Unit: 3
Future Unit: 6
John Harris
Patient Med
G. Jackson
Simon Jam
Sitting
G. Jackson
Betty Jone
Saline drip
S. Thompso
Laura Gran
Telemtry
J. Smith
Henry Willi
Patient Med
S. Doe
G. Jackson
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S.Thompson
Unit 2
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Unit 3
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Unit 1
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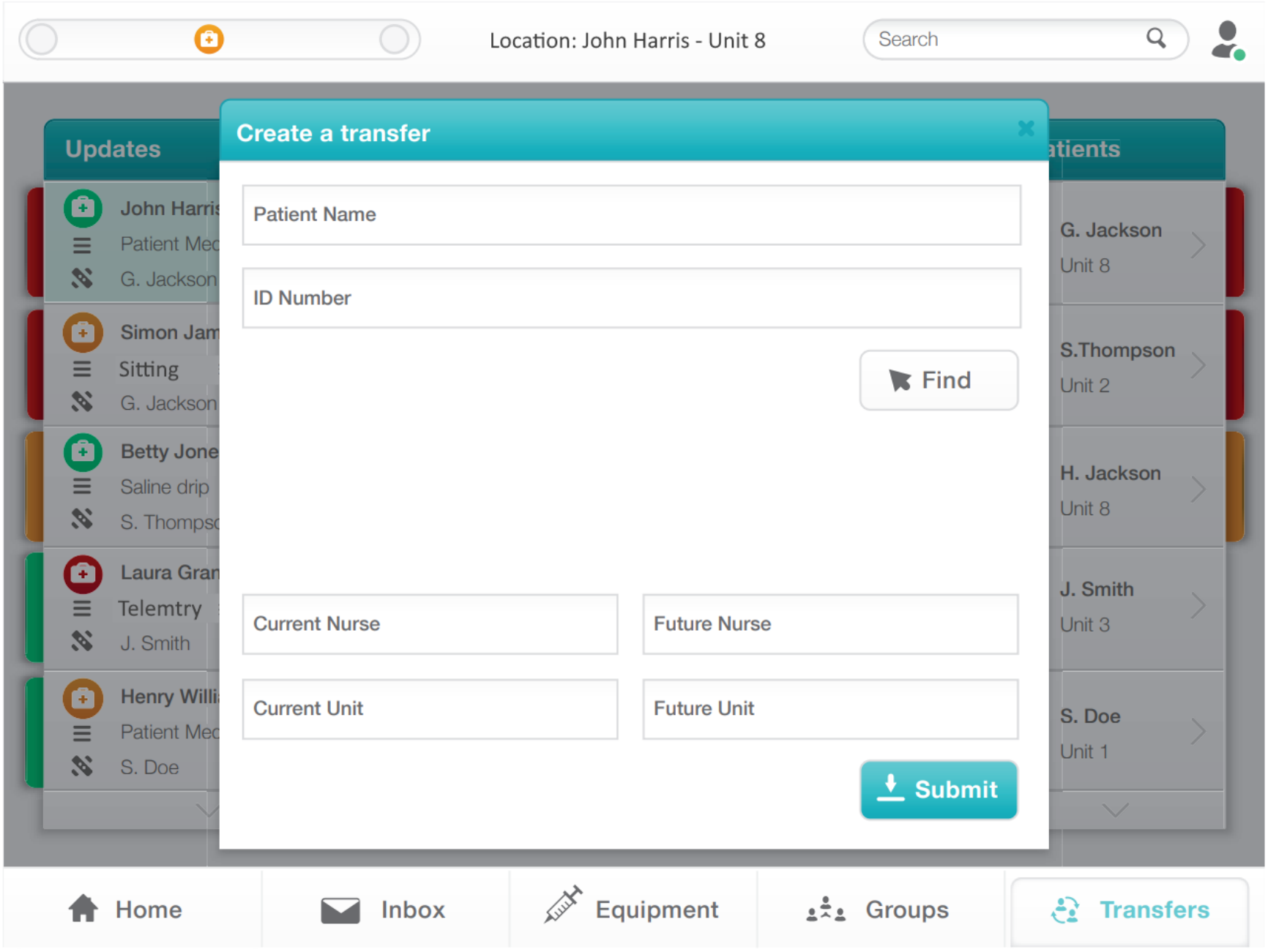
Inbox
Equipment
Groups
Transfers


Location: John Harris - Unit 8
Search
Updates
Create a transfer
Patient Name
ID Number
Find
Current Nurse
Future Nurse
Current Unit
Future Unit
Submit
G. Jackson
Unit 8
S.Thompson
Unit 2
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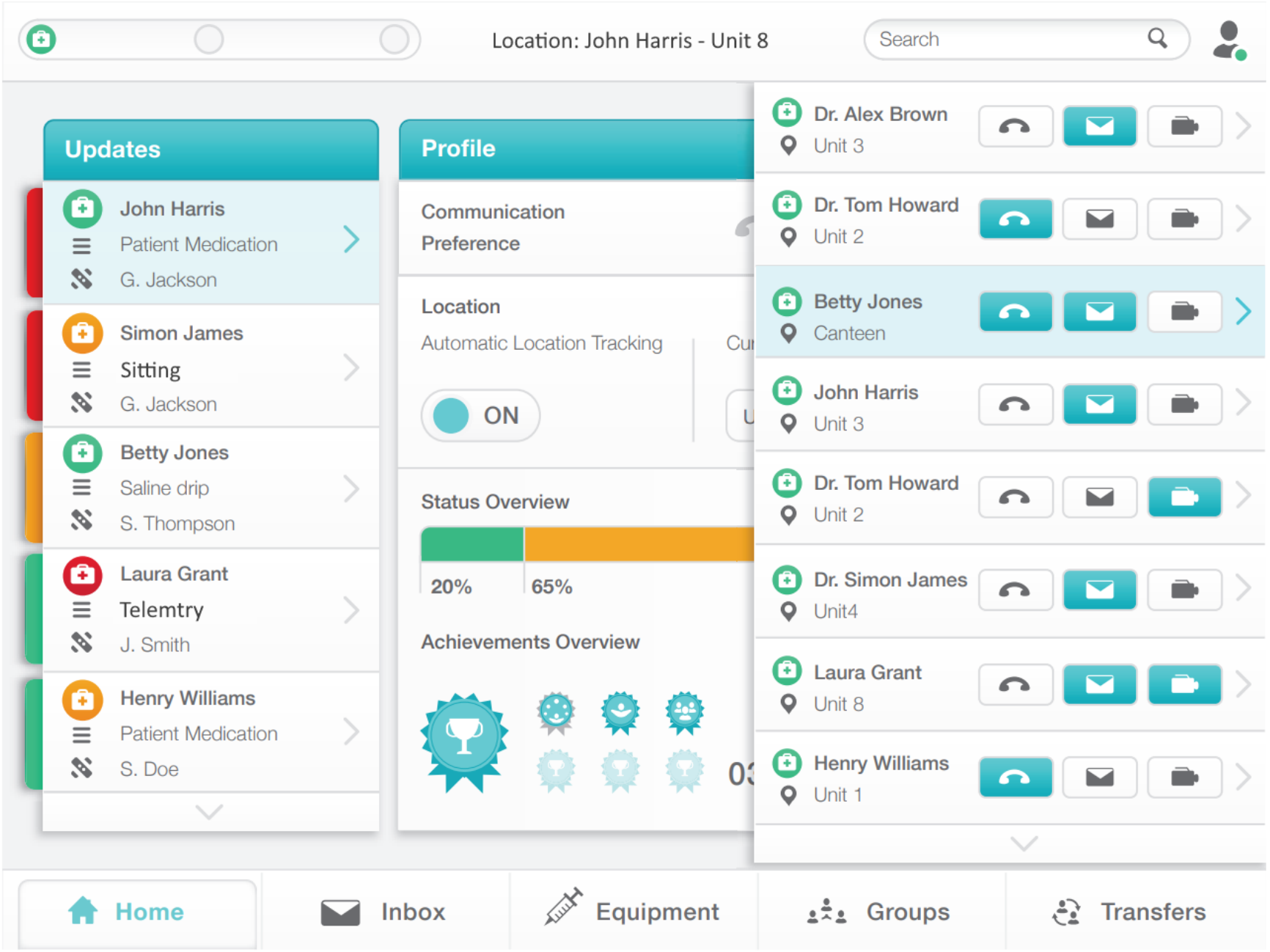
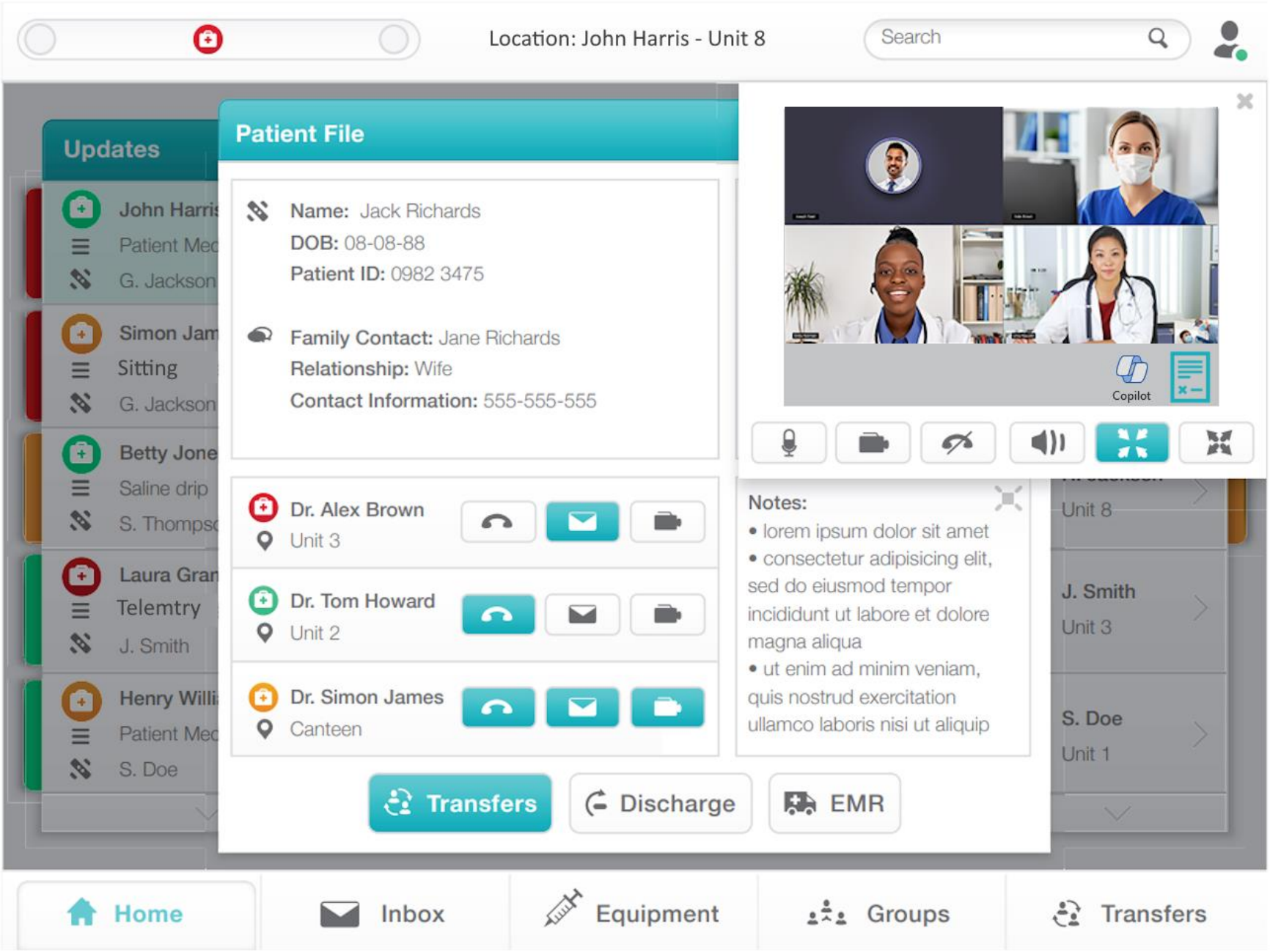
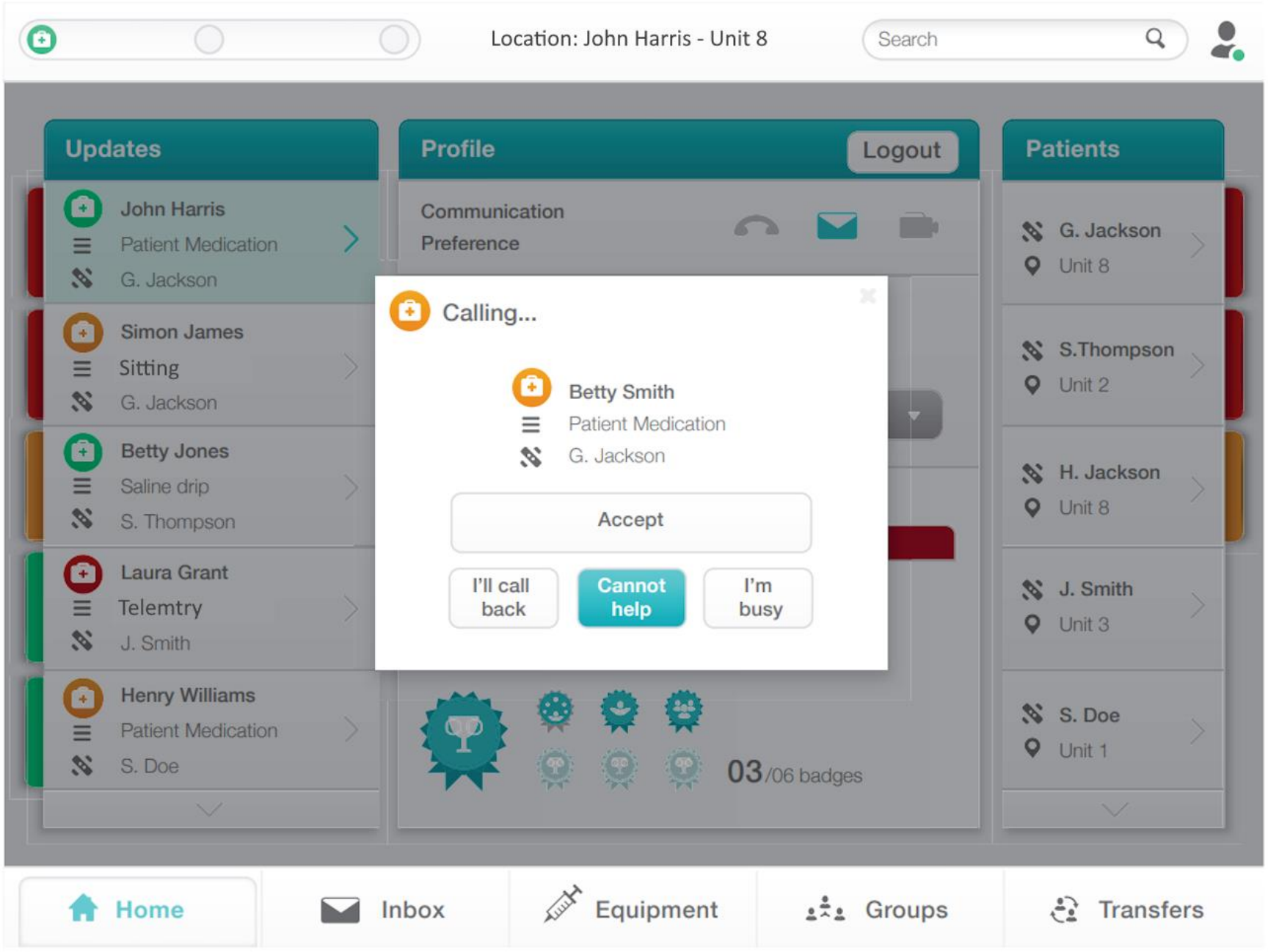
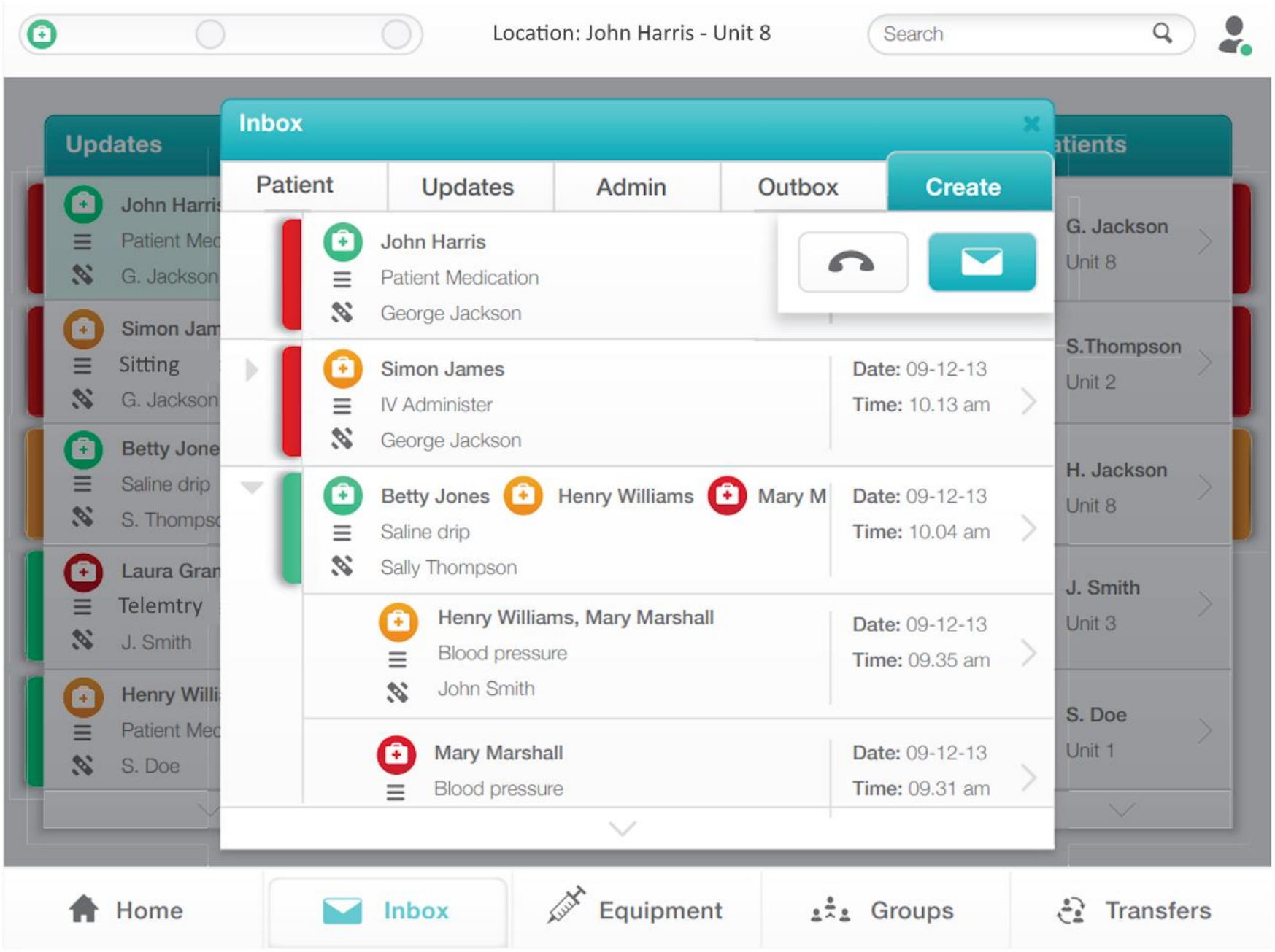
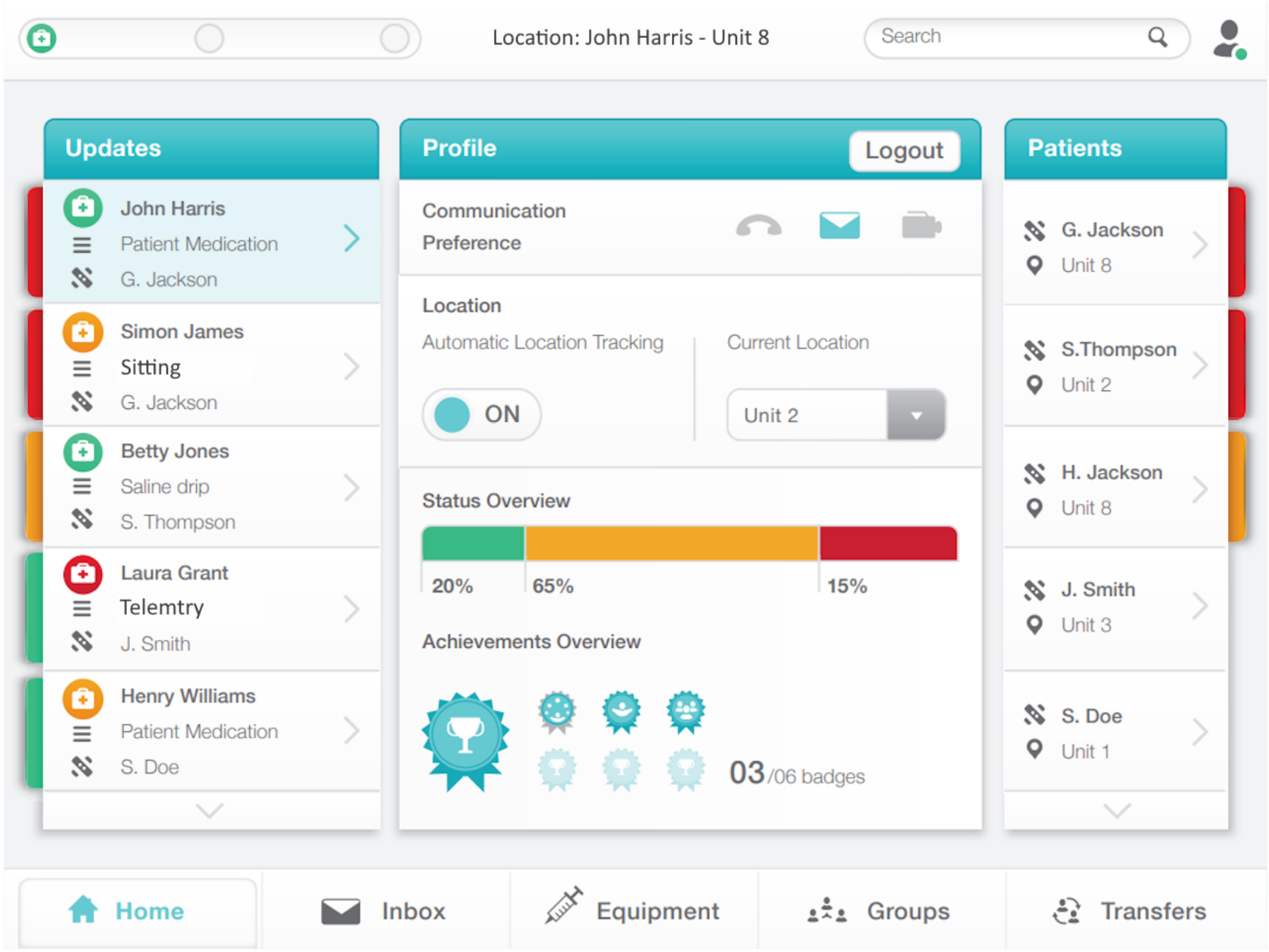
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
Home
Inbox
Equipment
Groups
Transfers

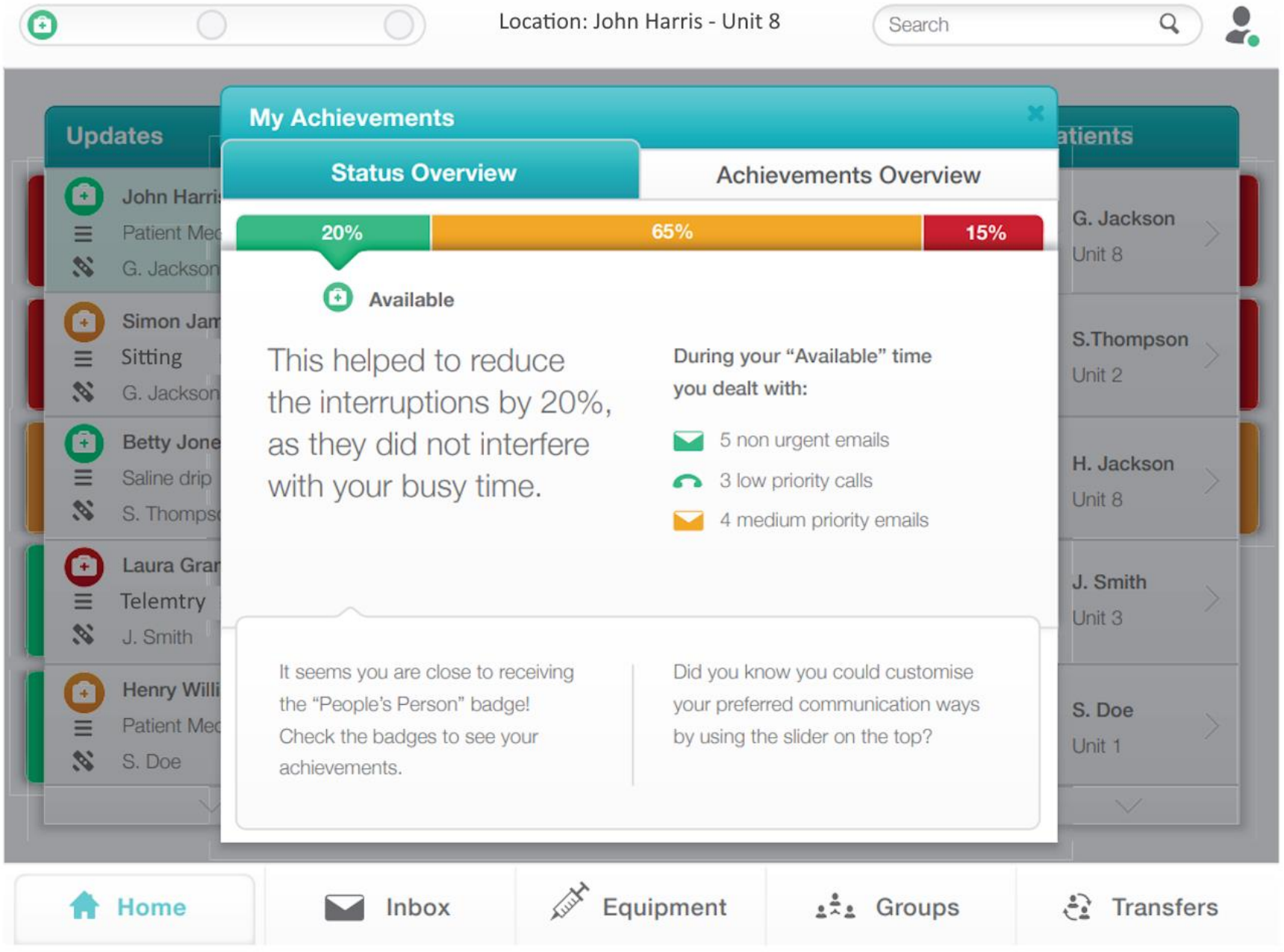

Location: John Harris - Unit 8
Search
Updates
John Harris
Patient Medication
G. Jackson
Simon James
Sitting
G. Jackson
Betty Jones
Saline drip
S. Thompson
Laura Grant
Telemtry
J. Smith
Henry Williams
Patient Medication
S. Doe
Profile
Communication Preference
Location
Automatic Location Tracking
ON
Status Overview
20%
65%
Achievements Overview
Dr. Alex Brown
Unit 3
Dr. Tom Howard
Unit 2
Betty Jones
Canteen
John Harris
Unit 3
Dr. Tom Howard
Unit 2
Dr. Simon James
Unit4
Laura Grant
Unit 8
Henry Williams
Unit 1
Home
Inbox
Equipment
Groups
Transfers

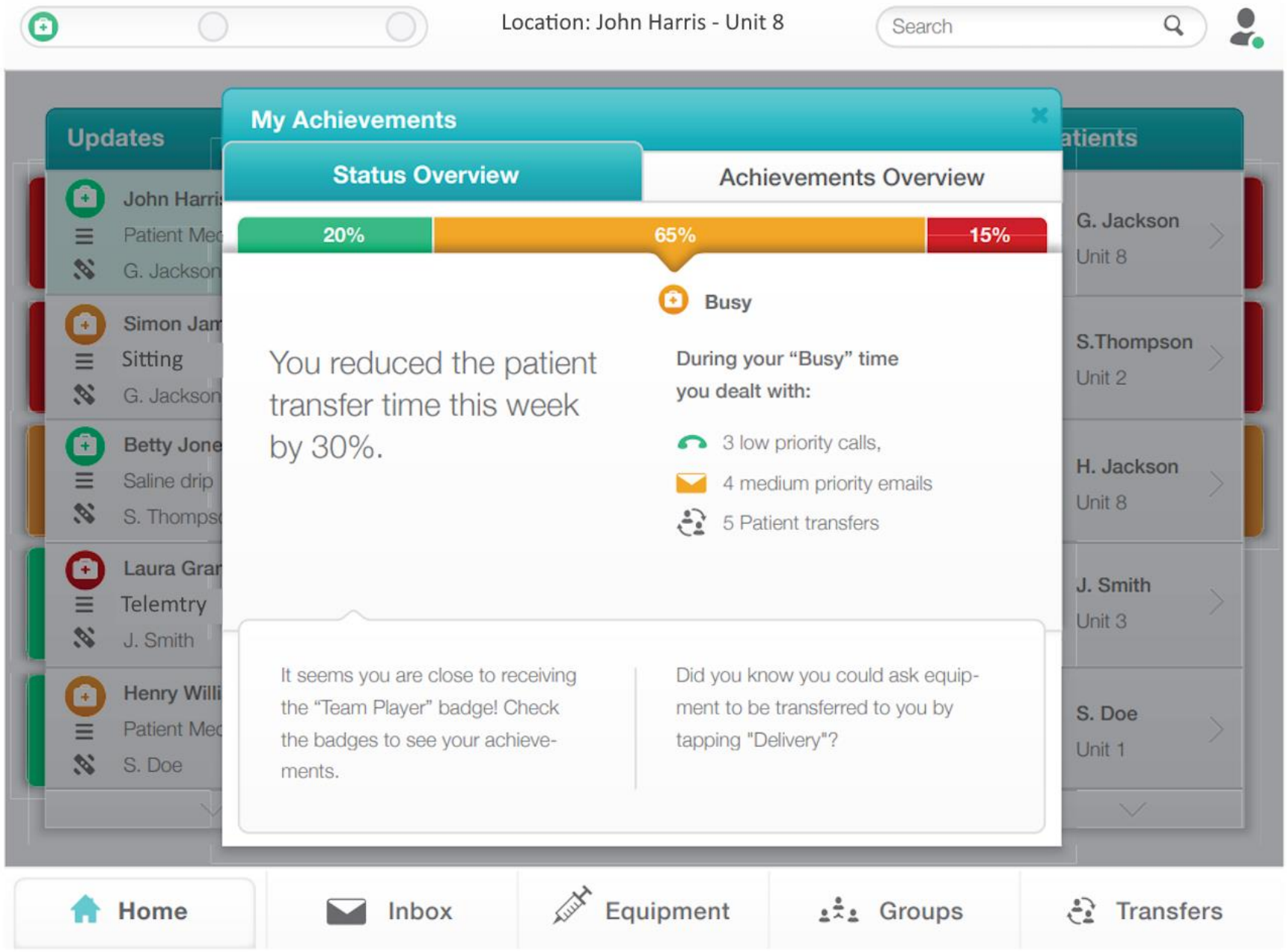

Location: John Harris - Unit 8
Search
Updates
John Harris
Patient Mec
G. Jackson
Simon Jam
Sitting
G. Jackson
Betty Jone
Saline drip
S. Thompsc
Laura Gran
Telemtry
J. Smith
Henry Willi
Patient Mec
S. Doe
Patient File
Name: Jack Richards
DOB: 08-08-88
Patient ID: 0982 3475
Family Contact: Jane Richards
Relationship: Wife
Contact Information: 555-555-555
Dr. Alex Brown
Unit 3
Dr. Tom Howard
Unit 2
Dr. Simon James
Canteen
Notes:
• lorem ipsum dolor sit amet
• consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua
• ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip
Copilot
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
Transfers
Discharge
EMR
Home
Inbox
Equipment
Groups
Transfers

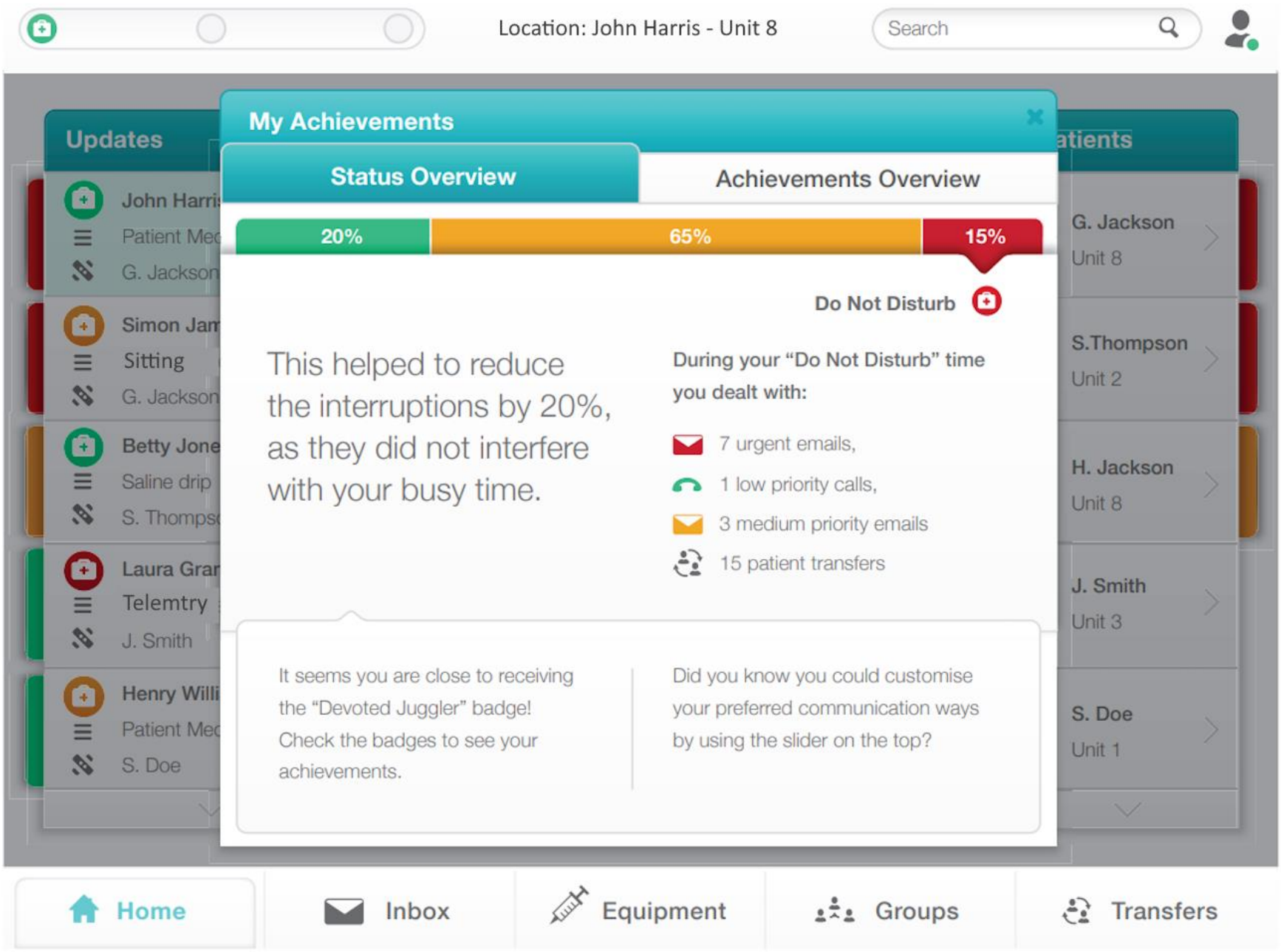

Location: John Harris - Unit 8
Search
Updates
John Harris
Patient Medication
G. Jackson
Simon James
Sitting
G. Jackson
Betty Jones
Saline drip
S. Thompson
Laura Grant
Telemtry
J. Smith
Henry Williams
Patient Medication
S. Doe
Profile
Logout
Communication
Preference
Calling...
Betty Smith
Patient Medication
G. Jackson
Accept
I'll call back
Cannot help
I'm busy
03/06 badges
Patients
G. Jackson
Unit 8
S.Thompson
Unit 2
H. Jackson
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
Home
Inbox
Equipment
Groups
Transfers


Location: John Harris - Unit 8
Search
Updates
Inbox
Patient
Updates
Admin
Outbox
Create
John Harris
Patient Medication
George Jackson
Simon James
IV Administer
George Jackson
Date: 09-12-13
Time: 10.13 am
Betty Jones
Henry Williams
Mary M
Saline drip
Sally Thompson
Date: 09-12-13
Time: 10.04 am
Henry Williams, Mary Marshall
Blood pressure
John Smith
Date: 09-12-13
Time: 09.35 am
Mary Marshall
Blood pressure
Date: 09-12-13
Time: 09.31 am
G. Jackson
Unit 8
S.Thompson
Unit 2
H. Jackson
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
Home
Inbox
Equipment
Groups
Transfers


Location: John Harris - Unit 8
Search
Updates
John Harris
Patient Medication
G. Jackson
Simon James
Sitting
G. Jackson
Betty Jones
Saline drip
S. Thompson
Laura Grant
Telemtry
J. Smith
Henry Williams
Patient Medication
S. Doe
Profile
Logout
Communication Preference
Location
Automatic Location Tracking
ON
Current Location
Unit 2
Status Overview
20%
65%
15%
Achievements Overview
03/06 badges
Patients
G. Jackson
Unit 8
S.Thompson
Unit 2
H. Jackson
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
Home
Inbox
Equipment
Groups
Transfers


Location: John Harris - Unit 8
Search
Updates
My Achievements
Status Overview
Achievements Overview
20%
65%
15%
Available
This helped to reduce the interruptions by 20%, as they did not interfere with your busy time.
During your "Available" time you dealt with:
5 non urgent emails
3 low priority calls
4 medium priority emails
It seems you are close to receiving the "People's Person" badge! Check the badges to see your achievements.
Did you know you could customise your preferred communication ways by using the slider on the top?
John Harris
Patient Mec
G. Jackson
Simon Jam
Sitting
G. Jackson
Betty Jone
Saline drip
S. Thompso
Laura Gran
Telemtry
J. Smith
Henry Willi
Patient Mec
S. Doe
atients
G. Jackson
Unit 8
S.Thompson
Unit 2
H. Jackson
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
Home
Inbox
Equipment
Groups
Transfers


Location: John Harris - Unit 8
Search
Updates
My Achievements
Status Overview
Achievements Overview
20%
65%
15%
Busy
You reduced the patient transfer time this week by 30%.
During your "Busy" time you dealt with:
3 low priority calls,
4 medium priority emails
5 Patient transfers
It seems you are close to receiving the "Team Player" badge! Check the badges to see your achievements.
Did you know you could ask equipment to be transferred to you by tapping "Delivery"?
G. Jackson
Unit 8
S.Thompson
Unit 2
H. Jackson
Unit 8
J. Smith
Unit 3
S. Doe
Unit 1
Home
Inbox
Equipment
Groups
Transfers


Location: John Harris - Unit 8
Search
Updates
My Achievements
Status Overview
Achievements Overview
20%
65%
15%
Do Not Disturb
This helped to reduce the interruptions by 20%, as they did not interfere with your busy time.
During your "Do Not Disturb" time you dealt with:
7 urgent emails,
1 low priority calls,
3 medium priority emails
15 patient transfers
It seems you are close to receiving the "Devoted Juggler" badge! Check the badges to see your achievements.
Did you know you could customise your preferred communication ways by using the slider on the top?
John Harri
Patient Mec
G. Jackson
Simon Jam
Sitting
G. Jackson
Betty Jone
Saline drip
S. Thompso
Laura Grar
Telemtry
J. Smith
Henry Willi
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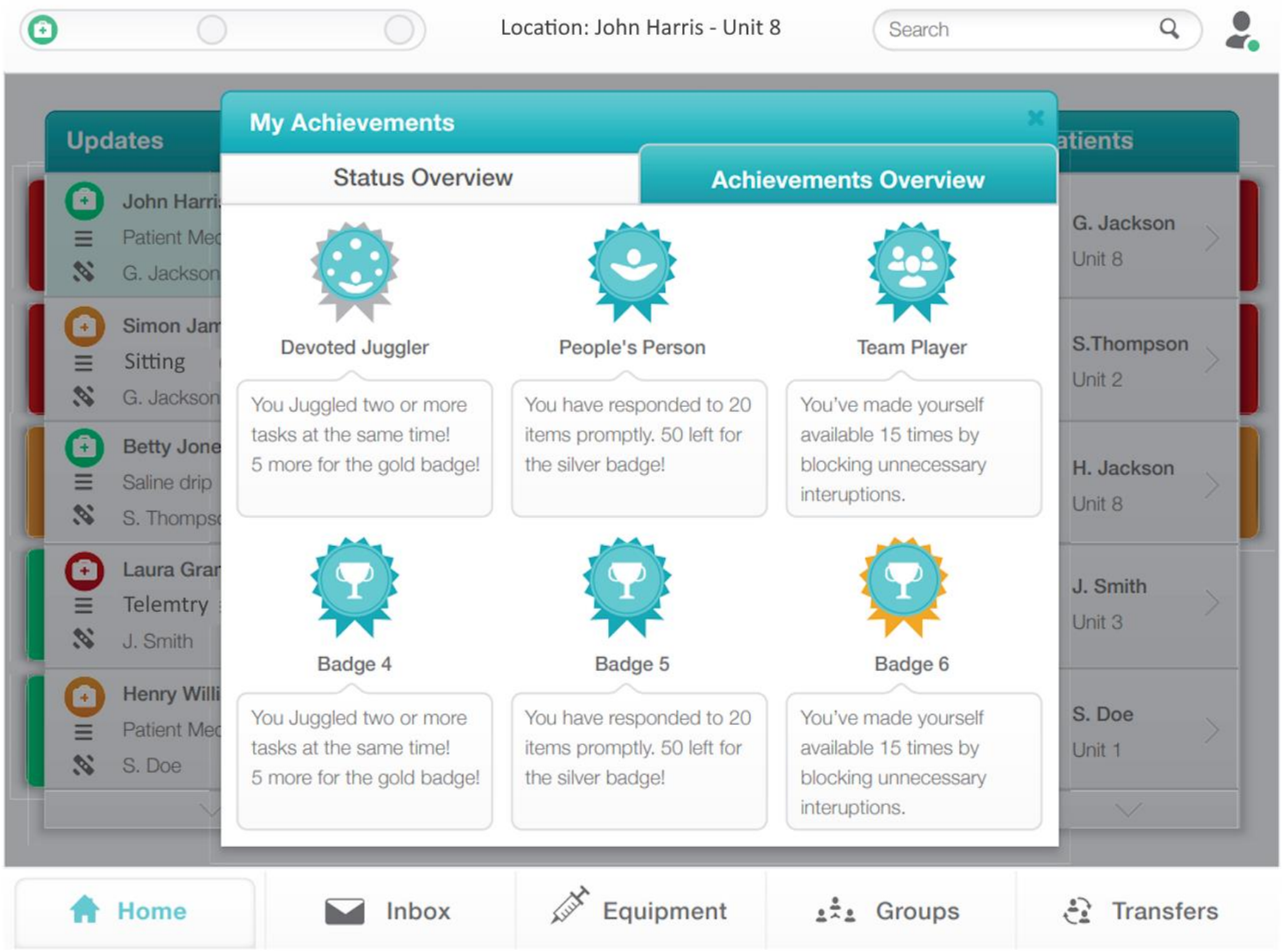
Location: John Harris - Unit 8
Search
Updates
My Achievements
Status Overview
Achievements Overview
Devoted Juggler
You Juggled two or more tasks at the same time! 5 more for the gold badge!
People's Person
You have responded to 20 items promptly. 50 left for the silver badge!
Team Player
You've made yourself available 15 times by blocking unnecessary interuptions.
Badge 4
You Juggled two or more tasks at the same time! 5 more for the gold badge!
Badge 5
You have responded to 20 items promptly. 50 left for the silver badge!
Badge 6
You've made yourself available 15 times by blocking unnecessary interuptions.
John Harri
Patient Mec
G. Jackson
Simon Jam
Sitting
G. Jackson
Betty Jone
Saline drip
S. Thompsc
Laura Grar
Telemtry
J. Smith
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HUMANIZING
HEALTHCARE