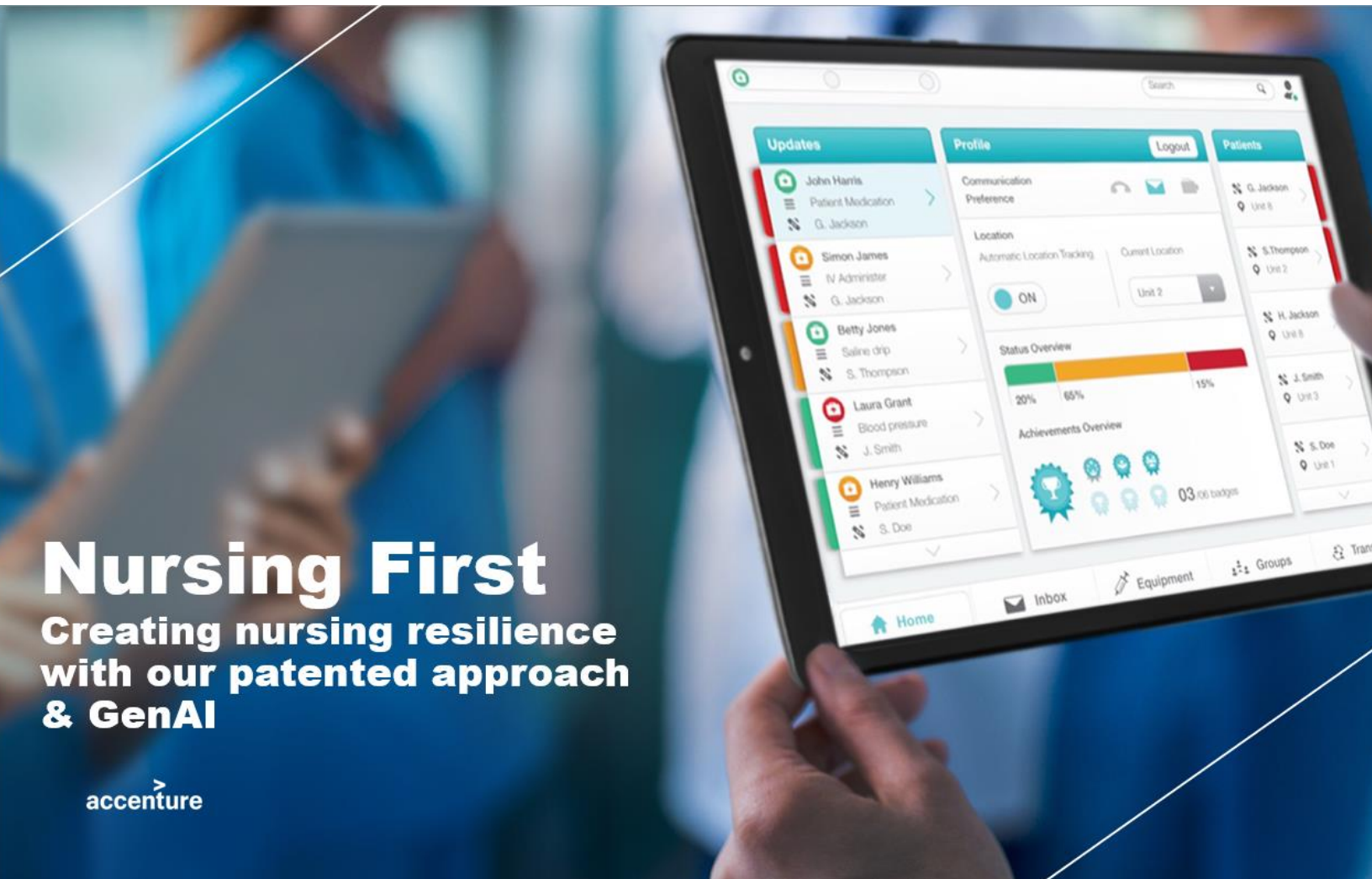


# A Day in the Life and the Nursing First Personal Command Center

U.S. Patent 11404169  
[September 2022]



**Nursing First**  
Creating nursing resilience  
with our patented approach  
& GenAI

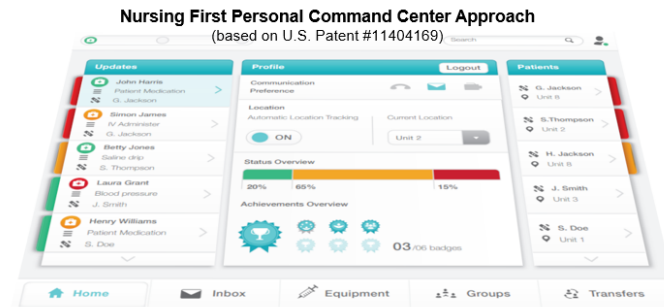
accenture

**Table of Contents**

- 1 Accenture’s Patented Nursing First Personal Command Center 3
- 2 Journey to the Nursing First Personal Command Center 4
- 4 Nursing First Personal Command Center “Home Base” – See the Care Model in Action 5
- 5 Activating the Care Model 6
- 6 Locating Supplies and Equipment (Connected to Supply Management) 9
- 7 Care Team Interactions and Groups 11
- 8 Transfers and Other Interactions 13
- 9 Change Management, Behavior Change, Gamification 16

## 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.



### 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<sup>1</sup>
- ✓ Ensure well-being, safety and confidence<sup>2</sup>
- ✓ Permanently reduce the stress on clinical staff and the organization
- ✓ Achieve value from 40+ nursing care model outcomes

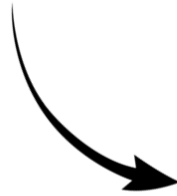
## Journey to the Nursing First Personal Command Center

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





# Activating the Care Model

**1**

**2**

**3**

**4**

**5**

**6**

Nurse Mary starts her day at the hospital and picks up her iPad.

Mary opens the app and logs in.

Mary walks into a room to see her patient Jack Smith.

Mary reaches for her pocket and pulls out her iPad.

She sets her status to 'Busy' because she is going to be with a patient.



7 While taking Jack's temperature, Mary gets a message from another nurse.



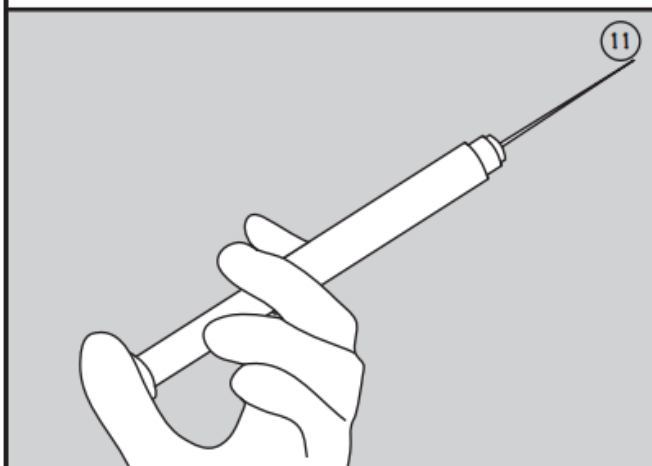
8 Mary reaches for her pocket and pulls out her iPad.



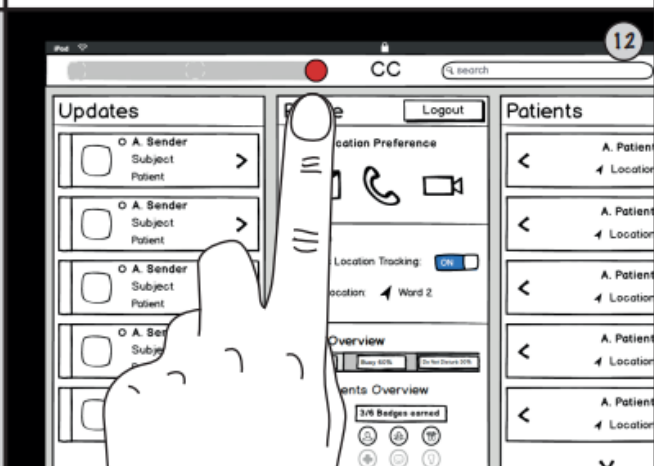
9 While Mary is waiting on Jack's temperature measurement, she reads the message from Simon.



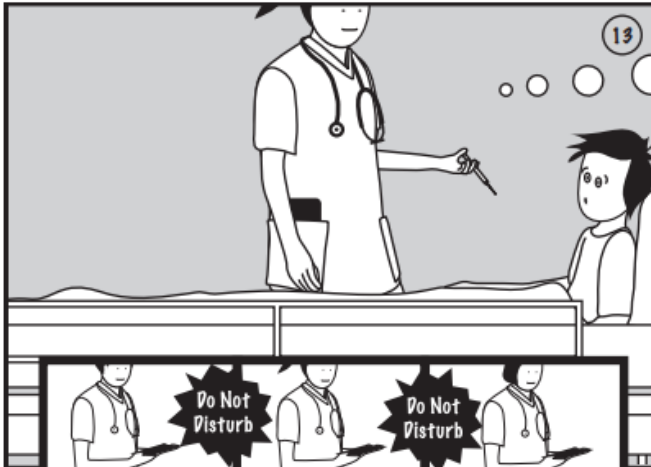
10 She answers with a quick reply to Simon's message saying that she is unable to help because she is already occupied with another patient.



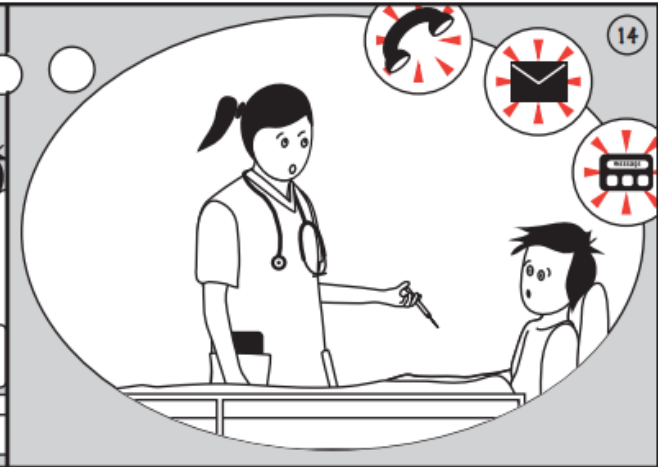
11 Next, Mary needs to give her patient an injection.



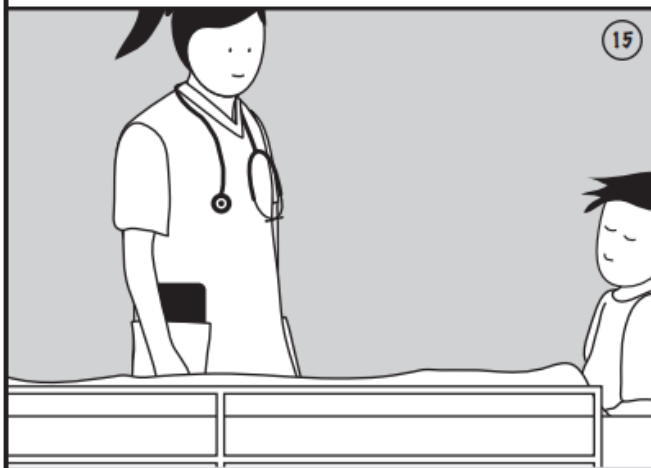
12 Because Mary needs to focus on her next procedure, she sets her status to 'Do Not Disturb'.



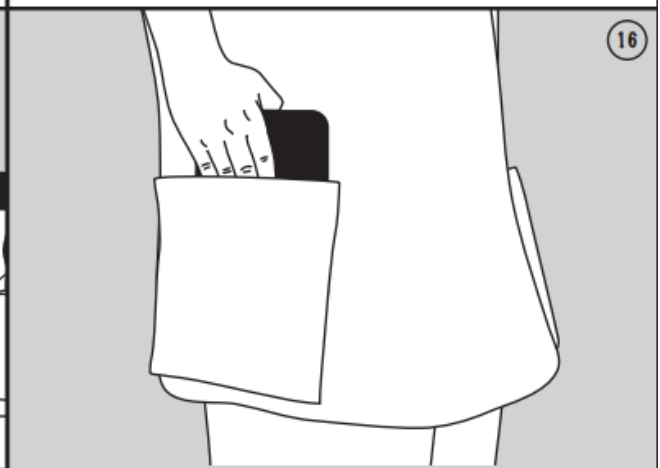
Messages are being sent to Mary by other nurses. But because she is in 'Do Not Disturb', she is not interrupted by them, as they are not critical, and she can focus on her patient Jack.



Mary remembers that before having the iPad, she was constantly being disturbed by different devices.



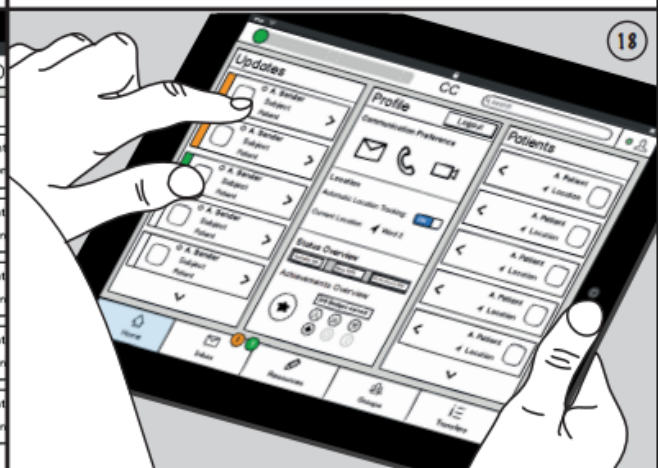
Mary's patient is resting and she can now move on to her next task.



Mary reaches for her pocket and pulls out her iPad.



She sets her status to 'Available'.



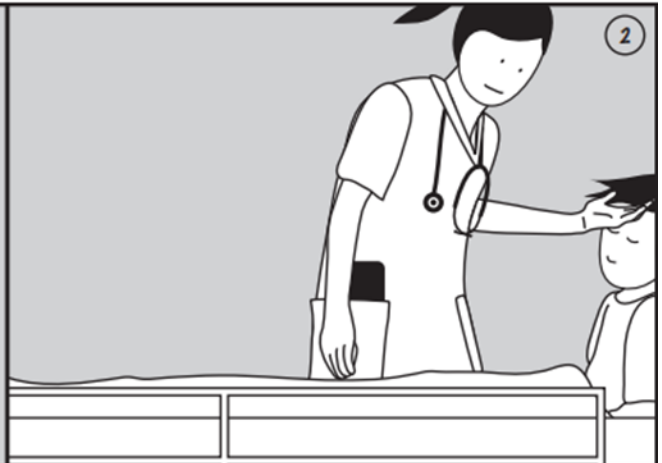
Now that Mary is not longer in 'Do Not Disturb', she can view the messages that she received while in 'Do Not Disturb'.



# Locating Supplies & Equipment

1

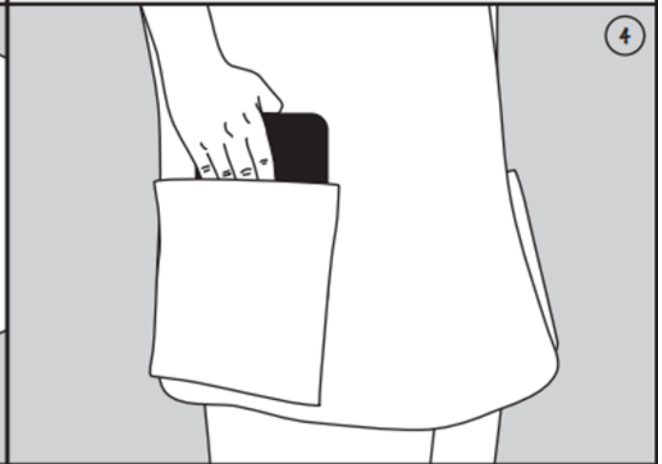
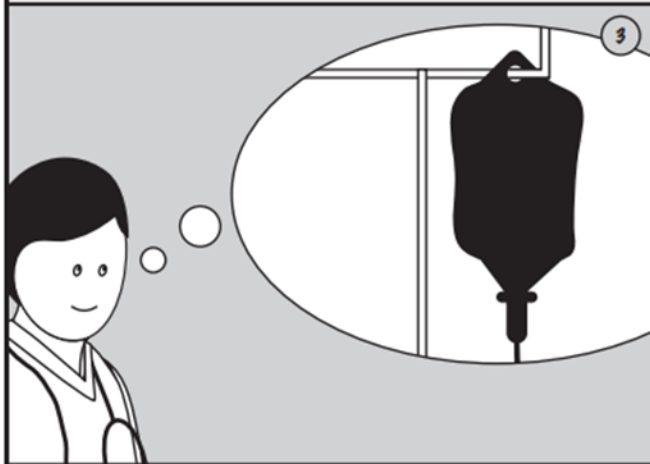
2



Mary checks on her patient. He needs his body fluids restored.

3

4

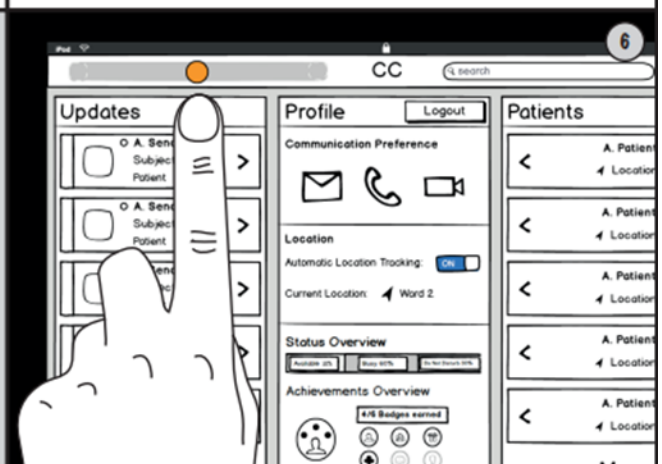
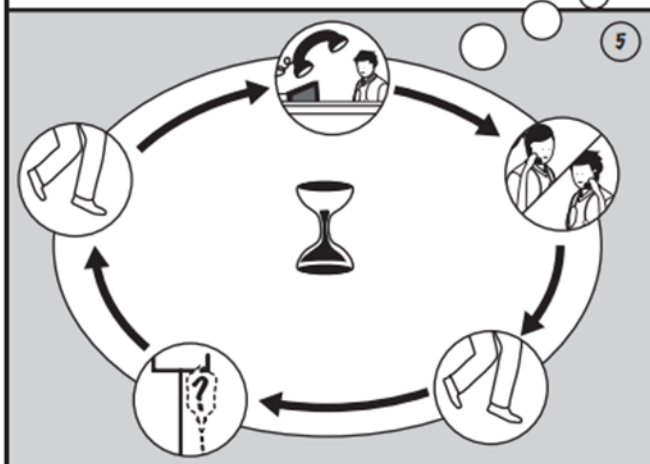


So Mary needs saline drip and bag for her patient.

Mary reaches for her pocket and pulls out her iPad.

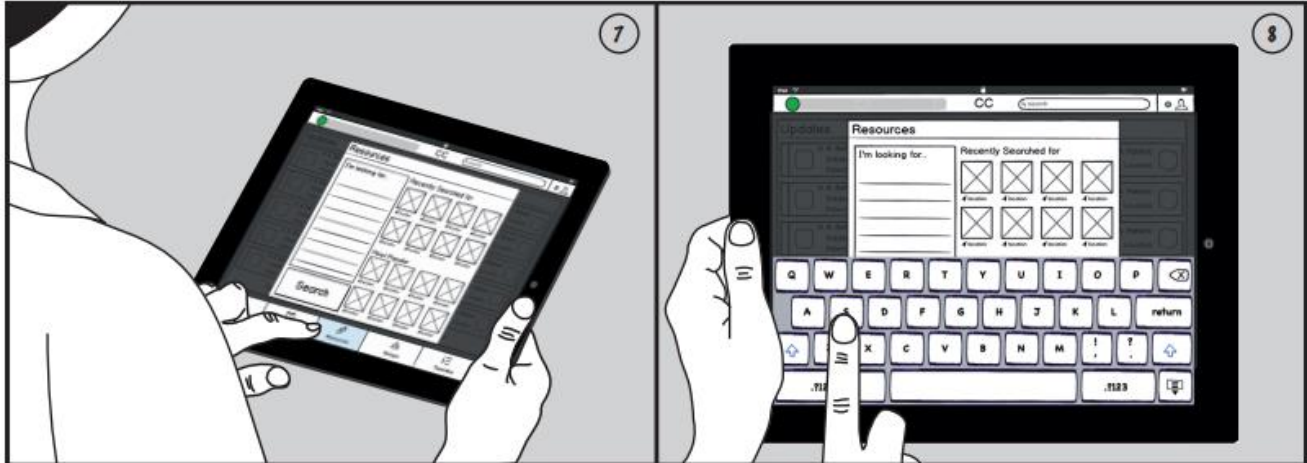
5

6



Mary remembers that before having the iPad she would be running around in circles trying to locate saline drip and bag, and thus wasting a lot of time.

Now, all Mary has to do is use her app to find what she needs, so she sets her status to 'Busy' while she locates the saline drip and bag.



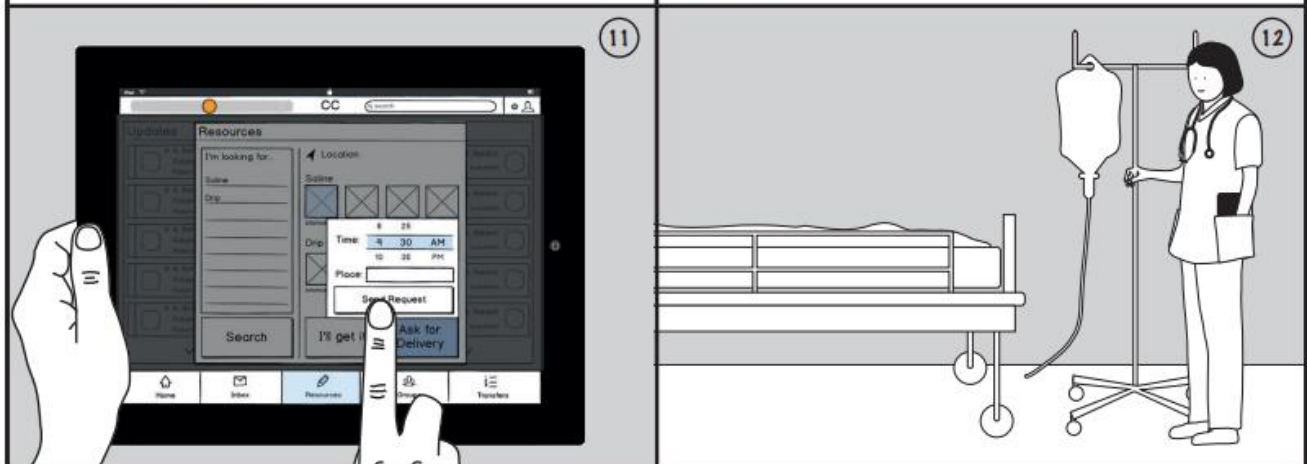
Mary taps on the resources.

She then uses the multi-search feature to search for both saline drip and a bag.



Mary then selects the saline drip and bag from her search results to find out how far the items are located and see if she can collect them or if she needs to ask for a delivery.

Mary is then shown directions to where the saline drip and bag are located. However, the items are too far from where she is currently located.



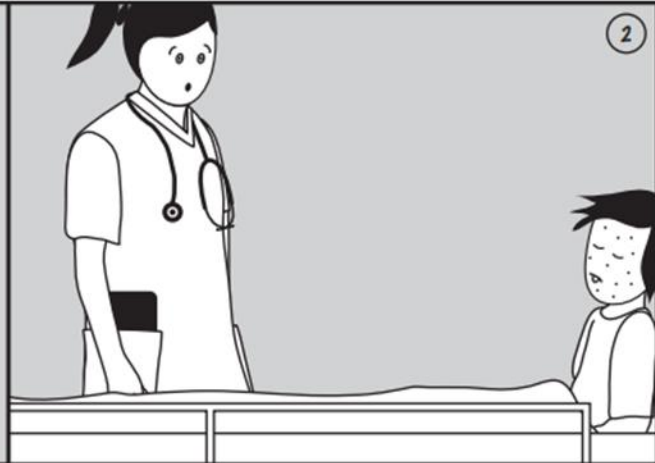
So Mary decides to send a request for the items to be delivered to her current location.

Nurse Betty goes and collects the saline drip and bag for Mary's patient.

# Care Team Interactions

1

2



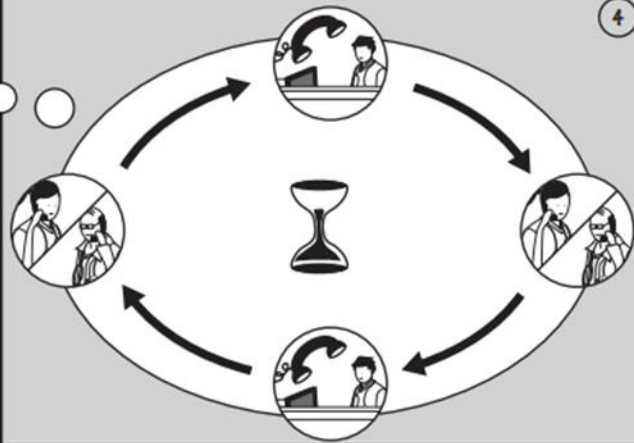
Patient Jack has reacted to medication and breaks into a rash.

3

4



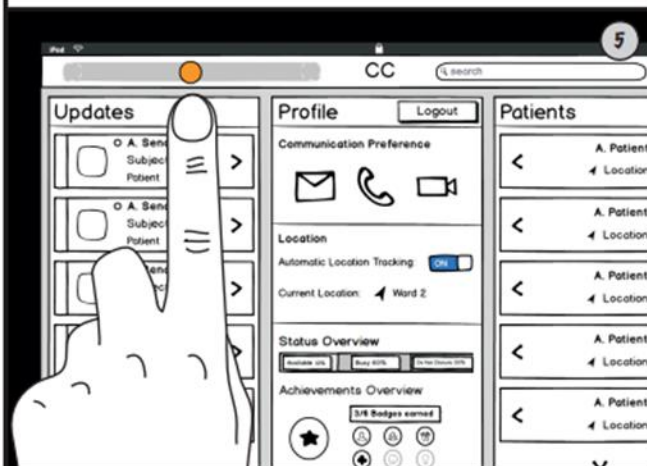
Mary reaches for her pocket and pulls out her iPad.



Mary remembers that before having the iPad, she would be running around in circles trying to locate an available doctor, and thus wasting a lot of time.

5

6



Mary sets her status to "Busy" while she looks up who to contact to advise her on Jack's condition.



Mary taps on the patient's name to access his files.



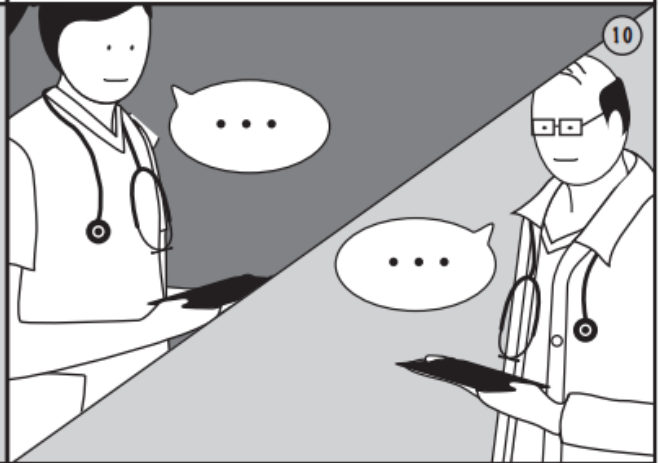
Mary looks at the patient's files and sees that Dr. Alex Brown is the first point of contact. However he is 'Busy' and so she chooses the next doctor on the list who is 'Available'.



Mary taps on the doctor she can contact, Dr. Tom Howard.



This doctor has multiple methods of preferred communication. Mary chooses the video call option.



Mary and the doctor discuss the patient's situation.



Mary is still able to view the patient's file while talking to Dr. Howard.



The doctor suggests that Mary administer medicine and Jack starts to feel better.

# Transfers & Other Interactions

1

2



Mary is reading a message that she needs to update patient Jack Smith's status to his family.

3

4



While Mary is reading her message, she gets interrupted by a phone call from nurse Betty.



She chooses the option to call back later because she needs to update the family first.

5

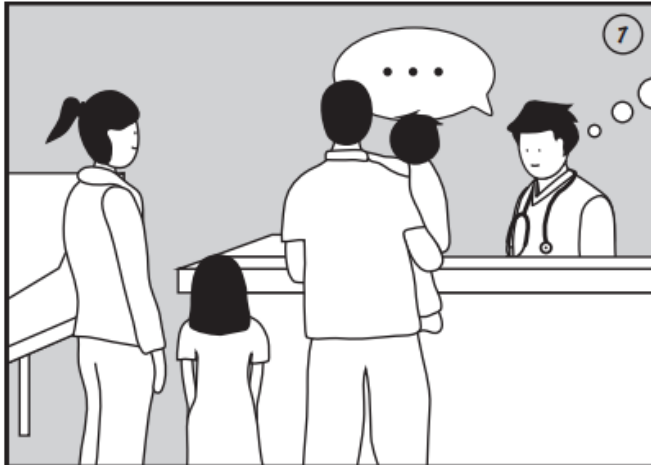
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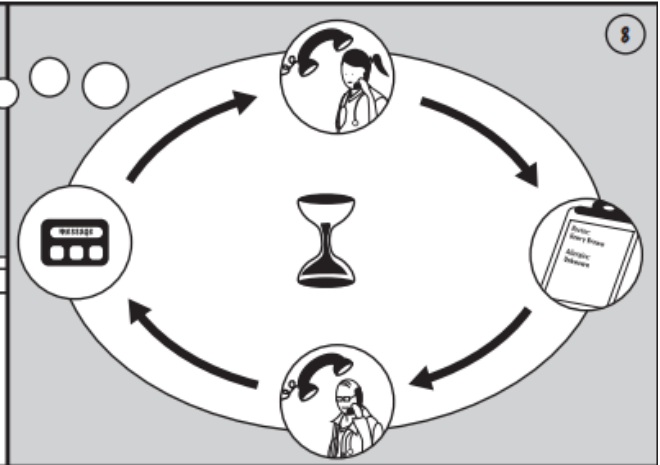
Mary returns to reading the message from Simon that she needs to update the family.



She replies to Simon's message that Jack Smith is in a stable condition and asks him to inform the family.



Simon then updates the family after he receives Mary's instructions.



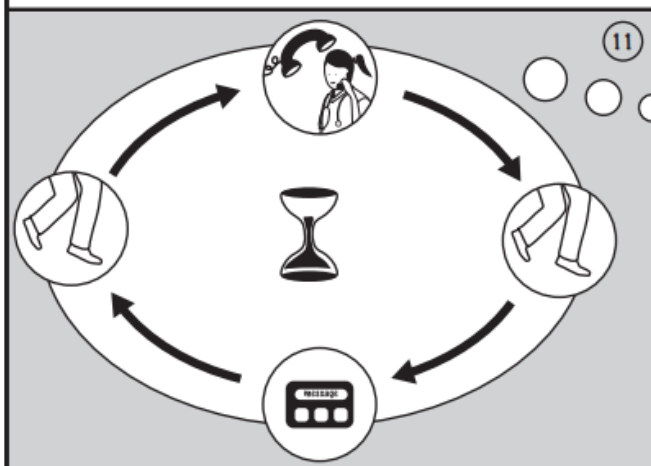
And he remembers that before having the iPad, he would have had to use multiple methods of communication and steps to find out how a patient is doing and update the family.



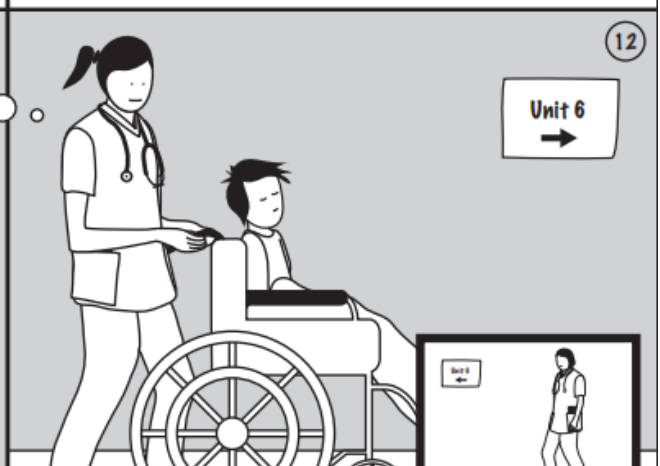
Mary then returns Betty's call after she updates the family via Simon.



Mary and Betty chat about where they will meet to transfer the patient.



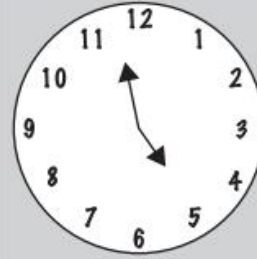
Mary and Betty remember that before having the iPad they would have had to use multiple methods of communication and steps to conduct a transfer.



Mary wheels her patient towards where she and Betty will do the transfer. Betty walks towards Mary.



# Change Management Behavioral Change



Mary's work day is ending.



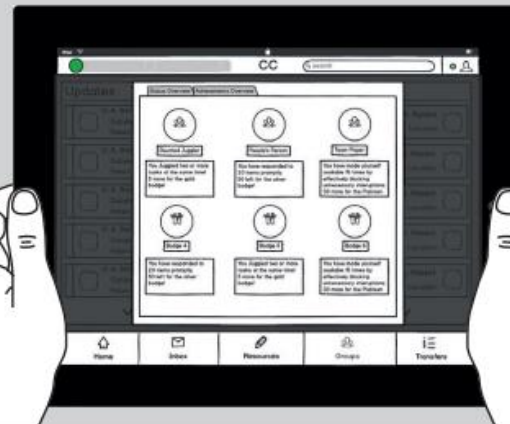
Mary sends out her last message reply.



Throughout the day, Mary gained points for setting her status appropriately. She sees that she has earned a new badge, 'The Devoted Juggler' badge.



She clicks to view the details of the badges and achievements she has accomplished throughout.



She views the details of the badges she has earned and tips on how to earn more badges.



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