Measuring the impact of virtual nursing

How to identify and track key metrics for your virtual nursing program

From improvements in staff satisfaction to clinical outcomes, the benefits of a virtual nursing program can make tremendous impact across your organization. But the transformation journey will require buy-in and ongoing support from leaders and teams.

Identifying and tracking measurable metrics is critical to highlight the program's goals, success and potential for expansion.

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> "Every organization is different. Each organization has their own unique needs of what they're trying to accomplish. Know your audience well, know your stakeholders well."
>
> **– Theresa Trivette,**
> Chief Nursing Executive, Valley Health

Defining categories of impact

Because various teams play a role in driving successful organization-wide change, consider different departments' needs and the metrics they deem important. Categorize these goals by theme such as financial impact, patient outcomes and staffing measures.

Within each bucket, identify 8-12 specific, quantifiable metrics that are important to your organization.

Three steps to measure success

Before you implement your virtual nursing solution, it's crucial to establish baselines. Understanding where your organization is today will help set targets for improvement and ultimately compare actual results.

1 **Establish baselines**   2 **Set targets**   3 **Compare results**

To learn more about building an enterprise virtual nursing solution

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