The Center for Patient-Centered Innovation

Introducing P.A.T. – The Patient Access Tablet
Embracing Technology to Empower Patients Through Bedside Education and Innovation

The Value Proposition:
Patients want to be actively involved in managing their care and providers of care want to provide simple, real-time access to information and education.

Northern Westchester Hospital, in Mount Kisco, New York partnered with their patients and has designed an innovative teaching tablet that does just that. Now patients have the ability to view their personal clinical information, in a patient-centered, user-friendly format, at the bedside. This real-time platform, named P.A.T. (Patient Access Tablet) increases patient knowledge and enhances the partnership between the patient and their care team.

In our cyber-crazed world, it is imperative for the clinical team to embrace the role of technology and incorporate it into how we educate and share information with our patients. Additionally, the intuitive design allows patients to enhance their clinical knowledge with information available at their fingertips and accessible at a time when they are ready to absorb it.

Administrators, nurses, patient advocates, physicians and patients collaborated to design this methodology. Patient feedback highlighted the most important features to be included such as: The patient’s care team with pictures and credentials, allergies, medications with information about what the medication is for and any side effects, diet orders with nutritional guidelines, graphically displayed vital signs and lab results, the patient’s imaging schedule, the reason for admission and the patient’s estimated discharge date with tools for a successful discharge.

An on-demand patient video library features titles guiding patients towards a better understanding of their condition and what is needed for their recovery. Automatic notification is sent to the patient’s electronic medical record once a video is viewed. Language barriers are removed with an on-line certified language interpreter. Patients also have greater control over their physical environment and can request specialty services through the online special request app! Physicians also can show radiology images.

“At first I didn’t realize that P.A.T was just for me. But, now I am hooked! I read up on a new medication that I was nervous about taking. I learned what a consistent carbohydrate diet actually means – there is even a “puppy channel” and I love dogs! But, what meant the most was being able to send my grandson a happy 21st birthday email – right from my bedside!”

NWH Patient

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Results:

P.A.T. is available in each patient room on the medical-surgical and mother-baby units. Usage data is collected to analyze most requested information or services. Patients are using P.A.T. most often to send compliments to their care team, review their medications, labs and vital signs and to register for the Meaningful Use Patient Portal. The Hospital has surpassed MU criteria for enrollment as a result of having P.A.T easily accessible at the bedside.

- Patient communication and education is at a new level
- Patients process information throughout their stay
- Gaps are identified and addressed prior to discharge

Learn more about this innovative, patient-centered technology:
- How to implement in your facility
- How P.A.T. engages patients in taking greater control of their health
- Our lessons learned and metrics for success
- How P.A.T and other patient care education strategies have enhanced the overall patient experience

“P.A.T. is a great addition to my clinical teaching. A patient of mine watched the video on anticoagulation. Once he watched it, I received a notification in the EMR. I went into his room, and we had a great talk. He asked me questions and I was able to clear up some of his concerns. I realized that what I did was tailor my teaching to what he really didn't understand. We both felt confident that he would leave being successful with his new medication regime. That is quality care!”

NWH Registered Nurse

To learn about bringing this program to your facility, contact Maria Hale, Vice President, Patient-Centered Support Services, 914.666.1951 or mhale@nwhc.net