



# North Hills Hospital

With new implementation, patient education is now a top priority at North Hills Hospital.

## Client:

North Hills Hospital, an affiliate of HCA, is a 176 bed acute-care facility located in the heart of Northeast Tarrant County. The hospital recently became the first hospital in Texas to achieve Cycle I, II, and III accreditation for its chest pain center and has been named a Bariatric Surgery Center of Excellence by the American Society for Bariatric Surgeons. North Hills Hospital's services include a wide range of cardiovascular services, bariatric surgery, emergency services, inpatient and outpatient surgery, radiology, a rehabilitation unit, a senior health center, therapy services, and women's services.

## TeleHealth Solutions:

- Healthcare-grade HD Televisions
- Curbell Gen4 Direct Access Pillow Speakers
- 16 Channel Tigr Interactive Patient Education System
- Multi-lingual Patient Education Videos
- Staff Education Videos
- TeleHealth 360° Service

## Results:

North Hills Hospital is excited with how the system has been able to streamline their patient efforts and create workflow efficiencies for their staff. In providing patient education on-demand to the bedside they have seen considerable increases in patient comprehension and retention, translating into more positive patient outcomes. In focusing their staff on more clinical duties, North Hills has seen a rise in employee satisfaction as well. Plans for the upcoming year's utilization of the interactive patient care system centered on continued increases in patient and staff satisfaction include additional staff training content, patient comprehension testing, and patient satisfaction surveying.

## The Challenge

Patient education is very important to any quality healthcare facility. Ensuring that patients completely understand a diagnosis and condition, including symptoms, medications and care procedures that must be continued following discharge, can be a difficult task for nurses and physicians. Patients often forget verbal instructions and lose or don't understand written instruction pages. Language barriers exist, as do attention barriers. Patients may be stressed, in pain, or distracted when receiving information verbally from a provider, interfering with their memory or understanding.

North Hills Hospital, a 176-bed facility in North Richland Hills, Texas, wanted to ensure that its patients have a complete understanding of their conditions. They believe that the better informed the patient is, the less chance they have of re-admittance for avoidable issues. The hospital also wants to prevent its patients from seeking information online that may not be correct or from a reputable source.

At the same time, the hospital recognizes that its staff of over 1,000, including nurses and over 400 physicians, are extremely busy and often provide information verbally to patients when they are available, which may not be the best time for the patient. Additionally, multiple departments and specialized services as well as a Pediatric Surgery Center, Cardiovascular Service Center and newly opened Women's Center, make it particularly challenging to maintain a set standard of quality education. With its facility serving the growing population of Northeast Tarrant County, including over ten cities and towns, North Hills sought a solution that would allow its staff to provide top-quality education to patients without putting additional stress on their workloads.

## The Solution

Numerous studies have shown video to be an effective medium for relaying information. Videos work especially well in the hospital environment, as TeleHealth Services has found through its popular Tigr video education system.

North Hills Hospital's Education Director, Sally Carmen, learned of TeleHealth Services' Tigr interactive patient education system through another client, Clear Lake Regional Hospital in Webster, Texas. After discussing a custom solution with TeleHealth, North Hills decided to implement the system. As with any new technology implementation, staff buy-in was imperative



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**Jane McCurley, RN**  
North Hills Hospital

to the project’s success. North Hills created a Tigr project group to educate the staff on the benefits of using Tigr for patient education. They created brochures touting the offerings of the system, including the types of videos offered with a list of titles and distributed them to staff and then patients.

Tigr launched initially with the C.A.R.E. Channel, playing relaxing music and visuals mimicking the local changing weather and time of day. The soothing scenes and sounds provide patients with a way to feel connected to the outside world. Patients can maintain an awareness of the morning, afternoon and night of their days, an important sense of timing that can be lost during an extensive hospital stay.

The facility also has a Welcome Marquee, which plays a welcome message, complete with information on visiting hours, Starbucks hours, a message from the hospital’s CEO and other relevant information.

Since the launch, North Hills has obtained 45 patient education videos to play on departmental channels that are now available

in addition to the C.A.R.E. Channel. Patients use their bedside phones to order a video free-of-charge. Each video can be ordered an unlimited number of times and patients are free to view almost all of the videos in the library on-demand, helping to educate them on other conditions as well.

## The Results

Tigr video education has been wildly successful at North Hills Hospital. Nurses now prescribe videos to patients as part of their personal treatment plans and make requests for new video topics often. As a result, North Hills has budgeted \$3,000 for videos this year, which they expect will add about 15 new videos to its collection. Videos through the Tigr system are often used in conjunction with handouts and pamphlets and are an average of 15 minutes long. Any longer and the patient would likely be interrupted by daily hospital workflow or find their own attention span waning.

North Hills now has a library of videos in both English and Spanish and expects to add more languages and topics as they become available. After numerous requests from nurses, the hospital was able to locate a video on diabetes in Vietnamese. Each hospital department has its own Tigr channel and videos specially suited for its patients. Videos are available on many common conditions and useful topics, including dialysis, diabetes, insulin and diabetes and how to test blood sugar. The maternal service unit has several videos on a Tigr channel only available to its patients, including one on breast-feeding and another on when babies cry. The videos have been so informative to new mothers that maternity ward patients are now required to view them during their stay. The cardiac unit’s most popular videos are on congestive heart failure and preparing for surgery.

North Hills feels that the Tigr system has

been a great investment. Nurses, required to provide some type of education to each patient on every shift, are using the system as a tool for better patient care and are consistently requesting more subjects. Angie Branch, Med/Surg & PCU Educator for North Hills, views the videos as an integral part of a provider’s toolkit. “The videos have helped us raise our standard of care and the patients really appreciate the interactive option,” said Ms. Branch. Tigr is so highly regarded among staff that the hospital approved funding and installed phones at each bedside in the endoscopy unit so its patients could view videos on colonoscopies and upper GI.

North Hills has extensive plans for the future of its Tigr education system. Besides the acquisition of additional videos, which is well underway, the hospital will add a staff education channel to run in staff lounges with updates and important information. The hospital will begin using Tigr’s “quiz” feature to assess a patient’s understanding of the information relayed in a video. Administered via Tigr after a patient watches a prescribed video, quizzes will be rolled out first to staff, then to patients. Tigr offers other components that North Hills would like to use as well, such as scanning programs to track inventory.

The system is a success with the full support of North Hill’s Chief Nursing Officer, Jane McCurley, RN, who said “Using the videos makes us more confident that each patient is not only receiving the best care we can provide, but also the accompanying knowledge that will make such a difference for the patient and their family following diagnosis and discharge.” Jane continued, “Tigr has helped us make patient education a top priority now and for the future of North Hills.”