

VISION

for Excellence

SPRING | 2013

PATIENT

SAFETY

Committed to Safe Care

VISN 4 is focused on creating a culture of safety to provide the best possible health care for Veterans.

Keeping Patients Informed

TOUCH SCREENS TOUCHING THE LIVES OF PATIENTS

GetWellNetwork now playing at VISN 4

Many VISN 4 patients receive important information about their health care through the GetWellNetwork system. GetWellNetwork is available within VISN 4 at the Erie, Wilkes-Barre, and Pittsburgh VA medical centers as well as at 20 other VA facilities nationwide.

The interactive patient care system, which was installed at Erie in 2012, features a touch screen monitor at every patient's bedside. Using the monitor, Veterans are able to access a series of videos on health subjects pertaining to them and their health condition, and receive advice that will help them get better.

They also can obtain information on how to minimize the risk of falling; learn more about their condition, treatment plan, and care team; and get information related to their discharge.

Patients can even type in the name of the medication they are taking and get immediate information on how to take it, what possible side effects may be, and how the medication will help them recover.

And finally, the touch screen gives Veterans access to the Internet, television programs, movies and even video games. Because it gives patients such a broad array of choices, it helps empower

them to participate in decisions about their own care — meeting VA's goal of providing patient-centered care to all enrolled Veterans.

According to Michael Baker, interactive patient care manager for the GetWellNetwork at Erie, the system will soon be able to interface directly with VA's electronic health record system. Clinicians can then prescribe a video for their patients to watch on their electronic health records, and the screen will tell them that the video is available. The GetWellNetwork, a VA contractor, believes that helping patients take a more active role in their care will lead to better outcomes.

“*Patients love it! We're excited to be rolling this out throughout VA!*”

MICHAEL BAKER,
GetWellNetwork's Interactive Patient
Care Manager at Erie VAMC

