

# Intake Form – Example

Idea Overview	
What is the ask?	Create innovative nursing support model for bedside nurses through the use of telehealth
What problem are you solving?	Current and future bedside nursing shortage
What is the goal of the service?	Increase nursing efficiency and patient outcomes
Is there a site required?	Yes, inpatient units in MUSC Hospitals
Target Population	
Inclusion Criteria:	Admitted, non-ICU adult patients within health system to start with plans to expand to pediatrics
Exclusion Criteria:	Initially, pediatrics
What is the expected patient volume for the service?	500 per month to start, high volume anticipated
Modality	
What modality?	Synchronous and asynchronous
What is the endpoint?	Inpatient, provider to provider
Value Bucket	
Which value strategy does the service best align with?	Hospital Support Services (Aligns with Center and Org Strategy)
Quality Impact	
What quality impact will this service have?	Improve patient HAI outcomes, increase bedside nurse satisfaction, increase patient satisfaction (HCAHPS), decrease in bedside RN time in EMR
Outcome Measures	
What defines the program's success?	Improved nursing quality indicators, improved nursing workforce economics (reduced nurse turnover; reduction in agency nurses and premium pay)
Cost Impact	
What cost impact will this service have?	Reduced travelers, decrease nurse OT and turnover, reduced patient LOS
Sustainability	
What is the proposed billing plan/pricing model?	Providers are RNs and therefore the service is not billable. This would generate revenue by being a contracted service between hospitals, but no individual charges related to patients will be filed.
Is this service reimbursable? Is there external funding involved?	No, potentially grant funding or external partner support
Access Impact	
What access impact will this service have?	Increase quality of inpatient nursing care by avoiding bed closures and hospital diversion due to staffing
Current State	
How is the requesting department currently addressing this issue, seeing patients, and billing for the in-person service?	Assigned nurse seeing patient with existing ratio and shortage challenges
Are there any seasonality or patterns of business?	None identified
What Epic DEP and provider template are patients being scheduled under?	N/A – virtual RN will work off a queue, nurse manager template needed for visibility
Service Availability	
How frequently do they want to have consults? (i.e., dedicated time and/or ad hoc)	Eventually 24/7, might have to choose busiest times to offer for pilot
Are the providers defined?	RNs but TBD
Who and what are the providers funding entity?	To be hired RNs funded by contracted revenues and potential grant funding
What is the provider's current capacity for seeing this target population?	Will be fully dedicated VRNs
Is capacity dependent on any other factor?	N/A
Support and Readiness	
Who are the initial stakeholders supporting the idea?	Telehealth Administrator, Technology Vendor
Who is the clinical champion?	Chief Nursing Officer and designees
Who is the executive sponsor(s)?	Telehealth Administrator, Chief Nursing Officer
How does this service relate to the department, service line, and/or organizational strategic goals?	HCAHPS, patient and nurse satisfaction
Has the potential site been contacted or been part of discussions?	Yes
Provide site contact information below:	
If so, what is their interest and what is the current status of the discussion?	There is established interest and buy in from the contracted sites.
Strengths: Opportunity to improve quality, nurse engagement and retention, transform nursing care for the future	Opportunities: Opportunity to transform care and improve quality
Weaknesses: Attempting to implement a new idea that changes the status quo, new nursing model that may be slow to adopt related to change management	Threats: Potential financial concerns with threat of failure of adoption/slow adoption

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Is there a site required?	
Target Population	
Inclusion Criteria:	
Exclusion Criteria:	
What is the expected patient volume for the service?	
Modality	
What modality?	
What is the endpoint?	
Value Bucket	
Which value strategy does the service best align with?	
Quality Impact	
What quality impact will this service have?	
Outcome Measures	
What defines the program's success?	
Cost Impact	
What cost impact will this service have?	
Sustainability	
What is the proposed billing plan/pricing model?	
Is this service reimbursable? Is there external funding involved?	
Access Impact	
What access impact will this service have?	
Current State	
How is the requesting department currently addressing this issue, seeing patients, and billing for the in person service?	
Are there any seasonality or patterns of business?	
What Epic DEP and provider template are patients being scheduled under?	
Service Availability	
How frequently do they want to have consults? (i.e., dedicated time and/or ad hoc)	
Are the providers defined?	
Who and what are the providers funding entity?	
What is the provider's current capacity for seeing this target population?	
Is capacity dependent on any other factor?	
Support and Readiness	
Who are the initial stakeholders supporting the idea?	
Who is the clinical champion?	
Who is the executive sponsor(s)?	
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Strengths:	Opportunities:
Weaknesses:	Threats: