



# AvaSure

AvaSure 2024 Virtual Care Insight Survey Report

## Inpatient virtual care adoption still emerging, pace expected to accelerate

### About the Survey

The Virtual Care Insight Survey was conducted online within the U.S. by Joslin Insight on behalf of AvaSure between September 19 and October 7, 2024. The survey received responses from 340 healthcare professionals primarily working in acute care settings. At least 30% were nurse leaders or key decision-makers (collectively referred to as hospital leaders). This study's sample data is accurate to within +5.3 percentage points using a 95% confidence level.

To complement the nurse survey, AvaSure gathered insights from 29 hospital IT leaders (mostly CIOs) regarding Inpatient Virtual Care Adoption.

# Executive Summary

While there's a lot of talk about virtual care in the industry, and it may seem like some hospitals are racing ahead, the reality is that inpatient acute virtual care is still in its early stages for most. If your hospital is still in the early stages of virtual care adoption, you're not alone.

10%

of hospital leaders have reached a phase where virtual care is a standard part of care delivery

29%

of hospital leaders reported they have no virtual care workflows today

74%

of hospital leaders believe virtual nursing will become integral to care delivery models in acute inpatient care, up from 66% in 2023

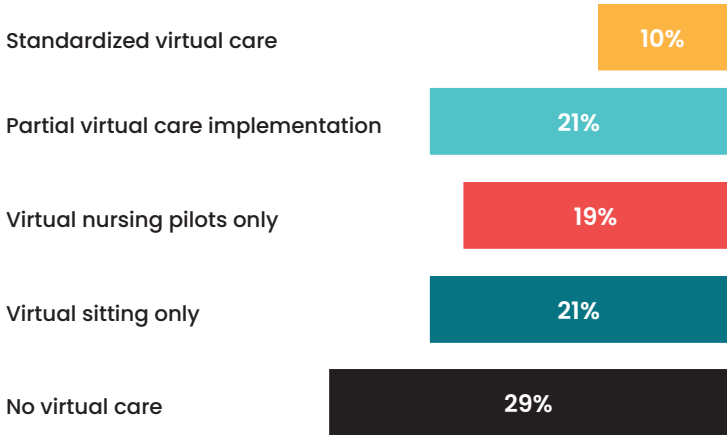
## The top metrics to measure the success of virtual care programs:

- Patient safety
- Patient experience
- Workload burden for current staff
- Patient outcomes

# Research Highlights

Most organizations are in the early stages of virtual care adoption.

What virtual care approach best represents your organization?



An increasingly strong majority of hospital leaders believe that virtual nursing will become integral to care delivery models in acute patient care.

Do you believe virtual nursing will become (or is becoming) integral to care delivery models in acute inpatient care?

Response	Percentage
Yes	74%
No	1%
Maybe	24%

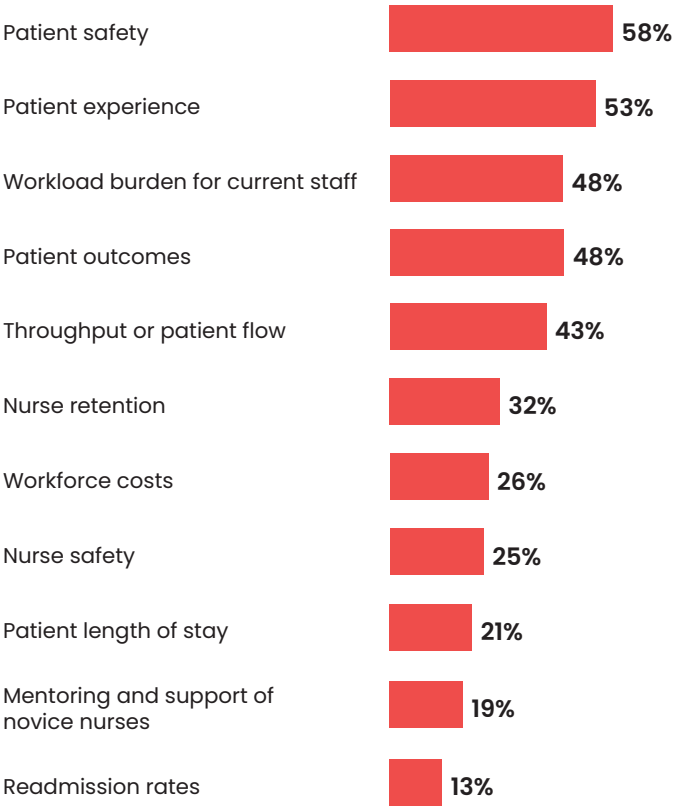
Hospital leaders continue to prioritize virtual nursing.

On a scale of 0-10, how high of a priority is virtual nursing for your organization? 10 being top priority.

**6.2 average**  
among nursing leaders

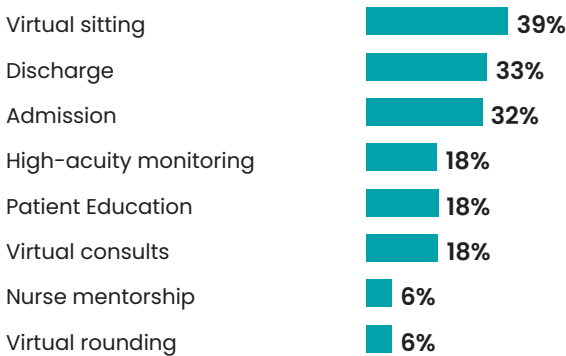
Hospital leaders see virtual care as having the ability to positively impact 12+ key metrics.

What metrics are you using to measure the success of your virtual care programs? Select all that apply.



Hospital leaders begin with virtual sitting, admissions and discharges as their initial virtual care use cases.

Which clinical inpatient use cases has your organization implemented virtual care? Select all that apply.



While most nursing and IT leaders believe virtual nursing will play an increasingly important role in care delivery, most hospitals remain in the early stages of adoption.

## Inpatient Virtual Care Maturity Model



The 5-stage maturity model, developed with the input of 1,100 hospitals and 15+ Clinical and Hospital IT executives, represents a blueprint for care model redesign led by change-management oriented, outcome-focused leaders. Most providers still find themselves in the early exploration phase, which is stage 2 of the 5-stage inpatient virtual care maturity model.

This suggests a cautious, step-by-step approach as organizations test the waters before committing to broader virtual care strategies. When characterizing their organizations' approach to virtual care, just 10% of hospital leaders reported that they have standardized it, while 29% reported no virtual care, 21% are virtual sitting only, 21% have done a partial virtual care implementation, and 19% have performed virtual nursing pilots only.

Despite many facilities still being early in their virtual care journey, 74% of hospital leaders believe virtual nursing will become integral to care delivery models in acute inpatient care, up from 66% in last year's survey. Health IT leaders see virtual nursing similarly, with 66% responding that virtual care will be essential to care delivery in the future.

# The promise of virtual care

The promise of virtual care is to create a more sustainable, patient-centered healthcare system that leverages technology to deliver high-quality care anytime, anywhere with greater precision and efficiency. With virtual care workflows as a standard part of care delivery, facilities can meet the evolving needs of both patients & healthcare providers by expanding access to care, improving patient experience & reducing caregiver workload, increasing the efficiency and scalability of staffing.

The path to virtual care maturity requires not just investing in new technology; it also requires organizational alignment, tight change management processes, and buy-in at all levels of the organization. Adopting an intelligent platform that seamlessly blends remote and in-person care with AI-powered virtual sitting and virtual nursing could be a critical step towards accelerating virtual care maturity.

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**AvaSure®** is an intelligent virtual care platform that healthcare providers use to engage with patients, optimize staffing, and seamlessly blend remote and in-person care at scale. The platform deploys AI-powered virtual sitting and virtual nursing solutions, meets the highest enterprise IT standards, and drives measurable outcomes with support from care experts. AvaSure consistently delivers a 6x ROI and has been recognized by KLAS Research as the #1 solution for reducing the cost of care. With a team of 15% nurses, AvaSure is a trusted partner of 1,100+ hospitals with experience in over 5,000 deployments. To learn more, visit [www.avasure.com](http://www.avasure.com).