

1-2020

Smart Rooms Devices as a Modality of Enhancing Patient Engagement

Daniel Campbell

Alison Romisher

Thomas Hurysz

Maia Ottenstein

Anna Marie Chang, MD

Follow this and additional works at: https://jdc.jefferson.edu/si_dh_2022_phase1



Part of the [Health Information Technology Commons](#)

[Let us know how access to this document benefits you](#)

This Article is brought to you for free and open access by the Jefferson Digital Commons. The Jefferson Digital Commons is a service of Thomas Jefferson University's [Center for Teaching and Learning \(CTL\)](#). The Commons is a showcase for Jefferson books and journals, peer-reviewed scholarly publications, unique historical collections from the University archives, and teaching tools. The Jefferson Digital Commons allows researchers and interested readers anywhere in the world to learn about and keep up to date with Jefferson scholarship. This article has been accepted for inclusion in Phase 1 by an authorized administrator of the Jefferson Digital Commons. For more information, please contact: JeffersonDigitalCommons@jefferson.edu.

SKMC Class of 2022: SI/DH Abstract

Word count: 293

Smart Rooms Devices as a Modality of Enhancing Patient Engagement

Daniel Campbell, Alison Romisher, Thomas Hurysz, Maia Ottenstein*, AnnaMarie Chang MD*

Introduction: Recent literature has demonstrated that increased patient engagement is linked to improved patient outcomes. As such, hospitals are currently attempting to increase patient engagement via use of digital tools. One potential digital tool is a Smart Rooms Device, a voice-assistant integrated into hospital rooms. The goal of this investigation is to identify modalities by which patients intend to engage with the Smart Rooms Device.

Methods: This is a prospective interview study conducted between 11/20/2019 and 12/17/2019, whereby patients from the TJU Observation Unit were asked pre-determined interview questions in order to ascertain potential device usages.

Results: 12 patients were approached and 7 were interviewed (4 female, 3 male), with a median age of 50 (age range: 18-59). When asked about potential uses, 7 patients (100%) identified that they would use the device to: (1) request an item or (2) adjust a room setting. 6 patients (86%) would use the device to: (1) ask questions pertaining to their diagnosis or (2) call for a medical professional. When given the choice, 5 patients (71%) would prefer to discuss their medical care with a medical professional rather than a Smart Rooms Device. When asked why they would want to use the device, 6 patients (86%) noted that a device is faster than conventional modalities, and 3 patients (43%) noted that it is less work for nurses.

Discussion: Overall, the interviewed patients appear to prefer discussing specifics of their medical care with a professional rather than the device but would readily use the device if given the option for a variety of non-urgent tasks. Future research should continue interviewing patients in order to develop a larger database of patient responses to draw conclusions from and to identify additional modes of engagement with the Smart Rooms device.