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Utilizing the Smart Rooms Device to Improve Patient Experience in Hospitals

Thomas Hurysz, Alison Romisher**, Daniel Campbell**, Maia Ottenstein*

Introduction:

Utilizing smart room assistants in a hospital setting has the capacity to improve both the patient and provider experience, as well as improve patient outcomes. Thomas Jefferson University Hospital created the Smart Rooms device, a HIPAA compliant voice assistant, specifically for hospital settings.

Methods:

A prospective, cross-sectional study was conducted in 11 rooms on the Methodist Hospital postoperative floor between March 2019 and September 2019 to study the impact of the Smart Rooms device on patient experience. Patients were given a survey using a Likert scale which asked questions about their satisfaction with their stay. During this time, surveys were conducted from 9 participant patients who had used the device and 28 control-group patients who had not used the device. Demographic data including age-group and length of stay was also collected.

Results:

Participants skewed younger, with 77% being 18-54 years old. The majority of the control-group, 72%, were 55-74 years old. Participants had a longer average stay with 56% staying for greater-than 4 days while 54% of the control-group stayed for one day or less. Many patients were in the control-group because they declined to participate in using the device due to an anticipated short stay. When asked to rank their experience during their alone time in their room, there was no observed difference in experience. Three participants chose to answer the question about their overall hospital experience and all rated their stay as "very good." Only 57% of the control-group ranked their overall experience as "very good."

Conclusion:

With the limited sample size, conclusions on satisfaction are impossible to draw. A larger sample size would better allow us to interpret the significance of the data. Implementation of the device at Magee Rehabilitation Hospital is the next step towards determining the true impact of the device.