



# TELESPECIALISTS®

## CASE STUDY

### Featured Service: **TeleStroke**

#### ► About This Medical Center

A 1,368-bed Comprehensive Stroke Center in Orlando, Florida is equipped with the latest technology and expertise to perform advanced diagnostic, medical, and surgical procedures.

#### ► The Problem

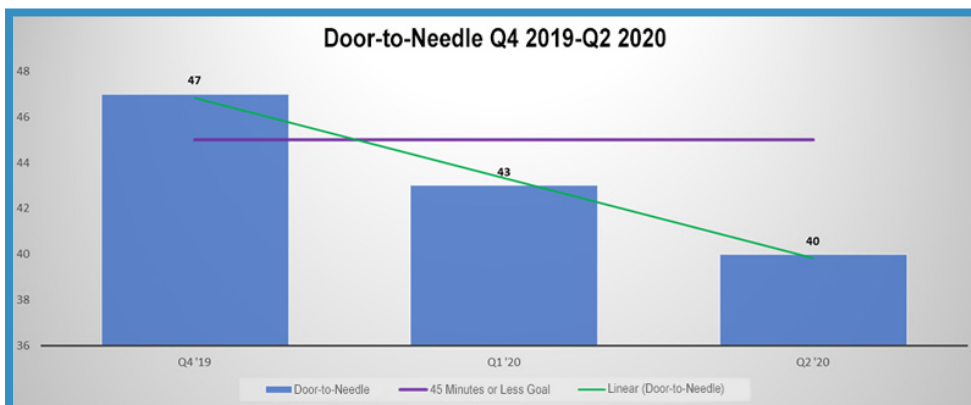
The Door-to-Needle (DTN) administration time began to increase during Q4 2019. A TeleSpecialists Quality Program Specialist and the hospital's Stroke Coordinator conducted a comprehensive data review to identify opportunities for improvement. It was identified that the root cause of the increased DTN time was due to delayed activation of TeleSpecialists' neurologists.

#### ► The Solution

The improvement strategy deployed was re-education on prompt activation upon stroke identification with staff. Additionally, continuous monitoring and data feedback by TeleSpecialists was provided.

#### ► Results

A 15% reduction in DTN was achieved between December 2019 and June 2020.



#### About TeleSpecialists

TeleSpecialists is a physician-owned management service organization committed to providing exceptional emergent and non-emergent patient care via telemedicine 24/7/365 to hospitals across the United States.

TeleSpecialists is ISO 9001:2015 certified and committed to providing services that are "Saving Lives Through Access – Anytime, Anywhere."

#### The Takeaways

- ✓ The hospital noticed DTN times increasing.
- ✓ They completed a comprehensive data review with TeleSpeicalists to determine areas of improvement.
- ✓ After re-education, DTN medians have improved by 15%.