



TeleSpecialists[®]

TRANSFORMATIVE TELEMEDICINE

Case Study



Fairchild Medical Center

About Fairchild Medical Center

Fairchild Medical Center is a 25-bed critical access hospital located in Yreka, California. It is designated as a Primary Stroke Center. In 2021, Fairchild had over 11,800 ED visits with 204 Stroke Alert activations. The facility went live with our TeleStroke services mid-April 2021.

The Problem

Pre-Go Live, the median Door-to-Needle time was 69 minutes (August 2020 – April 2021).

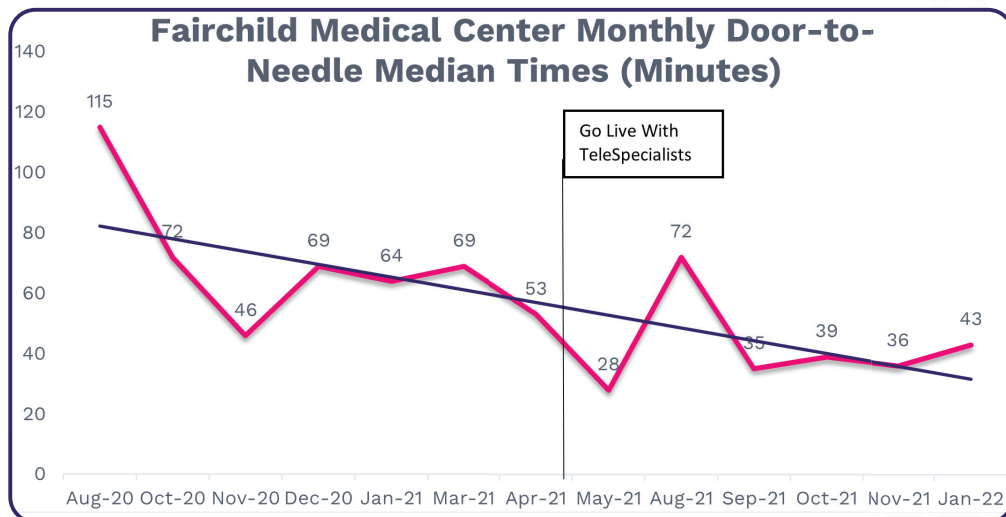
The Result

Prior to partnering with us, hospitals participate in a Lean Value Stream mapping session. This session allows our team and the hospital to collaborate on a workflow based on best practices for Stroke care.

The following best practices were implemented at Fairchild Medical Center:

- Pre-arrival stroke activation
- Brief stroke Pit Stop, then straight to CT
- TeleNeurologist on-screen during Pit Stop
- Staff education on the new stroke response protocol
- Mock code simulation sessions
- Analysis of quality metrics and case reviews

Since going live with our TeleStroke services, Fairchild's door-to-needle time (DTN) decreased by 45% from August 2020 to Jan 2022. This improvement in treatment times is the direct result of the collaboration between the team at Fairchild Medical Center and our team. Together, we are providing quality patient care and moving the needle!



The Takeaways

- ✔ Fairchild Medical Center committed to improving DTN times
- ✔ Following a Lean Value Stream mapping session, we collaborated with the facility to implement best stroke practices for stroke care
- ✔ The median DTN time decreased from 69 minutes to 38 minutes