



TeleSpecialists[®]
TRANSFORMATIVE TELEMEDICINE

Case Study



HCA Citrus Memorial Hospital

About HCA Citrus Memorial Hospital

HCA Citrus Memorial Hospital is 204-bed hospital located in Inverness, Florida. They are a Certified Comprehensive Stroke Center through The Joint Commission.

The Problem

An inconsistent approach to the stroke treatment process led to alteplase administration delays and door-to-needle (DTN) times greater than the 45-minute American Stroke Association goal.

The Result

In December 2018, Citrus Memorial implemented the American Stroke Association’s pit stop concept for stroke treatment. This process requires a team approach to “swarm” the patient, initiate a quick registration, assess, and obtain vital signs. A telehealth cart was placed in the pit stop area to allow for a TeleNeurologist to observe and obtain pertinent patient information necessary to determine whether the patient has met criteria for pre-mixing thrombolytic. Simultaneously, the ED provider entered stroke alert orders to initiate imaging to rule out hemorrhage or other prohibiting factors for alteplase. Within three minutes, the patient was escorted to Radiology to continue with treatment.

Further education was provided to ED staff on our SAVES tool to assist in identifying stroke symptoms on every patient.

Collectively, these process changes decreased door-to-needle times by 15%, with cases as low as 19 minutes from patient arrival to treatment with thrombolytic, helping Citrus Memorial to meet the national guidelines.

The Takeaways

- ✓ The hospital committed to improving DTN times
- ✓ They implemented our recommended best practices and stroke tools
- ✓ The average DTN time improved by 15% and met national guidelines to maintain certification

