



# Hendry Medical Center

## About Hendry Medical Center

This hospital is a 25-bed Critical Access Hospital located in Central Florida. The team had a drive to keep their admitted patients local and near family while providing the gold standard in stroke care. With a recently built expansion of their emergency department, the team was noting an increase in volumes in their stroke population.

## The Challenge

During 2022, there were variations in door-to-needle (DTN) times. The stroke program team evaluated the current stroke flow process and identified opportunities for improvement. Their goal was to adopt nationally recommended best practices and time targets. Some of these issues stemmed from late stroke symptom recognition and inconsistent stroke alert process.

## The Solution

Based on the hospital's current stroke workflow, the following key strategies were identified:

- Coining a stroke champion to educate team members about workflow and best practices.
- Training/case-specific feedback was given to the nursing staff with a focus on early recognition of stroke symptoms in the triage space.
- EMS pre-arrival notification with concurrent TeleSpecialists notification for any BEFAST+ case identified in the field.
- Utilization of a "stroke kit," including thrombolytics and blood pressure medications.
- Early mixing on verbal orders for identified thrombolytic candidates.
- Initiation of a "pit stop" to include patient weight, labs, IV start, verification of LTKW, and blood pressure verification.

## The Outcome

In addition to a 41% reduction in DTN average, this hospital also noted a 50% reduction in activation mean (between Q2-Q3 2024), 11% increase in EMS cases activated under goal (between Q2-Q3 2024), 67% increase in DTN cases <30 minutes (between 2023-2024), and 54% reduction DTN median (between 2023-2024). All their success with the program led them to receive their Acute Stroke Ready certification in 2023 from The Joint Commission. The team is also looking to expand their inpatient neurology services to enhance their patient experience by keeping some stroke cases locally.

## The Takeaways

- ✔ Hendry Medical Center's dedicated team aimed to keep stroke patients close to home while providing top-tier care, especially as stroke volumes increased with their expanded emergency department.
- ✔ The facility partnered with TeleSpecialists to implement strategic solutions like EMS pre-notification, stroke-specific kits, and early recognition training, resulting in significant DTN time reductions.
- ✔ Following a 41% reduction in DTN times and other improvements, the hospital earned its Acute Stroke Ready certification in 2023, with plans to expand neurology services to continue supporting local stroke care.

### Hendry Medical Center DTN Avg. 2023-2024 YTD

