



TeleSpecialists[®]

TRANSFORMATIVE TELEMEDICINE

Case Study



Huggins Hospital

About Huggins Hospital

Huggins Hospital is a 25-bed critical access community hospital located in Wolfeboro, NH. They provide friendly service and medical expertise to the region's year-round population of 30,000 residents and approximately 120,000 seasonal residents. Last year they provided immediate care and consideration for thrombolytic treatment and subsequent tertiary care for over 75 visitors presenting stroke symptoms.

The Problem

During the second half of 2021, Huggins Hospital recognized their stroke identification and activation times were trending upward, delaying the evaluation of potential stroke alert candidates. The root cause of the increased TeleStroke activation times was identified as the prolonged wait for an available ED physician to screen the patient and confirm stroke alert prior to activation.

The Result

First, the triage nursing staff was empowered to activate the stroke alert based on BEFAST screenings to reduce the activation time, allowing ED physicians to see other patients. Second, the triage and ED staff were re-educated on the proper use of the BEFAST screening tool for early identification of stroke symptoms warranting a stroke alert activation. Additionally, triage RNs were authorized to activate the stroke alert based on their own BEFAST screening assessment, allowing for faster activation of the stroke specialist to begin evaluating the patient for treatment with a thrombolytic.

Since the implementation of this PI measure and the successful re-education of staff, Huggins has experienced a 70% improvement in their TeleStroke activation average.

The Takeaways

- ✓ The hospital committed to improving TeleStroke activation times
- ✓ We collaborated with Huggins on a process improvement plan utilizing BEFAST to improve activation times
- ✓ Huggins has experienced a 70% improvement in their TeleStroke activation average

Huggins Hospital - TS Activation Average

