

Naples Comprehensive Health

About Naples Comprehensive Health

Naples Comprehensive Health (NCH) is a prominently recognized Advanced Community Healthcare System™ serving Southwest Florida with premier routine, critical, and specialty care. NCH is a locally governed non-profit and is recognized as one of Healthgrades America's Top 100 Hospitals which puts it in the top 2% in the nation for clinical excellence, in addition to being named a Top 50 Hospital for Surgical Care. The system is more than just two hospitals (referred to as the NCH Baker Hospital and NCH North Hospital) with a total of 713 beds - NCH is an alliance of over 750 physicians and medical facilities in dozens of locations throughout Southwest Florida and is the region's only Joint Commission accredited Comprehensive Stroke Center.

The Challenge

From 2021-2023, 82% of system-wide thrombolytic cases were completed in under 60 minutes (goal: 85%), 59% in under 45 minutes (goal: 75%), and 23% with door-to-needle (DTN) times under 30 minutes (goal: 50%). At NCH Baker Hospital, 88% of cases met the 60-minute mark, 65% the 45-minute mark, and 27% the 30-minute mark. A performance improvement review identified delays in activating stroke alerts for triage/walk-in patients, with only 35% of alerts activated within 10 minutes of arrival. Currently, ED physicians evaluate and activate stroke alerts as needed.

The Solution

Key strategies were implemented, including the launch of a nurse activation model, extensive training and education regarding the stroke screening tool, mock stroke alerts, and daily data reviews with specific follow-up on outliers.

The Outcome

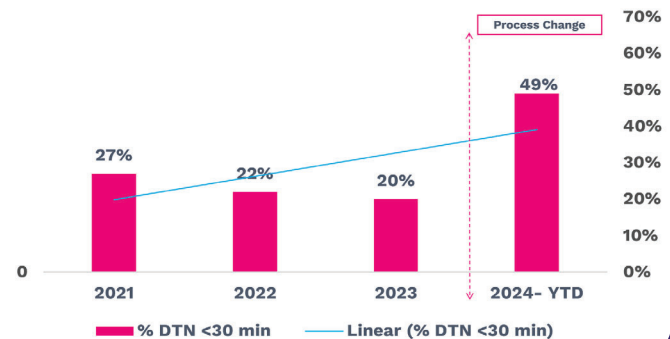
System Improvement: As of June 2024, 92% of thrombolytic cases were completed in under 60 minutes, 76% in under 45 minutes, and 49% had DTN times under 30 minutes. There was a 15% increase in stroke alert activations within 10 minutes for triage patients.

NCH Baker Hospital Improvements: By June 2024, 97% of thrombolytic cases were completed in under 60 minutes, 89% in under 45 minutes, and 63% had DTN times under 30 minutes, marking a 36% improvement in DTN times under 30 minutes and a 29% improvement in times under 45 minutes. After implementing the nurse activation model, activations within 10 minutes for triage patients increased by 16%. In March 2024, a system record was set with a thrombolytic administration within 13 minutes of arrival. Additionally, door-to-reperfusion times for thrombectomy patients improved by 10%, averaging 129 minutes, with a record 16-minute door-to-groin time in 2024.

The Takeaways

- ✓ Naples Comprehensive Health (NCH) sought to elevate its already strong stroke program after identifying shortfalls in thrombolytic cases across the system and at NCH Baker Hospital.
- ✓ NCH partnered with TeleSpecialists to implement key strategies to improve DTN times in their facilities.
- ✓ Fine-tuning processes led to record-setting thrombolytic improvements at NCH and NCH Baker Hospital, paving the way for industry-wide stroke care advancements.

NCH System
Percentage of Door-To-Needle Cases <30 min



NCH Baker Hospital
Percentage of Door-To-Needle Cases <30 min

