TeleSpecialists®
TRANSFORMATIVE TELEMEDICINE

Case Study

North Florida Primary Stroke Center

About This Facility

The facility is a 226-bed, acute care hospital that offers 24/7 emergency services around Tallahassee, Florida. They are a certified by The Joint Commission as a Primary Stroke Center and are a part of HCA Healthcare.

The Problem

The facility partnered with us, TeleSpecialists, in July of 2019 and reported to us that their previous telestroke provider was having activation to on-screen times of upwards of 40 minutes, delaying their door-to-needle (DTN) times. Upon starting the partnership, Dr. Adam Heller and Riley Solich, RN went on- site to evaluate their stroke alert process to see where improvements could be made. With a Comprehensive Stroke Center less than 10 minutes away, pressure to improve stroke procedures was substantial to maintain market share.

The Result

We considered the American Heart Association/American Stroke Association (AHA/ASA) recommendations for best practice and worked with the facility's internal process to make changes with their stroke team on-site. The facility's processes were already streamlined, focus was targeted incorporating our new partnership to maximize effectiveness.

o   Buzz Words education to non-clinical and clinical staff atregistration and triage desk

o   Utilizing the SAVES tool on all possible stroke patients

o   Activation of stroke alert to our team

o   Utilizing a bedside Accuchek for blood sugar levels

o   Rapid triage of patient once back in Emergency Department, then to CT

o   RN's are able to mix on a verbal order

From July to October of 2019, the facility and our team met or beat the recommended AHA/ASA recommended time of 15 minutes of neurologist to bedside from stroke alert. Further, in that timespan, no DTNs exceeded 60 minutes.

The Takeaways

✔ Primary Stroke Center unhappy with 40 minute response time from previous telestroke company

✔ We went on-site to assess the stroke protocols and work to implement AHA/ASA best practices

✔ The hospital was able to meet 15 minute response times and drastically improve DTN times

Facility DTN Times Post TeleSpecialists Activation

Stacked bar chart. Y-axis: Activation response time (in minutes), 0–16. A constant line at 15. July: 9 (Facility Activation of TeleSpecialists) + 4 (TeleSpecialists Response Time) = 13; August: 11 + 4 = 15; September: 8 + 4 = 12; October: 9 + 4 = 13. Legend: Facility Activation of TeleSpecialists; TeleSpecialists Response Time.

Door-to-Needle Times

Bar chart. Y-axis: DTN Times (in minutes), 0–50. Values: 43, 29, 33, 19, 30, 35, 44, 47, 32. X-axis: August - October Stroke Cases.