



# TeleSpecialists<sup>®</sup>

TRANSFORMATIVE TELEMEDICINE

## Case Study



# North Kansas City Hospital

## About North Kansas City Hospital

North Kansas City Hospital is a 451-bed community-based acute care facility designated by Missouri as a Level II Stroke Center. In 2019, North Kansas City Hospital had over 70,000 ED visits with 214 Stroke Alert activations. Our TeleStroke services went live in their facility on April 7, 2020.

## The Problem

In 2019, the median door-to-needle (DTN) time was over 70 minutes. In Q1 2020, prior to going live with us, TeleSpecialists, their median DTN time was 58 minutes.

## The Result

Prior to starting service with us, hospitals participate in a Rapid Improvement Workshop. The workshop allows our team and the hospital to come together to create a collaborate workflow. It also helps us identify areas for improvement based on best practice knowledge.

The following best practices were implemented in the process of going live with our TeleStroke services:

- Utilization of the BEFAST screening tool
- Short stroke pit-stop, then straight to CT
- Stroke kit was created
- TeleSpecialists' physician stays on-screen with patient to CT
- Group education on new stroke response protocol
- Stroke Committee formed to review data

Post Go-Live median DTN from April 2020 to August 2020 was 34 minutes. Since going live with us in April 2020, the median DTN improved by 50%.

## The Takeaways

- ✓ The hospital implemented our TeleStroke service with the goal of improving DTN times
- ✓ Since going live, DTN medians have dropped by 50%
- ✓ The Rapid Improvement Workshop and best practices implemented prior to Go-Live attributed to the success of the program

