



# TeleSpecialists<sup>®</sup>

TRANSFORMATIVE TELEMEDICINE

## Case Study



# Randolph Health

## About Randolph Health

Randolph Health is a 145-bed facility located in Asheboro, North Carolina. The hospital was established in 1932 and is accredited by The Joint Commission. Randolph Health is part of the American Healthcare System. The Randolph Health Stroke Management Program has been enhanced with the use of telestroke and has partnered with us, TeleSpecialists, for their telemedicine services.

## The Problem

During 2021 and early 2022, there was variation in door-to-needle (DTN) times and increased activation times. The stroke team evaluated the current stroke flow process to identify opportunities for improvement. Randolph Health wanted their stroke program to adopt nationally recommended best practices and time targets.

## The Result

Based on Randolph Health's previous stroke workflow, the following key strategies were implemented alongside our team:

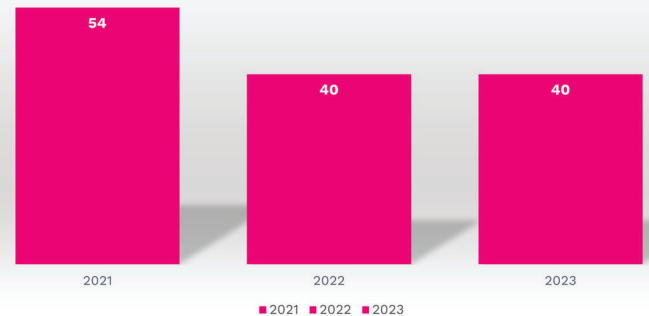
- Coordinating with EMS to ensure debriefs on stroke cases and opportunities for improvement in identifying stroke symptoms
- EMS participation in monthly PI meetings
- Early and consistent stroke alert activation for walk-in and EMS "pre-arrival" cases
- Utilization of a "pit stop" prior to imaging, which includes vital signs (with attention to blood pressure), blood glucose, actual weight, and laboratory sample collection
- BEFAST tool implementation with staff members to quickly identify potential stroke patients
- Stroke kit availability for quick access to "clot buster medication" and blood pressure medications
- Administration of thrombolytic in CT suite

As a result, the DTN (median) time improved by 25.9%.

## The Takeaways

- ✓ The hospital committed to improving DTN times
- ✓ The hospital evaluated their current stroke flow process and partnered with us to adopt nationally recommended best practices and time targets
- ✓ The hospital's median DTN time improved by 25.9%

**Randolph Health 2021-2022**  
**Door-to-Needle Median**



**Randolph Health Activation Median (minutes)**

