



TELESPECIALISTS®

CASE STUDY

Featured
Service:

TeleStroke



► About HCA Trident Medical Center

This hospital is a 321-bed major medical center located in Charleston, South Carolina. It is a Certified Comprehensive Stroke Center through The Joint Commission.

► The Problem

Despite increased patient volumes due to the COVID pandemic and the subsequent demands on nursing staff, HCA Trident Medical Center maintained the necessary focus and dedication needed to continue improving their stroke program.

► The Solution

Throughout 2020, the Trident stroke team made a deliberate effort to keep stroke care a high priority. They ensured proper education support was provided to frontline staff and continued to follow American Stroke Association best practices and TeleSpecialists' recommendations. Actions that led to success include:

- Participating in monthly process improvement meetings with their assigned TeleSpecialists' Quality Program Specialist and Regional Medical Director, where they reviewed all alteplase cases greater than 45 minutes for opportunities to improve their process
- A Q1 site visit with their TeleSpecialists' Quality Program Specialist to walk current stroke alert process at Trident along with their associated sister facility, Summerville Medical Center, and their FSEDs
- Staying on task with their planned stroke education month activities in May, including inpatient mock code stroke drills, despite the additional demands caused by COVID
- Continuing to have their Stroke Coordinator support the ED and partake in as many code strokes as possible, furthering education to newer staff

About TeleSpecialists

TeleSpecialists is a physician-owned management service organization committed to providing exceptional emergent and non-emergent patient care via telemedicine 24/7/365 to hospitals across the United States.

TeleSpecialists is ISO 9001:2015 certified and committed to providing services that are "Saving Lives Through Access – Anytime, Anywhere."

The Takeaways



The COVID pandemic caused a rise in patient volume and a strain on nursing resources.



The hospital stayed focused on TeleSpecialists' recommendations to improve stroke care.



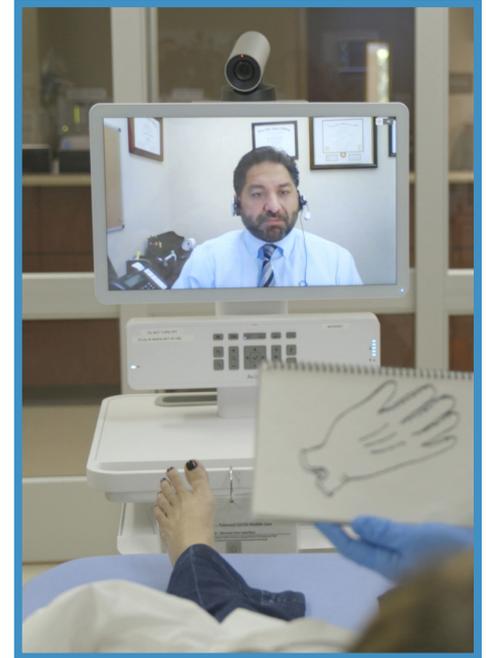
DTN times improved an average of 19%.

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► The Solution (continued from page 1)

- Utilizing monthly new hire orientations as an opportunity to introduce the stroke process
- Focusing on monthly interdisciplinary stroke meetings to review outliers, conduct root cause analysis, and provide one-on-one feedback for any opportunities identified

Although 2020 was a year like no other, HCA Trident Medical Center continued to make strides to optimize patient outcomes and improve Door-to-Needle times.



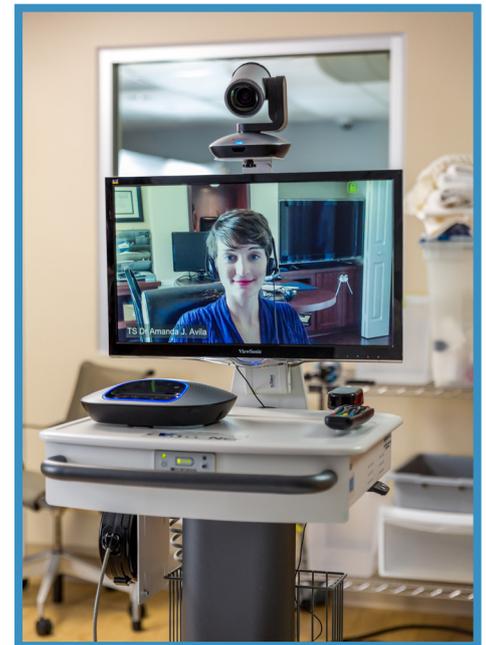
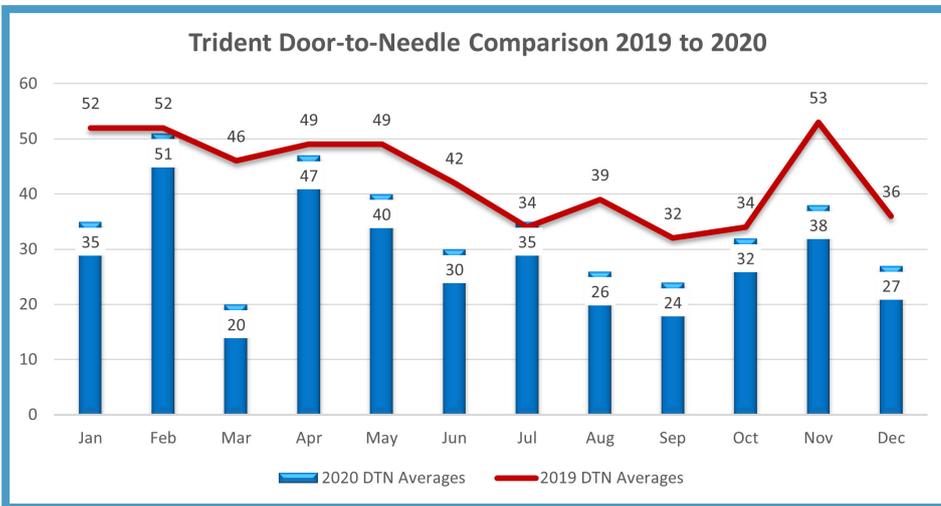
► Data Comparison

Target Stroke Phase 3

Parameter	Goal	2019	2020
30-minutes or less	50%	29%	53%
45-minutes or less	75%	65%	78%
60-minutes or less	85%	78%	91%

► Results

19% DTN average improvement from 2019 to 2020



To learn more about TeleSpecialists TeleStroke or other services, please call 866.785.7769 or email marketing@tstelemed.com to schedule an appointment.

TeleSpecialists is ISO 9001:2015 certified by Bureau Veritas and accredited by The Joint Commission

