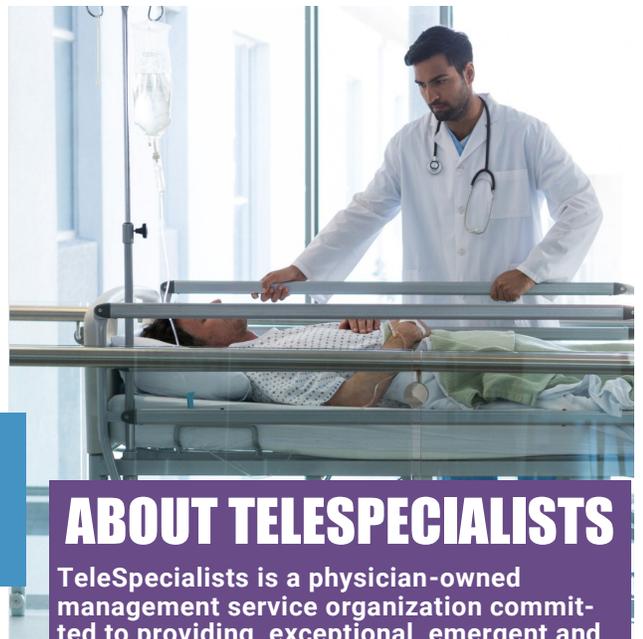




TELESPECIALISTS® CASE STUDY

Saving Lives Through Access... Anytime, Anywhere.

TELESTROKE SOLUTIONS



ABOUT TELESPECIALISTS

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

TeleSpecialists is ISO 9001-2015 certified, accredited by The Joint Commission and is committed to providing services that are "Saving Lives Through Access - Anytime. Anywhere"

▶ ABOUT

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 ISSUE

The facility partnered with 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 SOLUTION

TeleSpecialists 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 TeleSpecialists' new partnership to maximize effectiveness.

- ⇒ *Buzz Words* education to non-clinical and clinical staff at registration and triage desk
- ⇒ Utilizing the SAVES tool on all possible stroke patients
- ⇒ Activation of TeleSpecialists for stroke alert

- ⇒ Utilizing a bedside Accucheck for blood sugar levels
- ⇒ Rapid triage of patient once back in Emergency Department, then to CT
- ⇒ RN's are able to mix on a verbal order

THE TAKE AWAYS

- ✓ Primary Stroke Center unhappy with 40 minute response time from previous TeleStroke company.
- ✓ TeleSpecialists went on-site to assess the stroke protocols and work to implement AHA/ASA best practices.
- ✓ Hospital was able to meet 15 minute response times and drastically improve DTN times.

▶ THE RESULTS

From July to October of 2019, the facility and TeleSpecialists **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**.

