

Saving Lives Through Access... Anytime, Anywhere.

## **TELESTROKE SOLUTIONS**



The facility is a 252-bed hospital located in the rural area of Indiana. They are certified by The Joint Commission as a Primary Stroke Center.



The facility partnered with TeleSpecialists' Quality Program Specialist. Lauren Voltz. RN, to review processes and assess gaps that may be causing delays. Lauren immediately noticed a delay in hotline notification of the TeleNeurologist, preventing rapid assessment of the stroke patient. Additional bottlenecks were observed related to lack of follow-through and accountability within the process.

## THE SOLUTION

The bottlenecks were found to be related to the full stroke protocol and a subcommittee was developed to address upcoming Phase III American Heart Association/American Stroke Association Best Practice Recommendations. Among the recommendations made by TeleSpecialists was:

- $\Rightarrow$  Pre-activation of EMS to the facility and, in-turn, activation of the
- TeleNeurologist at that same time  $\Rightarrow$
- $\Rightarrow$  TeleCart was moved to CT and remains with the patient at all times following the CT scanner
- A virtual stroke kit was developed in the Pyxis to allow for easier access to  $\Rightarrow$ the required medications for alteplase administration
- increased education routines for all Emergency  $\Rightarrow$ department RN's.



With consistent processes in place for stroke alerts, a realization of a 26.7% decrease in alteplase administration times from January 2019 to October 2019. Also, a consistent drop in activation of TeleSpecialists' TeleNeurologist since implementation of new protocol in August 2019 resulted in an average 55.6% decrease in activation times from January 2019 to October of 2019.



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'

## THE TAKE AWAYS

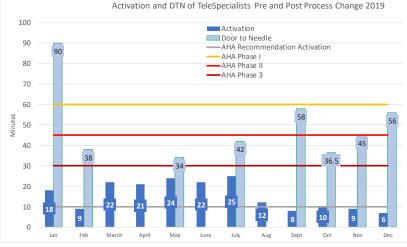


Primary Stroke Center was concerned with bottlenecks in the stroke process.



A committee was formed and AHA/ ASA Phase III best practices were implemented.

55.6% decrease in activation times, resulting in 26.7% decrease in alteplase administration times.



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