



TELESPECIALISTS® CASE STUDY

Saving Lives Through Access... Anytime, Anywhere.



TELESTROKE SOLUTIONS

▶ ABOUT

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 ISSUE

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 sub-committee was developed to address upcoming Phase III American Heart Association/American Stroke Association Best Practice Recommendations. Among the recommendations made by TeleSpecialists was:

- ⇒ Pre-activation of EMS to the facility and, in-turn, activation of the TeleNeurologist at that same time
- ⇒ 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 the required medications for alteplase administration
- ⇒ increased education routines for all Emergency department RN's.

▶ THE RESULTS

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.

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"

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.

