



TELESPECIALISTS® CASE STUDY

Saving Lives Through Access... Anytime, Anywhere.



TELESTROKE SOLUTIONS Northside Hospital (HCA)

▶ ABOUT

Northside is a 288-bed facility located in St. Petersburg, Florida, serving their community since 1976. Northside Hospital is the only DNV certified Comprehensive Stroke Center in Pinellas County. TeleSpecialists has partnered with Northside Hospital for over four years.

▶ THE ISSUE

The American Stroke Association (ASA) Phase III recommendations were scheduled for release, and best practice policies were changing to reflect faster but safer care of the stroke patient. Upon review of their process with TeleSpecialists' CEO, **Dr. Nima Mowzoon**, and Quality Program Specialist, **Riley Solich, RN**, it was found that the facility's process could be inconsistent and not all best practices were implemented, thus causing Door-To-Needle (DTN) times to be inconsistent.

▶ THE SOLUTION

Dr. Mowzoon worked with their stroke coordinator, **Trish Abbatiello, RN**, to review current processes and implement the ideal process to treat patients within the Phase III recommendations from the ASA for alteplase administration, but also run parallel processes to reduce the time it took the patient to get to the NIR lab for thrombectomy.

- ⇒ Implemented and refined The TeleSpecialists Pit Stop Program™ to streamline getting patients to CT for scans.
- ⇒ The telemedicine cart is housed in CT holding area and stays with the patient and staff when they go into the scanner, which reduced down-time of the physician.
- ⇒ Created parallel processes, so patients can receive advanced imaging while alteplase is being mixed.
- ⇒ Any time there is a DTN greater than 45 minutes, the team completes an immediate debriefing to examine points of possible improvement.

▶ THE RESULTS

Northside Hospital had only two alteplase administrations of 60 minutes or greater since the implementation of this protocol in March of 2019. The facility had a DTN average in October, 2019 of **37 mins**. That represents a **48.6%** drop in average DTN since January 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

- ✓ Comprehensive Stroke Center wanted to improve their DTN times.
- ✓ Processes were found to be inconsistent, causing alteplase administration times to be inconsistent.
- ✓ Realization of 48.6% drop in average DTN times after best practices were put into place.

