TELESPECIALISTS®

CASE STUDY

Featured Service: TeleStroke

▶ ## About HCA Memorial Hospital of Jacksonville

This hospital is a 454-bed acute care hospital located in Jacksonville, Florida. This hospital has been a leader in providing quality healthcare to Northeast Florida and is a Certified Primary Stroke Center through The Joint Commission.
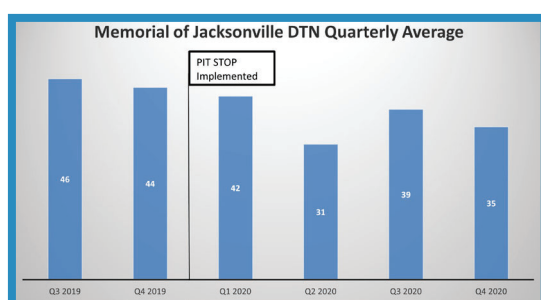
▶ ## The Problem

There were inconsistencies and variations in the stroke alert process, leading to alteplase administration delays and Door-to-Needle (DTN) times above the 45-minutes facility goal.

▶ ## The Solution

A comprehensive review of the current stroke process was completed, and areas of common delays were streamlined using American Stroke Association best practice recommendations and TeleSpecialists' guidelines. The changes included:

- Implementation of a Pit Stop to quickly assess and obtain key treatment elements (blood glucose, weight, blood pressure) within a 5-minutes or less goal, then immediately obtain imaging
- A stroke kit containing alteplase and blood pressure medications was relocated to CT to ensure quick access and availability (implemented Q3 2020)
- Consistently taking the TeleStroke cart to CT to ensure the neurologist can quickly assess and make decisions on treatment
- Alteplase administration is consistently completed in Radiology with the neurologist remaining on screen to assist staff with dosing
- A time out procedure is conducted to review patient safety measures prior to administration

Memorial of Jacksonville DTN Quarterly Average

PIT STOP Implemented

Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
46	44	42	31	39	35

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 hospital noticed DTN times increasing.

☑ They completed a comprehensive data review with TeleSpecialists to determine areas of improvement.

☑ The average DTN time improved by 14%, and the median by 7%.