



TeleSpecialists[®]

TRANSFORMATIVE TELEMEDICINE

Case Study



HCA Memorial Hospital of Jacksonville

About HCA Memorial Hospital of Jacksonville

HCA Memorial of Jacksonville 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-minute facility goal.

The Result

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 our 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-minute or less goal, then immediately obtain imaging
- A stroke kit containing thrombolytics 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 that 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, with a time out procedure to ensure all patient safety measures are being reviewed

The Takeaways

- ✓ The hospital noticed DTN times increasing
- ✓ They completed a comprehensive data review with us to determine areas of improvement
- ✓ The average DTN time improved by 14%, and the median by 7%

Memorial of Jacksonville Door-to-Needle Average

