



CASE STUDY: INTEGRIS BASS BAPTIST HEALTH CENTER

Eagle Teleneurology Program Pleases Patients, Physicians, and CFOs

INTEGRIS Bass Baptist includes 207 licensed beds throughout three facilities in Enid, OK. The hospital enjoys the distinctions of being the only nonprofit, faith-based Enid hospital and has served the Enid area longer than any other general hospital.



THE CHALLENGE

INTEGRIS Bass Baptist Health Center a rural hospital in Enid, OK, was unable to provide specialized care to patients without having to transfer them to Oklahoma City or Tulsa, each 100 miles away.

The facility began looking for a more sophisticated system for treating stroke and other acute neurology patients on-site. Through Eagle Hospital Physicians, INTEGRIS Bass Baptist implemented Eagle's teleneurology program.

This innovative program is a collaborative effort by two healthcare pioneers that specialize in key aspects of telemedicine: Eagle Telemedicine, which manages inpatient telemedicine practices for hospitals across the country, and InTouch Health, a company that provides the remote patient monitoring technology network.

Neurologists are "beamed into" INTEGRIS Bass Baptist via two-way videoconferencing.

THE SOLUTION

The optics and instrumentation of the InTouch teleneurology robot are much more robust than our previous system," said Duane C. Miller, Vice President and CFO of INTEGRIS Bass Baptist. "For example, the remote neurologist can actually look inside the eye of the patient and get a clear visualization to make a more thorough evaluation of the patient."

Miller became an advocate of telemedicine as a result of a reduction of locum support costs for neurology and reduction in patient transfers. "Conservatively, it is anticipated that access to teleneurology services will provide in excess of a \$200,000 reduction in locum support costs annually and additional revenues in excess of \$55,000 a year," he said.

The care is first-rate and immediate. "Wherever they are, our physicians can respond within 15 minutes to any patient suffering a stroke or seizure at INTEGRIS Bass Baptist, do a diagnosis, prescribe a thrombolytic drug or other medication, and determine the most appropriate level of treatment," said Herb Rogove, DO, FCCM, FACP, Eagle physician leader in this service.

THE RESULTS

The Eagle teleneurologists have an impressive track record:

- Average response time of 3.5 minutes
- Average diagnosis and treatment time of 21.8 minutes
- 40% decrease in time from emergency department arrival to discharge
- 1.2-day decrease in hospital Average Length of Stay (ALOS) for stroke patients

Though it's too early for INTEGRIS Bass Baptist to have its own metrics on the Eagle teleneurology system, Miller is confident the facility has achieved a new level of performance. "Access to this support has been strongly affirmed by staff and patients" he said. "To me that is the acid test."

KEY BENEFITS & OUTCOMES

- ✓ Provision of expert care to patients in their Northwest Oklahoma home communities
- ✓ \$200,000 reduction in locum support costs
- ✓ Reduced unnecessary transfers of stroke/acute neuro patients due to 24/7 coverage

"A remote neurologist can conduct a neurologic exam, and get a clear picture of a patient's condition."

DUANE C. MILLER
VP / CFO

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