



CASE STUDY: SUSAN B. ALLEN MEMORIAL HOSPITAL

Telenocturnist Program Brings Staff Relief, Stronger Revenues

Susan B. Allen Memorial is a 74-Bed, Not-for-Profit General Acute Care Hospital Located in El Dorado, Kansas



THE CHALLENGE

Like many hospitals, Susan B. Allen Memorial’s hospitalists were struggling with fatigue and burnout from sharing night shift coverage. A surge in patient volume added even more stress.

THE SOLUTION

Jim Kirkbride, CEO, knew colleagues in Kansas and Oregon who had implemented Eagle Telemedicine programs with success. He and the facility’s Chief Medical Officer, Dr. Paige Dodson, investigated further. They decided to implement a telenocturnist program in Q1 2017.

THE RESULTS

It’s a young program for Susan B. Allen—three months old at the time of this publication—and while hospital leaders needed more time to show comparative performance metrics, they clearly see wide-ranging benefits:

- **Improved diagnostic testing, reduced unnecessary transfers.** With accurate capture of complex diagnostic information, patients are admitted more quickly and transferred less often to distant tertiary centers. The improved use of imaging and lab diagnostics supports better treatment plans for patients. “It is all appropriate and I hope it will contribute to a shorter length of stay over the long term,” said Dr. Dodson.
- **Improved financials.** The bottom line impact is clear. “We are seeing improvement in our financials due to the use of telemedicine,” Kirkbride said. “It is evident the program is cost-effective.”
- **Better hospitalist support.** Community physicians who once insisted on caring for their own patients in the hospital are now more confident in the facility’s diagnoses and treatment plans.
- **Enthusiastic acceptance.** Even the toughest skeptics—staff and patients alike—embraced the program once they saw firsthand how it worked.
- **Enhanced community standing and recruitment tool.** The program illustrates the hospital’s commitment to offer the most up-to-date services and technologies. It also aids in recruiting new clinical team members and referring physicians. “Our recruiting has improved dramatically. Our telenocturnist program shows our dedication to the doctors we hire,” said Dr. Dodson.

KEY BENEFITS & OUTCOMES

- ✓ Improved Retention and Recruitment
- ✓ Fewer Transfers
- ✓ Increased Financial Performance

“Eagle Telenocturnist service is a cost-effective solution to an expensive staffing problem. Our nighttime doctors were experiencing fatigue and burnout, and we had concerns about nurse turnover and retention, so telemedicine has come at a perfect time.”

PAIGE DODSON, MD
CHIEF MEDICAL OFFICER



Are you losing sleep over night staffing challenges?

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Eagle Telemedicine’s telenocturnist program provides Susan B. Allen Memorial with a sustainable staffing solution for the long term.



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