

Saint Luke's Health System (SLHS): Eagle's TeleNocturnist Program Unmatched in Timeliness, Adaptability, Expertise

The Need: Improve Operational Efficiency

Saint Luke's Health System (SLHS) was no stranger to telemedicine when it called on Eagle to provide TeleNocturnist services in three of its 16 hospitals and specialty care institutes in November 2017. SLHS had been providing its own telemedicine program to several facilities, but the drive to improve efficiencies in care prompted the company to turn over the program to Eagle, which already had a strong presence in rural hospitals in Kansas.



Provides resilient
night shift support
to cover staffing gaps

The Challenge: Seamless Telemedicine Delivery

Dr. Anthony Fangman, MF, FHM, MBA has served as division chair of hospital medicine for SLHS the past 12 years. He describes the switch to Eagle's services as "seamless, with little or no management involvement, which was incredibly helpful from a division chair standpoint." He thought changing from an internal service to one led by external providers might have its rough moments, but he says there were none with Eagle.



Delivers timely **access to critical physician care**
without heavy overhead

"This transition could have been difficult. However, the experience with Eagle was completely seamless," he says. The changeover happened quickly and smoothly, and immediately SLHS began to see it had made the right decision.



Receives consistent
patient satisfaction
and telemedicine acceptance

"Patients are able to stay in their community to receive high quality care. And nursing staff has ready access to physicians overnight. The Eagle physicians are very responsive."

- **Catherine Hamilton**, Chief Nursing Officer at Saint Luke's Hedrick and Wright hospitals,

The Benefits: Meaningful Benefits for Better Outcomes

The Eagle Telemedicine program delivering TeleNocturnist support for SLHS has enabled the hospitals to realize significant value:

Timely service: Dr. Fangman says Eagle's timeliness and responsiveness are unmatched. "We had a scheduling challenge one night," he says. "I called Eagle and they promptly stepped in and provided a solution. That's the kind of trusted relationship we have."

Economically efficient: Larger hospitals have the volume to stay busy at night, but smaller hospitals—where SLHS has expanded in recent years — just don't have enough patients to keep an onsite physician busy at night. And having a daytime hospitalist take night calls "is a tough sell" when recruiting, says Fangman. In fact, he describes it as a deterrent to recruitment. "So we cross-cover multiple hospitals at one time with Eagle Telemedicine, and economically it makes sense. They are busy all night long."

Peace of mind: Eagle's TeleNocturnists give SLHS daytime hospitalists peace of mind knowing when they come to work in the morning, there won't be any surprises with handoffs from the night shift. "Our physicians don't even remember what that anxiety used to be like," he says. "Coming in in the morning to see a note on the wall that a patient seems unstable ... all that is a part of traditional hospital medicine that has gone by the wayside, and it is so much better this way." It's a benefit that is difficult to measure numerically, but everyone understands how deeply it contributes to physician quality of life and performance at SLHS.

Patient, family acceptance: Dr. Fangman says patients and families alike have embraced this new relationship and method of delivering care. He says, "Feedback from patients has been almost exclusively positive."

"I know I can count on Eagle Telemedicine to provide high quality physicians."

- **Catherine Hamilton**, Chief Nursing Officer at Saint Luke's Hedrick and Wright hospitals,

Eagle Telemedicine's TeleNocturnist program provides hospitals with a sustainable solution for night coverage that takes stress off physicians and provides an economically efficient model of care.

Contact Eagle today.

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Saint Luke's Health System (SLHS)

SLHS provides rural community care in key regions in Missouri. Two of the SLHS hospitals where Eagle's TeleNocturnist program was deployed are 25-bed critical access facilities—Wright Memorial Hospital in Trenton, Mo., and Hedrick Medical Center in Chillicothe, Mo. A third facility, Saint Luke's Cushing Hospital serving Leavenworth County, Ks, has 54 beds.

Use Case

Expand access to care with TeleNocturnist coverage during night shift hours.

Eagle Telemedicine Benefits

- Timely responsiveness and access to physicians on demand
- Improved efficiencies and revenue retention
- Improved staff physician work/life balance with greater peace of mind
- Positive patient acceptance and satisfaction

