

Ascension North Central Wisconsin Region: Transfers Virtually Eliminated with Tele-ID

The Need: Sustainable Night Shift Staffing

Eight hospitals across Ascension's North Central Wisconsin region needed to reduce the number of patients being transferred. Clinical leadership realized the gap in ID coverage was a major reason the facility was transferring 50% of its ID patients to hospitals out of network.

Hospitalists and specialty care physicians on-staff were becoming more vocal about the need for ID support. Telephone consultations with specialists weren't enough.

"You need to be able to look at the wound to know how to deal with it," said Dr. Vimarsh Raina, Ascension's Medical Director for Virtual Care. He and Dr. Robyn Schertz, MD, Vice President of Medical Affairs, agreed that a Tele-ID program could be the answer.

The Solution: Eagle Tele-ID

Eagle Telemedicine's Tele-ID program went live at Ascension St. Clare's December 11, 2018. Implementation across the other hospitals in the system came easily in the new year, even with the multiple EMRs and processes involved.

The facilities' clinical teams saw an immediate impact. Ascension North Central Wisconsin's hospitals are all now well-equipped to manage the supervised dosing of antibiotics for complicated infections and other care required by ID patients. Once patients are discharged, the Tele-ID specialist is available by phone to consult with the patient's primary care physician should any questions arise.



Transfers
Decreased



Gap Support



Multi-Hospital
Implementation

"Becker's Hospital Review included us in its 100 Great Community Hospitals in 2018. The kind of support we get from Tele-ID will continue to drive that level of excellence."

- Dr. Robyn Schertz, MD, Vice President of Medical Affairs