

# Dosher Memorial: Eagle TeleNocturnists Score High Marks in Patient Satisfaction

## The Need: Sustainable Night Shift Staffing

One of 20 Critical Access Hospitals in North Carolina, Dosher has an economic profile typical of many rural hospitals. The hospital's executives have joined with other healthcare leaders in urging the state to expand the Medicaid program to help reduce their high rate of uncompensated care.

For Dosher, a tipping point came when one of the facility's hospitalists gave notice to leave for another position. **Available hospitalists were in short supply, and the compensation package they were demanding exceeded the facility's budget.** Without a replacement, however, the hospital knew it would fall short of its goal to provide consistent night coverage and reduce unnecessary patient transfers.

## The Solution: Eagle TeleNocturnists

Dosher contacted Eagle Telemedicine. "I'm so glad we did!" says Tom Siemers, Dosher's President and CEO. The program went live in December 2018. Now, Eagle provides remote inpatient care and nursing support from 7 p.m. to 7 a.m. 365 days a year.

HCAHPS patient satisfaction during the first eight months of the program were impressive. Eagle has also helped solve a key challenge many hospitals face: nursing staff reluctance to "bother" on-call physicians at night. With Eagle, patients are always the #1 priority. The team of six telenoctrnists averaged a 25-second response rate in the first year. The hospital is confident that Eagle's night coverage support will help it achieve its goals over the long term.



Improved  
Response Times



Raised HCAHPS  
Scores



Nursing Support

"The nursing staff has grown their confidence in patient advocacy and reliance on their clinical skills. Patient and staff feedback has been overwhelmingly positive."

- Sara Harris, RN, Patient Care Unit Manager