



CASE STUDY: DOSHER MEMORIAL HOSPITAL

Eagle TeleNocturnists Score High Marks in Patient Satisfaction

Dosher Memorial Hospital is a not-for-profit, 25-bed Critical Access Hospital in Southport, North Carolina



THE CHALLENGE

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 health-care 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 capture additional market share by providing more consistent hospitalist night coverage and reducing unnecessary patient transfers.

THE SOLUTION

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 Tele-Hospitalists provide virtual care from 7 p.m. to 7 a.m. 365 days a year.

THE BENEFITS

• **Patient satisfaction.** HCAHPS patient satisfaction during the first eight months of the program were impressive:

- Doctors always treat you with courtesy and respect—**97.2%**
- Doctors always listen carefully to you—**86.1%**
- Overall communication with doctors—**84.3%**

• **Nurse communication.** Eagle has also helped solve a key challenge typical of rural hospitals: nursing staff reluctance to "bother" on-call physicians at night. With the Eagle team, patients are always the #1 priority. "The nursing staff has grown their confidence in patient advocacy and reliance on their clinical skills," said Sara Harris, RN, Patient Care Unit Manager. The team of six telehospitalists averaged a 25-second response rate by secure TigerText over an eight-month period in 2019.

• **Feedback 'overwhelmingly positive.'** "Patient and staff feedback has been overwhelmingly positive." The hospital is confident that Eagle's coverage will help it achieve its goals over the long term.

KEY BENEFITS & OUTCOMES

- ✔ **25-second average response time**
- ✔ **Consistently high HCAHPS scores**
- ✔ **Stronger, more confident nursing team**

"The nursing staff has been pleased with the rapport they've established with the Eagle team."

SARA HARRIS, RN
PATIENT CARE UNIT MANAGER



Are you losing sleep over night staffing challenges?
We have the cure.

Contact us for a no-risk, high-value consultation.



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Eagle Telemedicine's TeleNocturnist program provides hospitals with a sustainable solution for the long term.

