

Western Wisconsin Health: Critical Access Hospital Gains Stability and a Bright Future with Telemedicine

The Need: Consistent Night Shift Staffing

The facility initially had two hospitalists covering the day shift, with a nurse practitioner (NP) covering nights, but after the NP's departure in 2017, the hospital struggled finding a replacement for nights.

The Solution: TeleNocturnist Support

The facility's executive and clinical teams knew of other hospitals that had Eagle Telemedicine programs in place, and after thorough review, began an Eagle TeleNocturnist program in 2017.

The Eagle physician team advises and provides support for one or two RNs and a certified nurse assistant (CNA) who cover the inpatient care (med/surg) unit at night. The RN house supervisor, ED, and OB nurses also work with the Eagle team on those nights when the med/surg patient load is heavy and they are needed to "float" to the unit.

Swing beds within the med/surg unit are often occupied by patients at the skilled nursing level. The Eagle TeleNocturnist team manages the care administered to these patients, too.

The hospital is now able to keep most patients who present at the ED and require inpatient care and provide treatment locally.

Hospital staff schedules have improved as well. There are now three hospitalists who work daytime hours, and they don't have to share night call responsibilities. Mona Finder, BSN, RN, CPPS, Clinical Project Manager states, "They are able to work through the day and then can go home and spend time with their families."



Patients Treated
Locally



Sustainable
Scheduling



Hospital Staff
Support

"The nursing staff love working with the Eagle team. They are always available, knowledgeable and able to answer any questions and help out with any situation."

- Mona Finder, BSN, RN, CPPS, Clinical Project Manager states