



## CASE STUDY: RURAL KENTUCKY HOSPITAL

# TeleStroke Program Reduces Patient Transfers by 50% for Rural Hospital

*A 52-bed facility facing challenges bringing specialists to its rural community*



### THE CHALLENGE

The hospital initially tried to set up a telemedicine program for stroke care through a nearby university. They had obtained all the necessary equipment, but lacked an operational blueprint and credentialed team of stroke specialists to get the program off the ground.

### THE SOLUTION

The hospital contacted Eagle about adding a TeleStroke program since they had long-term success with Eagle's TeleHospitalists providing night coverage. "There was already a working relationship with Eagle here, so TeleStroke evolved naturally," said the hospital's director of inpatient services.

Eagle created a custom implementation plan for the hospital and had a team of neurologists ready to go in just a couple of months. Once the neurologists received their credentialing privileges, the program went live in 2018.

### THE BENEFITS

- **Patient Transfers Decreased:** The hospital saw results immediately. Neurology transfers dropped from ten to five per month, enabling patients and their families to stay close to home in their own community hospital.
- **Hospital Revenue Increased:** Keeping an additional five neurology patients per month "in house" has a significant impact on the hospital's ROI, adding upwards of \$500k in revenue annually.
- **Improved Support for Clinical Staff:** The difference is having a team of seasoned, board-certified neurologists at the ready to provide expertise and support to clinical staff. "They answer a phone call within two minutes and are on the videoconferencing robot within ten, where we work through the National Institutes of Health (NIH) stroke scale, showing patients the NIH cue cards on the videoconferencing monitor. We don't have to worry about misinterpreting second-hand feedback from the experts. We can evaluate patients right there as a team and agree upon what we are seeing," the director said. Because of this new, collaborative approach, the Director and the Chief Nursing Officer say they have seen an increase in nursing staff's ability to identify neurological change in their patients and respond quickly.

### KEY BENEFITS & OUTCOMES

- ✓ **Acute Neuro Transfers Cut In Half**
- ✓ **Additional \$500k in hospital revenues**
- ✓ **Improved Response to Neuro Emergencies**

*"We have chronic challenges with specialists coming to a rural area. Eagle is the support system we needed."*

**RN, DIRECTOR OF INPATIENT SERVICES**



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