

## Tele-ID Program Reduces Strain on Local Provider — the Only ID Specialist Within a 300-Mile Radius

### CHALLENGE

Great Plains Health was acutely aware of the time the onsite specialist devoted to the facility, his team and patients. This devotion put the doctor at greater risk of burnout. Research supports this conclusion. The American Medical Association reports that **ID providers have one of the highest burnout rates at 55%**. A 2019 study in Medical News Today reported that only 26% of ID specialists could say that they were happy.

On a mission to retain the hospital's daytime ID specialist, the facility turned to Telemedicine to:

- Reduce the number of hours worked per week,
- Give the physician more time with family and
- Provide better sleep by reducing night calls.

Fewer hours, better sleep and more time with family are proven to decrease provider burnout. The use of Telemedicine also offered tremendous benefit to patients in the area.

### SOLUTION

At the launch of the program, the onsite doctor was reluctant to use Telemedicine but agreed to allow the Eagle team to provide coverage during his vacation. With time, the Great Plains Health specialist and the Eagle ID providers, Dr. Diamond and Dr. Prokesch, built a relationship.

Today, Eagle Telemedicine provides relief from a 24/7 on call work environment while also providing continued support and care for patients close to home. **Patient demand is managed easily by a pool of providers that work with the hospital regularly.**

### BENEFITS

- ✓ Increase patient access in your community
- ✓ Avoid recruitment and high salary costs
- ✓ Manage demand for ID services
- ✓ Reduce transfers, keep patients close to home

### POSITIVE RECEPTION

"We request about 20 infectious disease telemedicine consults per month. When we need more help from the Eagle team it's not a problem. In November 2018, they easily handled more than double our typical volume. We requested 52 consults that month. In December 2019, we saw a similar uptick. Once again, Eagle was there to help."

– Chastity Orr, RN, Clinical Manager

