

# AdventHealth Murray and Gordon Medical Centers: Patient Surge and Rising Costs Prompt Move to Telemedicine

## The Need: Sustainable 24x7 Care

AdventHealth Murray Medical Center, a 42-bed hospital in rural northwestern Georgia, faced three major hurdles: the rising cost of full-time staff, physician availability for round-the-clock care, and an increased need for specialty care the hospital's already stretched resources could not adequately serve. Its sister facility, AdventHealth Gordon, a 69-bed facility in rural Calhoun, Georgia, was facing similar challenges with periodic high admits that created delays in care.

Financial stability was a long-term issue that had been brewing for some time. Hospital administrators knew the cost of three full-time physicians was causing significant budget strain and with overall rising health care costs, patient surges, and the demand for specialty care, the picture wasn't going to get any better.

## The Challenge: Speedy Integration of Telemedicine

As COVID-19 took its toll on patients and hospitals, AdventHealth knew it had to turn to telemedicine to make the type of immediate changes it needed in delivery of care. The ER was being used to treat patients that should be seen by behavioral health specialists. The hospital needed the ER and all beds available to care for pandemic patients.

Physicians were doing their best to provide care, but some were sleeping at the hospital between shifts to try and meet the demands of full coverage. This was a problem before the pandemic and heightened by the crisis.

Dr. Joseph Joyave, AdventHealth Chief Medical Officer, went to Eagle Telemedicine for help. Dr. Joyave's mission was twofold: to alleviate the immediate pandemic care issues and to begin a phased rollout of telemedicine to improve coverage, add specialty care, and strengthen the hospital's fiscal viability.

Eagle Telemedicine quickly integrated with AdventHealth's operational systems and began to offer a relief valve to the hospital's immediate need for additional services to offset patient surges. Rather than having to buy carts for each telemedicine service, Eagle arranged for the hospital to be able to use the same cart for several disciplines, adding to efficiencies and cost savings.



Better care for  
Behavioral health  
patients through  
**TelePsychiatry**



Sustainable model  
of **24/7 care.**



Dedicated 'pod' of  
Tele-ICU Physicians  
for **SURGE**  
**Protection**

AdventHealth was also impressed with Eagle Telemedicine's performance in getting physicians credentialed during the pandemic. Eagle is accredited by the Joint Commission, ensuring that its physicians perform to the most rigorous standards. This made it possible to easily integrate Eagle services and meet the hospital's own credentialing requirements.

### **The Solution: Eagle Telemedicine Fills the Coverage Gap with Specialty and Night Coverage**

After reviewing all Eagle Telemedicine services available the hospital added four: TeleNocturnist, TelePsychiatry, Tele-ICU and Surge Protection, the latter designed to provide support when an event like COVID-19 occurs and causes a spike in patient volume.

“Eagle elevated our level of care, at the same time helping us to grow revenue. Thanks to Eagle, we're offering more care with less financial strain.”

**-Dr. Joseph Joyave, AdventHealth Chief Medical Officer**

Adding TeleNocturnist services enabled AdventHealth to cover night shifts and expand to more complete, 24 x 7 coverage. TelePsychiatry helped the hospital provide better care for behavioral health patients without pulling staff physicians from other critical ER patients. Eagle Telemedicine also established a dedicated 'pod' of Tele-ICU physicians assigned to AdventHealth to more closely align care with the hospital's needs.

“It is an enormous help having a consistent panel of physicians who understand we want a high level of care and can participate in this level of performance,” says Dr. Joyave. “The pod concept also makes it more efficient for credentialing the physicians and for billing to payers,” he adds.

The four services brought AdventHealth closer to what Eagle Telemedicine refers to as a 'sustainable model' of round-the-clock care. Importantly, it enables these facilities to move from a high cost, full-time staff physician model to one in which adding coverage and specialties will result in more revenue for the hospital and less patient transfers.

Learn more about ways we can help you solve coverage gaps and increase level of care.

**Contact Eagle today.**

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### **AdventHealth Murray Medical Center**

Located in Chatsworth, Georgia, AdventHealth Murray provides care to its rural residents at its 42-bed hospital. With Eagle Telemedicine the hospital offers more shift coverage and specialties

### **AdventHealth Gordon Medical Center**

Located in Calhoun, Georgia, AdventHealth Gordon also cares for rural residents in a 69-bed hospital. Using Eagle Telemedicine the hospital is better equipped to support periodic high admits while reducing care delays.

### **Use Case**

Improve care and increase revenue via expansion of shift coverage and specialties.

### **Eagle Telemedicine Benefits**

- Cost savings of 3-4 FTEs by using Eagle TeleNocturnist program
- Ability to offer previously unavailable specialty services, adding revenue and decreasing patient transfers
- Improved ICU and ER throughput
- Seamless credentialing and licensing facilitate integration with existing systems
- Stronger alignment with rural community needs for behavioral health care

