

Riverside Health System: Stroke Coverage Improves With Telemedicine Support

The Need: Faster Response Time and Physician Retention

Virginia based Riverside Health System operates four regional facilities, three primary stroke facilities and one comprehensive stroke facility. Its coverage area encompasses 8,000 square miles in coastal Virginia, serving two million people annually, with 700 clinical providers and more than 9,500 staff members. Riverside's stroke network includes the Peninsula's only Det Norske Veritas (DNV) certified Comprehensive Stroke Center, at Riverside Regional Medical Center. Designated DNV Primary Stroke Centers are Riverside Doctors' Hospital Williamsburg, Riverside Walter Reed Hospital and Riverside Shore Memorial Hospital.

Known for its high standards of stroke and neurological care, Riverside was challenged with a lack of physician availability to provide stroke coverage, notably at night, and physicians' need to avoid burnout and have better work-life balance.

The Challenge: Sustaining 24-Hour Stroke Coverage

Riverside's on-call neurologists could not keep up with patient volume, and the problem was getting more severe. A new stroke alert protocol added to the patient load. Often, a neurologist would need to cover multiple hospitals during their shift. Patient response times were slowing down as a result, especially during the night shift. Physicians were working longer hours to address patient needs and hospital administrators knew the heavy patient loads were becoming a factor in physician retention.

"In talking to other organizations, we realized Riverside's challenges were the same as many other hospital systems," said O'Brien Gossage, Riverside Associate Vice President, Neuroscience Service Line, referring to the need to find new ways to address the growing physician shortage. "We decided to look at how to leverage telemedicine in our stroke program."

O'Brien Gossage and her team searched for a telemedicine provider who could seamlessly integrate with Riverside's operational model. "It was vital for us to choose a provider who could document within our EMR records system and Eagle easily filled that requirement," said Gossage.



The average 'door-to-needle' time has decreased from **47 to 35 minutes.**



With Eagle able to cover nights and provide patient consults, there is **better work-life balance** for staff physicians.



Thrombolytic treatment is employed more quickly, dramatically **improving patient outcomes.**

The Solution: Eagle Telemedicine Solves Specialty Staffing Shortage

Riverside Health System embarked with implementing Eagle's TeleNeurology program to support stroke coverage. "We were experiencing inconsistent response times affecting patient outcomes, particularly at night. Eagle's TeleNeurologists provided the rapid response consistency we needed," said Gossage.

Eagle Telemedicine enabled Riverside with an average response of four minutes from time of request to the patient being seen, making it possible to employ thrombolytic treatment more quickly, dramatically improving patient outcomes. This eliminated the need for doctors driving in at night and enabled staff on-site to mobilize much faster when a stroke occurs. As a result, average 'door-to-needle' time has decreased from 47 to 35 minutes.

The proven benefits of the TeleNeurology service have prompted Riverside to explore adding Tele-ICU and TelePsychiatry programs "to extend the success," Gossage said.

"Eagle is a valued part of our team. Their designated medical director for Riverside works with us regularly on process improvement. It's a great collaboration that leads to the best patient outcomes."

- O'Brien Gossage, Associate Vice President,
Neuroscience Service Line, Riverside Health System

Riverside staff has become very comfortable with TeleNeurology. Eagle's integration into the hospital's EMR system provides continuity of care throughout the patient journey, enabling staff, ER and tele-neurologists to have thorough, consistent, up-to-date information to make assessments, recommendations and follow through on treatment.

Physician retention has improved with the addition of Eagle Telemedicine. With Eagle able to cover nights and provide patient consults, there is better work-life balance for staff physicians.

Eagle Telemedicine has solved the critical issue of nighttime stroke coverage for Riverside Health System and in so doing, improved response time and patient quality of care. It has helped staff and physicians cope with patient loads, bringing efficiency and teamwork to the hospitals.

Learn how we support specialty care coverage and help provide better response time and quality patient care.

Contact Eagle today.

info@eagletelemed.com

eagletelemedicine.com

800.369.4603

Riverside Health System

Headquartered in Newport News, Virginia, Riverside Health System operates four acute care hospitals and four stroke facilities. Serving two million people, it offers a comprehensive, integrated span of services, including urgent care, skilled nursing, home care, physical therapy and wellness. Riverside's stroke network includes the Peninsula's only DNV certified Comprehensive Stroke Center, at Riverside Regional Medical Center. Designated DNV Primary Stroke Centers are Riverside Doctors' Hospital Williamsburg, Riverside Walter Reed Hospital and Riverside Shore Memorial Hospital.

Use Case

Add specialty care coverage, encourage physician retention, and accelerate response times.

Eagle Telemedicine Benefits

- More thorough 24-hour coverage for specialty stroke care
- Improved critical patient response times with door-to-needle time reduced from 47 to 35 minutes and average four-minute connect time
- Better physician retention
- Seamless integration into EMR and other data systems
- Compliance with highest accreditation standards

