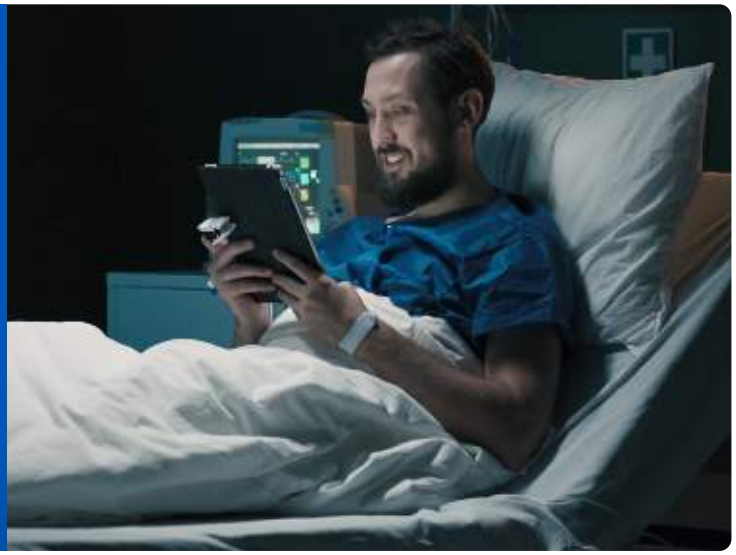
TEAMHealth | EAGLE TELEMEDICINE

case study

Consistent Nocturnist Coverage Enhances Care, Improves Efficiency at Huggins Hospital

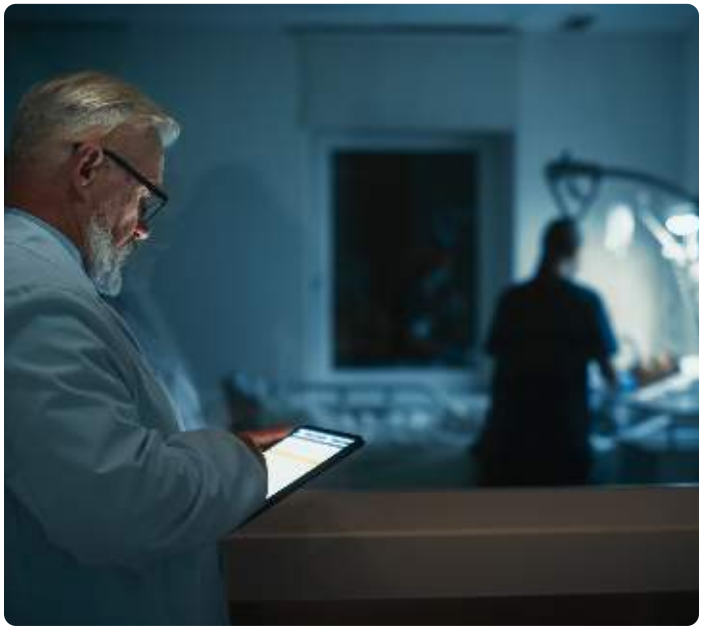


Huggins Hospital, a 25-bed Critical Access Hospital in New Hampshire, faced challenges in providing nighttime inpatient care. With an average of 1.5 admissions and 10 emergency department visits per night, the hospital needed a sustainable solution to maintain high standards of care during overnight hours.

The Challenge: Balancing Quality, Efficiency, and Staffing

Huggins Hospital's leadership faced multiple challenges in maintaining high-quality nighttime care, such as maintaining stable processes for new admissions. The facility partnered with TeamHealth to provide consistent nocturnist coverage. To continually improve healthcare delivery, TeamHealth approached facility leadership to embark on a tele-nocturnist model. TeamHealth aimed to help the hospital reach critical goals while maintaining the highest level of care.

A significant challenge was considering how the community would perceive the shift to telemedicine. Given the hospital's rural and diverse population, with varying levels of affluence and familiarity with technology, there was uncertainty about whether patients would accept a remote model for their inpatient care. TeamHealth collaborated with its trusted strategic partner, Eagle Telemedicine, to bring this effective and efficient technology to patients who needed it most.



Partnership Information

Huggins Hospital, a 25-bed critical access hospital in Wolfeboro, New Hampshire

TeamHealth Services

- Emergency Medicine
- Hospital Medicine
- Tele-nocturnists
- Tele-psychiatry

The Solution: Transition to Eagle Telemedicine's Night Shift Solution

In partnership with Eagle Telemedicine, Huggins Hospital and TeamHealth implemented a tele-hospitalist program to address its nighttime care challenges. TeamHealth selected Eagle Telemedicine as a strategic partner for its board-certified internal medicine specialists, who provided comprehensive inpatient care. These tele-hospitalists played a crucial role in hospital operations by running code blue events and facilitating patient transfers, ensuring that critical situations were managed efficiently.

Additionally, the tele-hospitalists wrote orders and documented patient information directly into the hospital's electronic health record (EHR), streamlining communication and continuity of care. They also engaged with patients and staff in real-time using Amwell telemedicine carts, which were equipped with advanced tools such as interactive stethoscopes and ophthalmoscopes to support accurate remote assessments.

"We conducted extensive due diligence, interviewing other hospitals using Eagle's services, and were impressed with the consistent quality and efficiency reported," Dr. Gendron explained.

> **Patients appreciated the efficiency and even commented on the technology, seeing it as cutting-edge and a sign of high-quality care.**
>
> Barry Gendron, DO, MBA
> Chief Medical Officer, Huggins Hospital

The Impact: Strong Care Delivery and Staff Satisfaction

The transition to tele-hospitalists brought immediate benefits to Huggins Hospital. One of the most significant improvements was the reduction in patient admission times. With tele-hospitalists readily available in addition to the boots-on-the-ground clinicians, emergency department patients were admitted to inpatient care much faster, minimizing delays, improving patient experience, and improving overall patient flow.

Enhanced communication between nurses and clinicians also played a critical role in the program's success. This shift in workflow allowed the hospital to manage admissions more efficiently, with the ability to handle up to seven or eight admissions during peak times.

The financial impact of the program was equally significant. With the dual model of in-person clinicians and telemedicine, Huggins Hospital was able to meet important goals that allowed them to continue to provide the best care possible.

Beyond operational improvements, patient feedback was also overwhelmingly positive. "Patients appreciated the efficiency and even commented on the technology, seeing it as cutting-edge and a sign of high-quality care," noted Dr. Gendron.

Program Benefits:

- Significantly reduced patient admission times.
- Ensured uninterrupted access to quality physicians while maximizing cost efficiency, allowing resources to support additional patient care priorities.
- Empowered nurses to work at the top of their license, improving efficiency and job satisfaction.

Conclusion

Huggins Hospital's partnership with TeamHealth and Eagle Telemedicine has transformed its nighttime care model. The hospital improved efficiency, effectively utilized financial resources, and maintained its high standard of care, ensuring patients receive timely, expert attention 24/7. Contact our team to learn more about partnering with TeamHealth.

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