



CLIENT SUCCESS STORY

On-demand virtual coverage: the Providence Telehospitalist program

Providence St. Joseph Health (PSJH) is a national Catholic not-for-profit health system comprised of 119,000 caregivers, offering a comprehensive range of services across Alaska, California, Montana, New Mexico, Oregon, Texas and Washington in their 51 hospitals, extensive network of clinics, and in the communities they serve.

The Challenge

Nighttime coverage is vital to patient outcomes, nursing satisfaction, and the financial performance of the organization. Many hospitals see more than 60% of ED patients between the hours of 7:00pm and midnight. Even when a hospitalist is physically present in-house at night, hospitals can often struggle to match their staffing to fluctuations in demand and prevent a backlog of admissions waiting for the daytime team.

The Solution

PSJH created a nighttime 7:00pm–7:00am Telehospitalist program in 2014, which now covers six facilities across three states. PSJH found Telehospitalist coverage addresses these challenges, assessing and treating patients quickly, consistently, and improving patient and organizational outcomes.

Coverage by a Telehospitalist effectively and efficiently provides real-time inpatient admissions, consultations, and cross coverage overnight, partnering closely with local teams to care for patients. The program helps to remove stress for nurses in determining whether to call and potentially wake up a local physician for questions or minor interventions throughout the night. Telehospitalists provide patient management, orders, and documentation directly in the site's EMR.

PSJH needed:

Network reliability

Bi-directional audio/video

Peripheral compatibility

Easy-to-use software

“The Telehospitalist provider who was on call did everything I would have done. Now I can stay in the ED.”

MD

Telehospitalist Partner Site

PSJH designed the Telehospitalist program to ensure quality care, patient safety, and to meet the needs of local care teams. A key part of this design is the use of nurse Telepresenters, who act as an essential part of the Telehospitalist service by facilitating (not interpreting) the encounter, helping to ensure patient comprehension and consent if needed, and acting as the remote physician’s “hands on the patient.”

PSJH chose Teladoc Health due to the strength of its network, familiarity and proven experience using Teladoc Health solutions in other service lines, and scalable cost structure across multiple service lines.

The Results

	Pre-Launch (Local Providers)		Post-Launch (Telehospitalist Providers)	
	Patients presenting 15:00-23:00 who were admitted before 12am	Average time to see patient	Patients presenting 15:00-23:00 who were admitted before 12am	Average time to see patient
Partner 1 CAH, MT	21%	10:13	84%	0:52
Partner 2 CAH, OR	90%	6:06	94%	1:08
Partner 3 CAH, OR	51%	7:06	88%	2:12

PSJH’s Telehospitalist program sites had positive outcomes for all Key Performance Indicators (KPIs):

Access

- Increase timeliness of care
- Keep patients within local community when appropriate

Quality

- Equivalent or improved outcomes as on-site care

Experience

- Support on-site clinical teams, reduce burnout
- Increase patient and staff satisfaction

Cost of Care

- Match staffing to demand, reduce locums use
- Increase first day of service revenue capture

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About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.