

CLIENT SUCCESS STORY

Developing a system-wide telestroke network



Providence St. Joseph Health (PSJH) is a national not-for-profit healthcare system with a network comprised of 119,000 caregivers and a comprehensive range of services across 51 acute care hospitals and an extensive network of health clinics.

The Challenge

PSJH has been providing telestroke services regionally in excess of 10 years. In 2015, PSJH made a decision to consolidate from 10 regional telestroke programs to a single standardized telestroke network across all PSJH and non-PSJH partner sites.

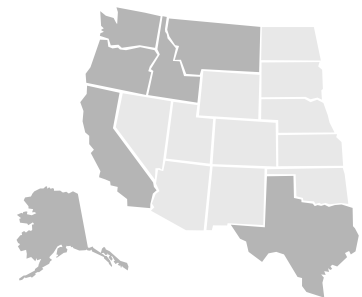
The goals of this program consolidation were to:

- Address the growing demand for telestroke services given an aging population and neurologist shortage
- Increase access to 24/7/365 stroke care – 60% of the PSJH Stroke Network hospitals are critical access and rural hospitals
- Provide best-in-class stroke care and improve clinical outcomes at PSJH and non-PSJH sites
- Reduce the overall cost of delivering telestroke services
- Position the PSJH Telestroke Network for continued growth within PSJH and non-PSJH sites

The Solution

PSJH built a centralized telehealth team and infrastructure to support and grow its Telestroke Network, with a forward-looking view to support all system-wide telehealth programs and regional innovation programs, currently serving 8 states and over 60 clinical programs. This includes a white glove Digital Access Center (DAC), PACS system, homegrown provider portal to facilitate case documentation for physicians at PSJH and non-PSJH sites on disparate EMRs.

Crossing State Lines



The challenges of moving to a single telestroke network across multiple states and facilities included:

- 24/7/365 support for all locations (including non-PSJH sites)
- Billing
- Contracting
- Compensation
- EMR integration
- Legal
- Licensing and credentialing
- Quality monitoring
- Recruitment
- Site engagement
- Technology
- Training

For PSJH's Telestroke Network, all providers are required to:

- Be board-certified in Neurology, Vascular Services and/or completed a Neurocritical Care Fellowship
- Practice 5+ years at a Primary Stroke Center
- Serve PSJH and non-PSJH sites

Regional Telestroke providers who met these criteria were grandfathered into PSJH's System Telestroke Network.

Originally, PSJH built its own system-wide telehealth technology solution; however the network connectivity was suboptimal and unacceptable to the telestroke team. PSJH selected Teladoc Health due to its low bandwidth and long-term success connecting hub and spoke networks both inside and outside of health systems, including connecting remote sites from Alaska to Montana and Idaho.

The Results

The benefits of moving to a single standardized telestroke network first and foremost were improved clinical outcomes through leveraging best practices from PSJH Centers of Excellence for vascular neurology, plus the latest innovations in stroke care. PSJH implemented a standardized care algorithm and enhanced stroke competency within its network.

Additionally, PSJH experienced cost savings by moving to a single technology network and provider network. PSJH no longer paid for redundant medical directors and call coverage for neurologists at smaller sites who rarely responded to a stroke case.

Current PSJH Telestroke Network

99

Live Sites (40 internal, 59 external)

11

Thrombectomy Centers

10,000

Acute stroke patients in 2018

30

Telestroke Providers

"The three pillars of a successful telestroke program operation are

1. physician user experience
2. quality patient outcomes
3. value based business model

These three components are optimized on a daily basis."

Archit Bhatt MD, MPH, FACP, FAHA,
Medical Director, Telestroke
and Telehealth, PBSI Oregon, System

PROGRAM DIFFERENTIATORS

Value

- Access to specialists
- Follow best practice guidelines
- Keep care local
- Ongoing education

Quality

- Average response time of 2 minutes and 15 seconds
- 2x more likely to get tPA in under 60 minutes
- 15% tPA, 6% thrombectomy
- 0.5% hemorrhagic transformation after tPA

Credibility

- Providers are board-certified in Neurology, Vascular Services, and/or completed a Neurocritical Care Fellowship
- 5+ years of experience at a Primary Stroke Center
- Must serve both PSJH and non-PSJH sites

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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.

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