

Extending a major stroke program's reach and efficiency through virtual care



INDUSTRY: Not-for-profit healthcare organization

EMERGENCY ROOM

VISITS: 480,663¹

TELADOC HEALTH PRODUCTS

AND SERVICES Physician Services, Solo, Devices, Smart Notes, Imaging



We're guaranteeing access to neurocritical care specialists because most of Teladoc Health's neurologists specialize in neurocritical care or trained at a high-stroke area. We wouldn't have that if we didn't have this partnership.

Russell Starkey, MBA
Director of Neuroscience
Network Operations Care
Transformation Services

Summary

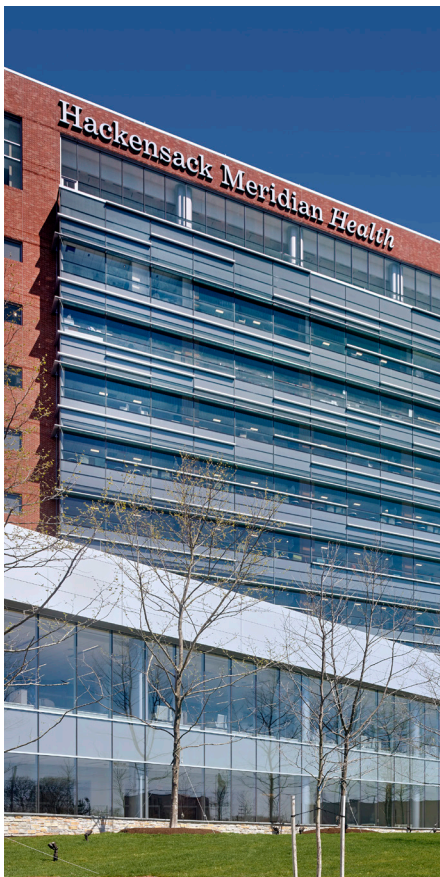
Hackensack Meridian Health is the largest healthcare network in New Jersey, and its Comprehensive Stroke Centers are among the busiest in the nation. The organization has been recognized by The Joint Commission and the American Heart Association/American Stroke Association, making it part of an elite group of providers focused on complex stroke care.

With Teladoc Health as its virtual care partner, the organization has improved its stroke response times and treatment rates to ensure that all patients—even in the state's largest healthcare network—receive the highest standards of stroke care.²

Challenge

Like many hospitals and health systems, Hackensack Meridian struggled with physician bandwidth and burnout. Without around-the-clock access to specially trained neurologists, high-quality care and outcomes for emergent stroke patients could be compromised.

The organization sought a 24/7/365 telestroke program that could address both the neurologist shortage the organization faced and the needs of an aging patient population. And to maintain uninterrupted care across the organization's high volume, Hackensack Meridian needed a solution that could provide the best network uptime possible.



PROGRAM HIGHLIGHT: OUT-OF-THE-BOX PHYSICIAN SERVICES

Teladoc Health Physician Services brought 24/7 operational support and board-certified neurologists experienced in virtual care to Hackensack Meridian—increasing access to high-quality care and incorporating standardized clinical and telehealth best practices.

Neurologists leverage the Teladoc Health Solo platform to remotely connect to the bedside, and tools such as Smart Notes and Imaging to streamline access to brain scans and consult documentation.



This partnership has benefitted everyone—patients, local neurologists and our health system.

Alan Colicchio, MD, Medical Director, Meridian Neuroscience Institute

Approach

- Telestroke program allows patients to be seen within minutes and helps determine the best treatment, like tPA
- Always accessible, Teladoc Health Physician Services extended coverage options as well as access to a range of capabilities, resources and treatments
- Low-bandwidth virtual care solution connects networks both inside and outside the health system

Results

18 minutes

AVERAGE TIME TO
DIAGNOSIS DECISION

< 30 minutes

PATIENT TPA DECISION IN
84% OF CONSULT CASES

270

AVERAGE CONSULTS
PER MONTH

With a virtual care solution, Hackensack Meridian has kept a solid clinical team intact—including nursing and other care providers. Increasing neurology coverage allowed Hackensack Meridian to appropriately and efficiently manage high levels of stroke acuity.

This partnership also allowed local neurologist practices to have a more flexible schedule—now these specialists don't have to leave their practice to provide coverage. This ultimately increased access to outpatient neurology care and allows Hackensack Meridian to continue providing the highest-quality stroke care.

¹2020

²Based on client-provided data.

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About Teladoc Health: Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.

