Right Care at the Right Location-Tele-ICU Project: Bringing Tertiary Care to Our Eastern Community

Dr. Jennifer Stahl, MD
Story

- 40 Y/O F with Angioedema and prolonged mechanical ventilation
- Able to Extubate at ECU Health Regional Hospital

- 90 Y/O with Catastrophic Intracranial Hemorrhage
- Pt able to stay at ECU Regional Hospital with tertiary care and palliation
The Aim

To decrease the number of transfers to the Medical Center by 15% by January 1, 2024 by providing the right care at the right location.
History of Transfer Reasons

- Specialty care is needed
- Patient is at advanced stage of illness with poor prognosis but still full code
- Community providers feel “uncomfortable” and request higher level of care
- Families need more confidence that the best care available is being given
## Work Flow Tele ICU Consults

<table>
<thead>
<tr>
<th>Patient meets Criteria</th>
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<tbody>
<tr>
<td>Shock</td>
</tr>
<tr>
<td>Intubated or NIPPV &gt; 4 hrs</td>
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<table>
<thead>
<tr>
<th>Medical Center Consulting Doctor is Notified and Discusses Patient</th>
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<tbody>
<tr>
<td>Community Provider</td>
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<tr>
<td>Tele ICU physician</td>
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<tr>
<th>Virtual Consult is Completed and Recommendations given for the Patient</th>
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<tbody>
<tr>
<td>Transfer to Tertiary Center</td>
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<tr>
<td>Non Transfer Treatment Recommendations and Daily Consult Initiated</td>
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</tbody>
</table>
Metrics of Success

- Decrease in Transfers To the Medical Center
- Decrease in Mortalities at the Medical Center
- Decrease in Mortalities at the Community Hospitals
- Cost Savings For The Organization
- Increase in Patient Satisfaction
- No Adverse Events
Initial Consults & Transfers Avoided

Top Reasons for Transfer
1) Respiratory Failure
2) Mechanical Ventilation
3) Acute Encephalopathy

ECU Health
Tele ICU 8/1/2023 to 1/13/2024

# Number of Consults  # of Transfers Avoided

PDSA Cycle 1
Pilot 1
Pilot 2
Pilot 3

PDSA Cycle 2
Pilot 3

PDSA Cycle 3

August to Current State
Project Success!

82 Transfers Avoided

23% Mortality Index for Community Hospitals

23% in Mortality Index for the Medical Center

168 Tele Consults and Follow ups

19% in Mortality Index for the Medical Center

0 Adverse Events

100K Physician Billing

Keep Care Close to Home
Patient Stories

- ECU North ICU Nurse: “This has been a great experience! Dr. Schiller added to the care of the patient”.
- Family Member: “We are very thankful to be close to home. This has been a good experience”
- Patient: “I am glad to be here, close to my family. Not sure they would make it to Greenville.”
- Patient: “I think this is something great you got here, I hope other people get to use it.”
- ECUH North Pharmacy: “We are excited to be part of the pilot. It is great interacting with the whole team at bedside.”
Questions?
Thank you….The Tele ICU Team Executive Sponsors

- Dr. Niti S Armistead, Chief Medical Officer, ECU Health
- Dr. Richard Medford, Chief Medical Information Officer, ECU Health
- Jacob Parrish, VP, Capacity & Throughput, Office of the President
- Chris Stockhausen VP, Finance-Operations, ECU Health Medical Center