

DEPLOYING TELEHOSPITALISTS IMPROVES METRICS AND MORALE

CASE STUDY

PARTNERSHIP BACKGROUND

This 49-bed hospital in Texas has been partnering with SCP Health (SCP) for clinical services and practice management since 2009. What started with an Emergency Medicine (EM) contract grew to include Hospital Medicine (HM) as well—creating smoother operations and increased care cohesion across specialties. As hospital goals shifted and telehealth technology came into the spotlight, leadership turned to SCP again to help their clinician teams evolve and excel.

GOALS

- ▶ Strengthen Hospital Medicine physician team
- ▶ Increase schedule flexibility and satisfaction for clinicians
- ▶ Continue to build inter-specialty synergy and efficiency

STRATEGY

Considering these goals, SCP's clinical and operational leaders recommended the following plan to the multidisciplinary Joint Operations Committee (composed of EM and HM medical directors, members of hospital administration, nursing directors, and other key stakeholders):

- ▶ Hire a new daytime internist to support higher acuity patients
- ▶ Hire an experienced telenoturnist to care for HM patients overnight—even in critical situations requiring vent management
- ▶ Establish technology that would allow for telehealth support and smoother nurse workflow
- ▶ Facilitate conversations and trainings to gradually get the full clinical staff on board

Once approved, SCP moved forward with this robust approach—and quickly saw positive results. When the COVID-19 pandemic surged just months later, SCP was able to help the facility navigate through this unstable time—even implementing a more advanced telehealth cart to increase the efficacy of the telenoturnist.

IMPACT

Incorporating telemedicine into the hospitalist program served to:

- ▶ Nearly eliminate need for daytime physicians to come onsite after hours
- ▶ Improve nurse satisfaction by simplifying overnight physician consults
- ▶ Further collaboration and productivity across HM and EM

By the numbers, the switch to using telenoturnists drove the following results within **just a few months** of implementation:

- ▶ **HM Average Daily Census:** Increased by 3% to 20.3
- ▶ **HCAHPS Scores:** Increased from 82% to 90%
- ▶ **Discharge by 12 Noon:** Increased by 11.5%
- ▶ **Transfer Percentage:** Decreased by 30%
- ▶ **Throughput:** Decreased by 33.4% to under 4 hours



SIMPLIFIED CONSULTS
IMPROVED NURSE AND
PHYSICIAN SATISFACTION



ENHANCED PRODUCTIVITY
ACROSS
HM & EM
DEPARTMENTS



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FROM
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THROUGHPUT
DECREASED BY
33.4%

