

► **Situation:**

Patients who are critically ill have many concurrent and emergent needs throughout their ICU stay, and have some of the highest cost impacts in healthcare delivery organizations.

Critical care patient volume and severity is increasing as our population ages, and at least one-third of hospitalized Medicare patients will require a stay in the ICU or critical care unit.

To compound these pressures, there is an increasing shortage of highly-skilled critical care nurses and physicians available to manage these growing volumes, often leaving significant gaps in critical care expertise. Nationally, only 10-20% of hospitals have dedicated intensivists on staff.

► **Solution:**

TeleICU is designed to overcome these challenges by bringing critical care expertise to where it is most needed. As an integrated part of your care team, our program can help provide quickly accessible expertise and support, helping you improve ICU patient outcomes.

- Remote attending intensivist support 7pm-7am
- 24/7 critical care RN coverage
- Patient management, orders and documentation in your EMR

Our TeleICU program provides access to board-certified, experienced critical care clinicians, helping to increase quality and expert support in your ICU.

Integrating TeleICU into your care model can help keep your patients closer to home while enhancing support for your local ICU care team. TeleICU care can increase safety and decision support, improving outcomes for critically ill patients.

TeleICU support has been demonstrated to lower costs of care by reducing length of stay in the ICU, as well as the patient's overall hospital stay, by providing timely, expert and collaborative support for high acuity, complex patients.

The Providence St. Joseph clinical, implementation and program management approach ensures close partnership with the local care team. The results are:

Access	<ul style="list-style-type: none"> • Increase access to critical care specialists • Reduce travel and avoidable patient transfers
Quality & Effectiveness	<ul style="list-style-type: none"> • Improved clinical outcomes • Intensivist-led ICU care
Experience	<ul style="list-style-type: none"> • Support onsite clinical teams • Increase provider and staff satisfaction
Cost of Care	<ul style="list-style-type: none"> • Decrease ICU LOS • Reduce turnover and agency/locums staffing

Our TeleICU service includes:

- Access to highly experienced, engaged critical care clinicians
- Intensivist rounding, assessment and management of ICU patients
- Critical care nursing support for care continuity and peer mentorship
- Telehealth technology platform with ongoing support, training, and enhancements
- Medical Director oversight, protocol development, quality assurance
- Installation, training and operational support; performance reporting



Learn more at:

Web:

www.providence.org/telehealth

Email:

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855.380.6491

From Our Partner Sites:

Patient Story

“Tele-Intensivist used TICU camera connection to confer with the RN. The patient is on an IABP. The RN shared her assessment and information with the Tele-intensivist and moved the IABP screen so the Tele-intensivist could see the waveforms. They changed the settings from 1:1 to 2:1 to assess timing and augmentation. They discussed patient care and also included the family. The Tele-intensivist was able to visualize all of the information on the balloon pump. This patient does not have a secondary peripheral arterial line so it was also clinically significant that the TeleICU physician could visualize peripheral circulation in order to make any decisions regarding this patient’s hemodynamic status. This is a great example of expediting patient care....providing important clinical information through visualization of the clinical picture.” – **Nurse Manager, TeleICU Partner Site**

Reported Program Benefits

Excellent safety net

- “ I think the TeleICU program is fantastic and offers a great level of support for helping to manage the patients at night.
- **Nocturnal Hospitalist, TeleICU Partner Site**
- “ Tonight we had a Code Blue event in the ICU which was managed by the remote intensivist in the Tele-ICU. The Tele-ICU system worked perfectly and overall the code went very smooth.
- **HUC, TeleICU Partner Site**

Support for ICU nurses

- “ The night staff are really liking the camera connection with the TeleICU. Even early in the program, one nocturnal Clinical Nurse routinely goes room to room around 9pm and rounds together with the Tele-intensivist. She loves it. Yay!”
- **Nurse Manager, TeleICU Partner Site**
- “ I was very concerned about the transition from an intensivist during the day to TeleICU at night, but after using it I am very satisfied. Great docs make it work!
- **Critical Care RN, TeleICU Partner Site**
- “ I know the nurses are immensely grateful to have the additional support.
- **Day Intensivist, TeleICU Partner Sites**

In a Blinded Survey...

- 100% of onsite nocturnists agree or strongly agree that **TeleICU support increases patient safety.**
- 100% of onsite nocturnists agree or strongly agree that they **are able to spend less time in ICU.**
- A significant majority of onsite hospitalists feel it has **decreased their overall workload.**
- 100% of daytime intensivists feel TeleICU support **improves timeliness of care in managing their patients.**
- A significant majority of daytime intensivists feel it also **improves clinical decision support.**