

## ► Business situation:

In order to manage nighttime patients hospitals have traditionally used two staffing models:

- Coverage by an on-call physician from home who can admit the patient unseen or make a middle of the night trip to the hospital; or
- Coverage by an employed, in-house physician.

These models are often, not cost effective.

In many on-call scenarios, care varies depending on whether the physician makes the journey to the hospital, makes an over the phone diagnosis, or simply has the patient put on holding orders and tucked-in until the morning.

Both approaches are often-times sub-optimal for a number of reasons, including:

- Imbalance between quality outcomes and cost
- Delayed admission & treatment
- Clinician burnout
- Potential to reduce on call pay or address being on call after a full day in clinic or hospital

## ► Solution:

Nocturnal Telehospitalist Service, can now provide a 3<sup>rd</sup> option that is more effective; providing real-time inpatient admissions, consultations and cross coverage 365 nights a year.

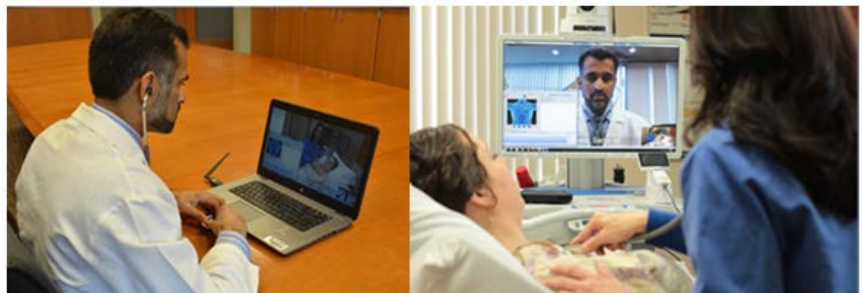
## Our Telehospitalist service assesses and treats patients faster and more consistently and improves both patient and organizational outcomes

Many hospitals see more than 60% of ED patients between the hours of 7:00pm and midnight. As such nighttime coverage is crucial to patient outcomes, star ratings, and the financial performance of the organization. The answer may be a complete nocturnal Telehospitalist service that goes well-beyond the encounter to improve the outcomes of your patients and your organization.

### Proven Outcomes

The nocturnal Telehospitalist program is having a positive impact on the quality of care, the economics of the partner hospital, and patient satisfaction. In most cases, Partners are experiencing:

- Increases in Average Daily Census of over 40%
- Decreases of transfers by over 50%
- Increased revenues
- Greater adherence to evidence-based protocols
- Greater patient satisfaction
- Reduction in staff burn-out & stress
- Greater staff satisfaction



“We had a patient who started to decline early into our shift. We brought one of the telehospitalists to the bedside via the technology and he did an assessment of the patient. He ordered tests, procedures, prescribed medications, called the family, and consulted the surgeon on call. He then did a family meeting with everyone, all from his remote office. Family members were able to make some very difficult decisions because they felt we were there as a team for them. They loved being able to have a physician see their mom and be able to speak to him face to face at midnight.”

- Nurse Coordinator

## Nurse Telepresenters: A Key Difference

*A key attribute of the nocturnal Telehospitalist service is the use of Telepresenters. These Telepresenters support the program as the remote physician's "hands on the patient."*

*Included as part of the service is telepresenter training, and certification for your nursing staff.*

*This training not only supports the Telehospitalist service, but enhances your staff's skills, experience, and job satisfaction.*



## Learn more


For more information, please contact us:

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## The Nocturnal Telehospitalist Service

The nocturnal Telehospitalist service, one of the many Telehealth services offered by Providence Health & Services and its affiliates, can now provide an alternative approach to serving patients between the hours of 700pm and 700am.

Through the use of a non-proprietary telehealth platform, the nocturnal Telehospitalist service connects a licensed, credentialed and trained nocturnist with a trained and certified Telepresenter at the patient's bedside to:

- Assess the patient and render a diagnosis
- Admit the patient into your hospital
- Enter orders for Rx, labs, and imaging into your EMR
- Complete documentation in your EMR
- Transition the patient to the daytime physician(s) in the morning

## Program Advantages

- **Economically beneficial:** Nighttime coverage with the nocturnal Telehospitalist service is available at a fraction of the cost of in-house staff, yet is able to initiate care for the patient in real-time. Immediate medical evaluation also enables professional billing to be captured at the point of admission. And because care plans start immediately, both revenue increases may ensue while shorter lengths of stay can often be realized.
- **Consistent:** With the nocturnal Telehospitalist program, each patient immediately receives the same, high-quality care by an experienced physician specializing in hospital medicine.
- **Simple:** There is no need to recruit and staff extra hospitalists or modify schedules to accommodate nights.
- **Experienced:** A dedicated team of hospitalists offers clinical consistency and improved retention of appropriate patients.

### A Deep Partnership

What you get with us when you partner for Telehealth doesn't begin or end at the push of the button or a single encounter. We take time to develop deep and lasting relationships with your care teams by joining you at the local level: from training and sharing best practices and key learnings, to facilitating the continuity of care for your patients, we stay engaged. And we work closely with you to seamlessly integrate our expertise to best serve you & your community.