

# TeleICU at Woodland Healthcare Raising Knowledge and Care Delivery to a New Level

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# Why TeleICU

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## Background

- Woodland Healthcare; 108 bed community medical center in sub-urban area
- 8 bed ICU
- 1.8 CMI
- 26,000 ER visits/year
- 120 FTE provider group with 26 specialties
- 200,000 population served by 4 major health systems. Woodland Healthcare is the safety net.
- 1 intensivists

## Challenges

- High acuity ICU but only partial intensivist coverage
- Hospitalist concerns: specialty support leading to recruiting and retention issues
- Insufficient volume for 4-5 intensivists for 24/7 coverage
- Subsidy of approximately \$1.2mil required

## Goal

- TeleICU intensivist at the bed side that is both effective and cost effective

# Key Success Factors

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## ***Not a replacement but complement local team...the power of 16 Teleintensivists***

- Real –time consult and monitoring bedside
- Access to intensivist 24/7 <5minutes via transfer center
- Medical Staff and Community cultures vary...blend outside perspective and local advantage
- Lightning rounds 2x per day – TeleIntensivists “Beam in”
- Reliable video/audio connection
- Quick, easy access to images: McKesson “Pull Application” comes with In-touch
- EMR access for notes and documentation
- Intuitive system requires 3 hours of touch based training on-site
- IT
  - ✓ FDA approved Class 2 technology
  - ✓ Works off hospital IT network
  - ✓ Leased robots for 3 years. Set up, delivery, maintenance, upgrades included
- Philanthropy potential for donors to support this service

# Results

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## ***One year into TeleICU go live***

Patient satisfaction score strong and stable

- Recommend 91
- Physician care 93

## **Outcomes**

- 60% reduction in mortality rate
- 3% reduction in LOS
- 60% reduction in re-intubation

## **Economics**

- Reduced ED transfers about 40%
- Reduced ICU transfers by 10%
- CMI up about 10%
- Doubled contribution margin per patient
- TeleICU model; \$80 per monitored bed/day or \$30,000 per monitored bed/year
- Traditional Intensivist staffing: over \$100,000 per monitored bed per year
- Nurses and hospitalist satisfaction...in two words ***LOVE IT!***

# What's Next

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- Launch Air Strip...Alerts TeleIntensivist with preset critical parameters on their smart devices
- Open platform allows other specialty consults (e.g. cardiology, psychiatry)