



WAKEMED CASE STUDY

VirtualMed Staff's Teleneurology Solution Brings WakeMed Closer to Becoming a Top Stroke Program

About WakeMed

WakeMed Health and Hospitals is the leading healthcare services provider in Wake County, North Carolina. With 946 beds in three acute care hospitals, three stand-alone emergency departments and dozens of practice locations spread out across the region, WakeMed serves a vital role in improving the health and well-being of Wake County residents and patients in the surrounding area.



The Challenge

As the largest healthcare system in the largest county in North Carolina, WakeMed is responsible for treating nearly 60% of the Stroke patients in the county. With such a large market share, WakeMed wanted to ensure they were equipped to handle that amount of patient volume, while being as efficient as possible. However, after analyzing historical data, WakeMed recognized their neurological response time wasn't where they wanted it to be and, due in large part to geographic spread, there were gaps in coverage that could potentially delay patient access to timely care.

The Solution

WakeMed set out to document, streamline, and standardize their acute Stroke process in order to enhance the neurological response time across all six of their emergency departments. The first step was the creation of a Stroke task force committee that set out to identify ways to augment WakeMed's current neurology consulting services without overburdening existing onsite inpatient neurologists. The task force identified teleneurology as a viable solution.

Due to the complexities of neurological patient care, WakeMed wanted an experienced telemedicine partner with the knowledge and experience necessary to standardize teleneurology services across all of their facilities. In addition, WakeMed wanted to build upon their reputation as a top recognized Stroke program. After identifying the technology platform to host the video conferencing aspect, WakeMed selected VirtualMed Staff as the telemedicine partner to build, implement, and support their teleneurology program.

The Results

After launching a teleneurology program with VirtualMed Staff, WakeMed immediately saw improvements across all the key areas used to measure success, including:

- **17%** decrease in Door-to-Neuro-Expert Contact
- **15%** decrease in Door-to-Needle Time
- **23%** decrease in Door to Thrombectomies Device

As WakeMed continues to look for ongoing process improvements, the long-term goal is to eventually move another hospital to acute Stroke ready so Stroke patients can remain onsite and closer to families. Teleneurology will be a key component of this initiative and VirtualMed Staff will provide the knowledge and expertise to make growing and expanding the program possible.

“Teleneurology with VirtualMed Staff was one of the key pieces that helped us move things forward,” says Larissa Hill, Executive Director of Brain and Spine Health. **“We’ve never done a tele-solution like this before, so for this being the first one it’s been incredibly successful.”**

