

CASE STUDY: CARE CLOSE TO HOME

CHALLENGE

Rural healthcare has struggled with many of the same issues as metropolitan facilities, but they also have distinctive challenges.

Due to physician shortages and an increased need for healthcare services, this independent national health system found it difficult to provide certain services at its facility, in particular neuropsychiatry.

One of the facilities, located in a remote area of Maryland, was encountering challenges in these three areas:

1. Attracting talent to live and work in a rural area
2. Providing access to specialty care for patient populations
3. Preventing patient transfers and associated loss of facility revenue

SOLUTION

Technology has changed the healthcare industry and provided new opportunities for clinicians to deliver care in the appropriate setting. Telehealth, more than any other technology, has the ability to redefine comprehensive care and the speed with which we can deliver that care.

The independent national health system was presented with an opportunity to partner with LocumTenens.com to create a telehealth program that provides telehealth services across the system in multiple specialties, including neurology, PM&R, cardiology, psychiatry and nephrology.

Eight physicians cover 14 of the company's locations nationwide.

WHAT IS ON THE HORIZON FOR U.S. HOSPITALS?



U.S. population growth **10.6%** by 2034 to **363M**



42.4% increase in those aged **65+** by 2034



2 out of every 5 clinicians will be **65+** in the next decade



76% of health care workers reported burnout in March 2021

BENEFITS

Many administrators are looking at new physician staffing models that utilize the best of in-person and telehealth care delivery.

The deployment of a telehealth program at the independent national health system allows clinicians to work across care delivery models and tap into workforce pools that were previously inaccessible.

Upon deployment of this program, the facility and its patients experienced:

- Increased access to care
- Improved patient satisfaction and experience
- Delivery of high quality, specialized care
- Reduced loss of patient transfers and increased revenue retained for medical services
- Decreased length of stay



We have a large population of brain injury and stroke patients.

We needed to expand our capacity to treat these patients. Telehealth has become a crucial tool to meet the need of our patients.

- Director of quality and risk management

RESULTS

Telehealth has brought access to quality care to the patients. Without telehealth psychiatry and neurology services, many of these patients may have been transferred to the acute setting, which can increase the length of stay for patients and impact the facility's bottom line.

"We want to get them home as soon as possible [and] we try to medically manage patients in-house so we don't have to send them to acute care," said the director of quality and risk management. "If we can prevent that, we can keep the length of stay down."

With the added neuropsychiatry telehealth capabilities, the center is able to manage medications and keep patients in the right setting to aid in their healing. The program serves as a model for rural facilities to deliver care close to home.