



# Tele-ED

## Improving Patient Treatment and Care with use of TeleMedicine in the Emergency Department

*A Performance Improvement Project at Brattleboro Memorial Hospital*

### PROBLEM STATEMENT/PURPOSE

Brattleboro Memorial Hospital is a Level 3 Trauma Center averaging 14,500 patient visits a year. While the Emergency Department is staffed with 24/7 with board certified physicians and nurses trained in this specialty, patients who are critically ill still present a unique set of challenges. These challenges include the need for peer consultation, the clinical and administrative burden of arranging transfers, and the intense resources it takes to care for a critically ill patient. In 2019 it was identified that the utilization of telemedicine could alleviate many of these challenges.

The purpose of this project was to implement TeleED within the Emergency

Department to assist with the overall treatment and care of critically ill patients.

Physicians and Nurses have the ability to consult with other Clinicians regarding treatment recommendations and assistance with arranging an appropriate disposition for the patient.

### METHODOLOGY/INTERVENTIONS

- Installation of Tele-ED equipment into ED 2 and ED 5
- Staff training for Tele-ED utilization held in December 2019
- Utilization reports received from DHMC
- Chart review and process improvement

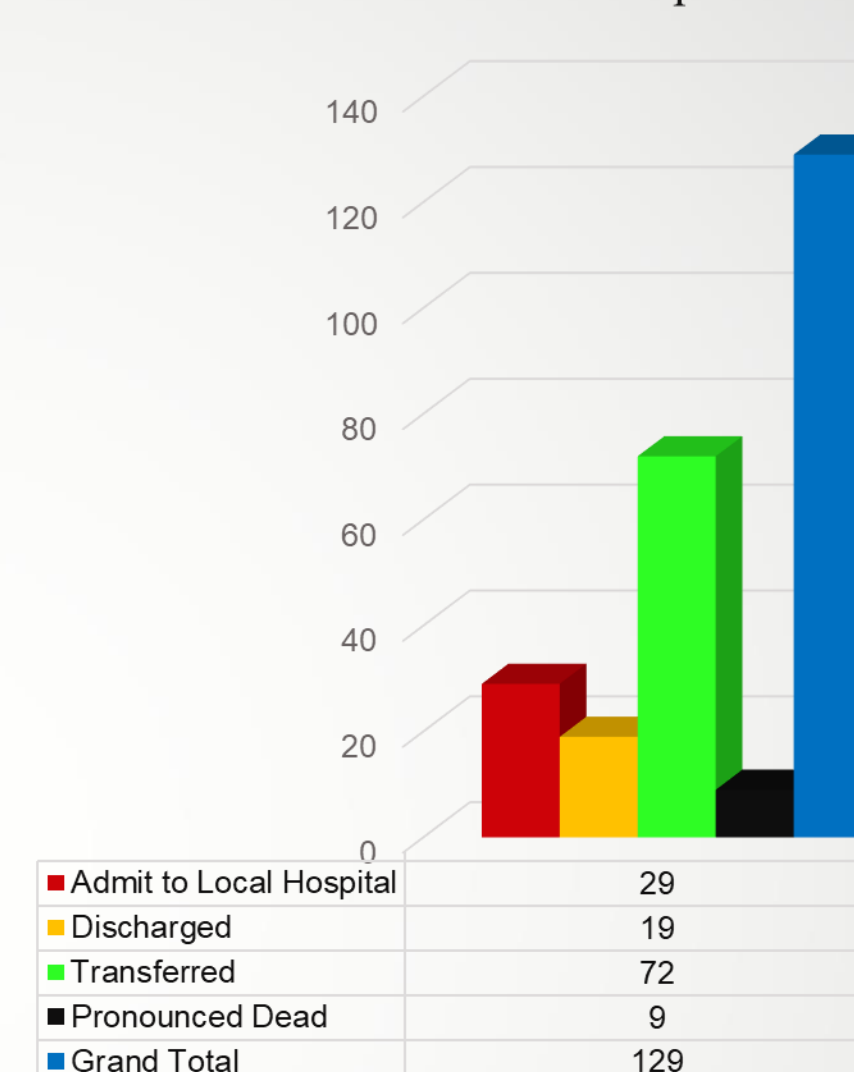
### TEAM MEMBERS

**Emergency Department:** Taylor Wellington, Pam Amato

**Information Systems:** Heddy Pomazi, Stacy Wissmann, Bruce Sweeter

### RESULTS

Patient Dispositions



Transfer Times

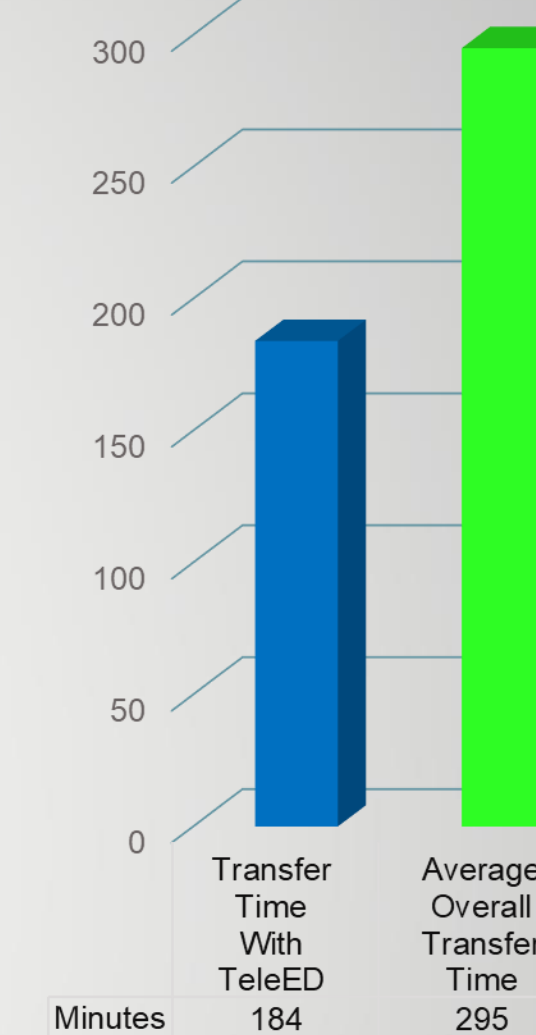


Chart reviews have identified overall decreased transfer times, with an average transfer time of 184mins (3hrs 4mins) compared to 295mins (4hrs 56mins), without use of TeleED

### CONCLUSIONS/RECOMMENDATIONS

Utilization of TeleED has allowed for immediate peer consultation during critical moments of patient care while remaining at the patients bedside. TeleED also alleviates the burden of nursing documentation and at times providing patient handoff to the receiving facility. This is very likely due to the assistance provided with transfer arrangements when needed.

Brattleboro Memorial Hospital Emergency Department anticipates increased use of TeleED during 2021 due to the positive overall outcomes staff has noted with continued use.