

CLIENT SUCCESS STORY

# Expanding access to compassionate care with a telestroke network



## Novant Health

World-class healthcare provider serving North Carolina and South Carolina

### Background

- Novant manages a complex network of external partner sites to help offer high-quality stroke care to rural communities by holding to their promise of “relentlessly pursuing remarkable care every day”
- +36,000 employees, including 1,922 physicians
- 706 clinics, 15 medical centers, 3 hospitals
- 3 comprehensive stroke centers in Winston-Salem, Charlotte and New Hanover

### Virtual Care Offering

- Neurology and Stroke Care (Teladoc Health + Adjacent Health)

## Identifying the need for a virtual solution

Prior to partnering with Teladoc Health and Adjacent Health, Novant Health exclusively relied on in-person neurologists to cover both inpatient shifts and virtual neurology consults. Novant Health's existing staff was stretched to capacity and recruiting for additional in-house support had proven difficult, due to a nationwide shortage of neurology specialists.

Novant Health sought a virtual solution that would enable them to better deliver on their promise to provide reliable, expert neurology care to their stroke center patients and external partners. They needed a comprehensive solution that would help them alleviate staff burnout, streamline their stroke decision workflow, increase consults and decrease patient wait time.

## Implementing a virtual workflow in a complex network

Novant Health partnered with Teladoc Health and Adjacent Health, working throughout April and May, 2022, to develop custom workflows to fit each of Novant Health's three major markets in Winston-Salem, Charlotte and New Hanover. Led by Sowmya Lakshminarayanan, MD and Matt Schooler, M.Ed, in Winston-Salem, Novant Health established administrative-clinical dyad partnerships in each market to ensure that they were meeting the specific needs of these regions and their network of external partner sites.

## NETWORK RESULTS

**4,950**  
consults in  
first 12 months<sup>1</sup>

**20**  
sites  
supported<sup>1</sup>

**Up to 39**  
thrombolytics  
recommendations  
per month<sup>1</sup>

## Increasing access and improving quality of care

Relying on Teladoc Health's advanced technology and Adjacent Health's provider coverage, Novant Health is addressing their neurology staffing challenges. The health system is now able to employ 15 dedicated virtual neurologists, ensuring that two neurologists are available at all times. They also have the capacity to flex coverage to meet demand, which has helped reduce the potential for staff burnout.

### Through offering virtual neurology care with the Teladoc Health partnership, Novant Health:



Expanded stroke support to partner sites in rural communities



Brings high-quality, specialized neurology care to underserved areas where it previously may not have been available

Novant Health saw a marked increase in the number of consults at their external partner sites after introducing their virtual stroke offering. They also were able to help drive a significant improvement in the quality of care at external partner sites by leveraging the robust care and treatment data available through Smart Notes, Teladoc Health's purpose-built documentation solution. Smart Notes' documentation capabilities also helped Novant Health improve attestation, standardize billing practices and streamline their billing workflow.

“

Teladoc Health's comprehensive data reporting tools immediately made a huge difference for us. With better data tracking, we were able to assist our external partners in improving their workflows, which led to stronger quality control across our network of partner sites.”

Matt Schooler, Sr Director, Orthopedic & Sports Medicine and Neurosciences Institute, Novant Health



Adjacent Health is the leading national provider of virtual clinical services to hospitals and health systems, in partnership with Teladoc Health, Adjacent Health provides 24/7 support from board certified neurologists experienced in virtual care.

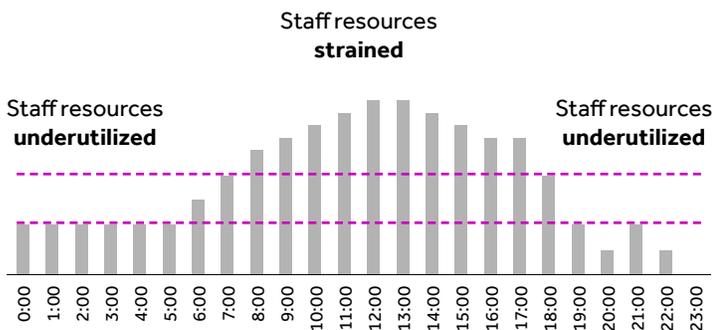
“Adjacent Health is proud to partner with Novant Health and Teladoc Health to help provide flexible, reliable, high quality stroke care across North and South Carolina. Together, we are tackling complex care challenges to deliver better patient experiences and health outcomes.”

Karen Deli, CEO, Adjacent Health

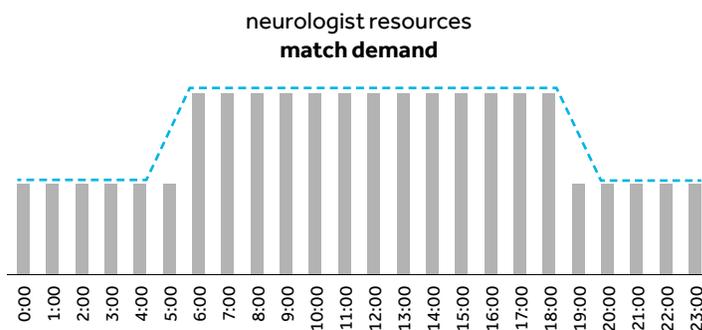
## A flexible virtual care solution helped Novant Health address neurology demands

### Stroke volume in single vs. aggregated facility

#### WITH BEDSIDE STAFFING ALONE



#### WITH VIRTUAL ACUTE NEUROLOGY



## Expanding into the future

Novant Health is committed to continually refining and improving their care programs in accordance with their mission of improving the health of their communities one person at a time. In addition to monthly and quarterly calls with partner sites to review workflows, Novant Health's administrative partners are available 24/7 to answer any questions that may arise at partner sites.

Novant Health maintains an ongoing, open dialogue with Teladoc Health and Adjacent Health to review data and address issues as needed. Looking to the future, Novant Health aims to expand access to additional partner sites, hire a dedicated analyst to assist with expansion and growth, and continue to improve their time-to-care averages.

“

**Our partnership with Teladoc Health and Adjacent Health allowed us to create customized workflows to fit the specific needs of each of our three major markets. As we expand to more partner sites, we will continue to leverage data analysis to help drive process improvement in order to ensure our programs are serving our patients as effectively as possible.”**

– **Sowmya Lakshminarayanan**, MD, Clinical Physician Executive and Market Leader for Neurosciences Institute at Greater Winston-Salem, Novant Health



## Analyzing results

Novant Health partnered with Teladoc Health and Adjacent Health to improve and expand their stroke care network in order to provide better care for their network and external partners located in rural communities.

### CONSULTS

**400+**

consults per month  
on average<sup>1</sup>

**50%**

of consults had  
clinical impression  
of ischemic stroke<sup>1</sup>

### WAIT TIME

**4 min**

median callback  
wait time<sup>1</sup>

**<10 min**

median request  
to decision<sup>1</sup>

1. Health system reported data

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**About Teladoc Health:** Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.

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