

CASE STUDY:

Boosting Revenue & Complex Patient Care with Integrated Infectious Disease Experts



Challenge

A 300-bed hospital in Louisiana was experiencing high hospitalist turnover and a shortage of infectious disease subspecialists, impacting its ability to care for patients with complex needs.

Solution

The hospital launched an Infectious Disease telemedicine program with Access TeleCare in 2021 to provide fully virtual coverage for the hospital's infectious disease services. In the first year of the program, all-payer revenue increased 25 percent, and the hospital has sustained revenue increases of more than 33 percent from 2021-2023 compared to prior years.

Access TeleCare's teleInfectious Disease specialists are fully integrated with the on-site hospitalists, supporting care for patients with complex infectious diseases. Because the teleInfectious Disease specialists are involved in patient care from the moment patients enter the hospital, length of stay decreased 10 percent. Outbound transfers also decreased, and inbound transfers from other hospitals increased.

Antibiotic utilization rates improved as well. In the program's first year, antimicrobial therapy days per 1,000 patients decreased 17 percent, and vancomycin therapy days per 1,000 patients were reduced by 42 percent.

Keys to Program Success

Full integration with on-site teams is a major factor in the program's success. Access TeleCare's infectious disease experts consult with and manage care alongside on-site hospitalists as soon as patients are admitted, guiding treatment decisions and minimizing antibiotic use as appropriate.

"Thanks to our fully integrated telemedicine programs, our specialists can begin evaluating patients and consulting with on-site physicians and pharmacists early in the patient's hospitalization. Patients receive high quality care and faster treatment, and on-site teams enjoy a deep level of support and guidance from collaborative, patient-focused specialists."

Dr. Jade Le

Access TeleCare Chief of Infectious Disease



teleInfectious Disease Program Results

25% infectious disease revenue increase in program's first year

10% reduction in length of stay

42% decrease in vancomycin therapy days per 1,000 patients

17% decrease in antimicrobial therapy days per 1,000 patients