

A More Sustainable Infectious Disease Model for a Mountain West Community Hospital

Reducing length of stay by 25 percent and alleviating on-site specialist workload

The Challenge

A 137-bed community hospital in the Mountain West region of the U.S. serves as a regional referral center for a large rural service area. Before partnering with Access TeleCare to complement its in-person infectious disease service line, the hospital's infectious disease program relied on one specialist. With both outpatient and inpatient care demands, the local specialist quickly became overloaded. Their team needed a more sustainable model that could relieve that pressure without sacrificing clinical quality or continuity of care.

The Solution

The hospital selected Access TeleCare to provide teleInfectious Disease support in the inpatient setting, freeing up the local infectious disease specialist to focus on outpatient care.

With Access TeleCare supporting hospitalized patients, the hospital created a clearer division of labor between inpatient and outpatient infectious disease care. Referrals are now directed to the local infectious disease specialist, helping preserve and strengthen outpatient access for patients who need infectious disease follow-up post-hospitalization and ongoing care and management.

With telemedicine support, the hospital redesigned how infectious disease expertise is deployed across the system. Inpatient teams gained dependable specialist support, while the organization protected the long-term value of its local physician resource.

The Result

Within the first year of teleInfectious Disease implementation, the hospital saw meaningful improvement, including a nearly 25 percent reduction in average length of stay. The partnership helped create a more sustainable infectious disease coverage model by easing pressure on a single overextended specialist, strengthening inpatient support, and allowing the hospital's local physician to remain focused on outpatient care. For a regional referral center serving a large rural area, that shift improved operational efficiency while helping preserve access to specialty care across the continuum.

Key Outcomes



25% REDUCTION
in average length of stay



SUSTAINABLE
infectious disease
coverage model



STRONGER
inpatient specialist support



PROTECTED LOCAL
outpatient capacity



IMPROVED EFFICIENCY
across the care continuum

"Access TeleCare helped us build a more sustainable infectious disease model. By supporting our inpatient consult and care management needs, the partnership reduced pressure on our local specialist, improved operational efficiency, and allowed us to preserve local outpatient infectious disease access."

Hospital's Chief
Executive Officer