Teladoc HEALTH | **The Christ Hospital™ Health Network**

Virtual nursing as a catalyst for care transformation

The Christ Hospital Health Network

Mission-driven to deliver exceptional outcomes in an affordable way

- First remote critical care unit in the region
- First use of smartphones for bedside care teams
- First virtual nursing platform for inpatient care

+135 years

of serving the Cincinnati region with an integrated health system

7,200

team members across hospitals, ambulatory centers and medical offices

1,300+

physicians across hospitals, ambulatory centers and medical offices

#1

in the Cincinnati Region (U.S. News & World Report) and named to Newsweek's World's Best Hospitals 2025

The future of care delivery is already at the bedside

Like many health organizations nationwide, The Christ Hospital Health Network (TCHHN) turned to virtual nursing to ease unprecedented workforce and operational strain. Rising patient acuity, persistent nursing shortages and throughput pressure were placing increasing demands on inpatient teams—especially across medical-surgical and step-down units.

At the same time, leaders recognized a critical risk: losing experienced nurses whose clinical judgment was invaluable, but for whom the physical demands of bedside care were becoming unsustainable.

What TCHHN needed wasn't just a new care model, but a trusted partner who could help them innovate nursing care delivery and maximize existing investments in a way that felt practical, educated and sustainable.

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We really enjoyed the relationship that we built very quickly with the Teladoc Health team. Their clinical team is outstanding.

Paula Campbell, BSN, RN, MHI
Chief Nursing Information Officer, The Christ Hospital Health Network

A partnership built for what comes next

Why experience, education and collaboration mattered as much as the model itself

As care complexity increased and nurse workforce experience decreased, TCHHN knew the path forward would require more than a new care model. They began looking for a partner who truly understood the pressures facing care teams—and had the experience to help address them without adding complexity, fragmentation or risk.

Built around real care teams

Rather than prescribing a one-size-fits-all approach, Teladoc Health co-developed the virtual nursing program alongside TCHHN's clinical teams to ensure its virtual nursing practices fit the unique needs of the organization. From admissions and discharge navigation to patient education, mentoring and rapid response support, the program was designed to extend the reach of experienced nurses while preserving safety, quality and consistency of care.

A proven foundation for sustainable care delivery

Drawing on more than 20 years of experience in virtual care, Teladoc Health helps hospitals and health systems:

- Deliver AI-enabled virtual care, including virtual nursing, at enterprise scale with 99%+ first time connectivity across more than 4M annual device sessions

- Ease their team's burden with end-to-end workflow design and expert support, while enterprise-scale interoperability streamlines operations and lowers total cost of ownership

- Consolidate tech stack and extend existing investments through one smart device, supporting virtual nursing, AI and additional use cases across more than 15,000 care locations

- Deliver consistent performance, even in low-bandwidth environments through purpose-built technology

- Proactively safeguard care delivery, with device status and health monitored every 60 seconds and 24/7/365 oversight to prevent interruptions before they impact care

- Embed directly within existing HIT/EHR systems, supported by a broad, proven partner ecosystem

> Our mission is to deliver high-value, affordable care through positive outcomes and patient experiences. Prioritizing virtual care—especially through our virtual nursing program—wasn't just important, it was imperative for our future success.

Paula Campbell, BSN, RN, MHI
Chief Nursing Information Officer, The Christ Hospital Health Network

Grounded in proof: Measurable results across staff, patients and operations

~10,000 minutes returned to bedside nurses each month

Time saved through virtual nurse-supported admissions[1]

40–60 minutes reduced from discharge order to discharge

Improving throughput and patient flow[1]

~75% of ED and PACU admissions supported by virtual nurses

Reducing documentation burden and delays[1]

Nearly **0% first-year nurse turnover** on participating units

Stabilizing staffing where it matters most[1]

[Learn how Teladoc Health can help your organization](#)

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Teladoc Health is the global leader in virtual care. The company is delivering and orchestrating care across patients, care providers, platforms and partners—transforming virtual care into a catalyst for how better health happens. Through its relationships with health plans, employers and health systems, Teladoc Health fuels clinical excellence and applies the power of technology to help people live their healthiest lives.

Teladoc®
HEALTH