



Client success story

Extending a major stroke program's reach and efficiency through virtual care

Industry: Non-profit healthcare organization

Emergency room visits: 480,663¹

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We're guaranteeing access to neurocritical care specialists, and this partnership with Teladoc Health and Adjacent Health ensures just that. Their team of highly specialized neurologists, some of whom have trained at high-stroke areas, is a testament to the quality and expertise they bring. We wouldn't have that if we didn't have this partnership.

- Russell Starkey, MBA, Director of Neuroscience Network Operations Care Transformation Services

Leading the way with stroke care

Hackensack Meridian Health is the largest healthcare network in New Jersey, and its Comprehensive Stroke Centers are among the busiest in the nation. The organization has been recognized by The Joint Commission and the American Heart Association/American Stroke Association, making it part of an elite group of providers focused on complex stroke care. With Teladoc Health as its virtual care partner and Adjacent Health as its physician services provider, the organization has improved its stroke response times and treatment rates to ensure that all patients—even in the state's largest healthcare network—receive the highest standards of stroke care.

Reducing wait times for emergent strokes

Like many hospitals and health systems, Hackensack Meridian struggled with physician bandwidth and burnout. Without around-the-clock access to specially trained neurologists, high-quality care and outcomes for emergent stroke patients could be compromised. The organization sought a 24/7/365 telestroke program that could address both the neurologist shortage the organization faced and the needs of an aging patient population. And to maintain uninterrupted care across the organization's high volume, Hackensack Meridian needed a solution that could provide the best network uptime possible.

Treating strokes as quickly as possible is critical to minimizing the long-term effects on patients. Delayed treatment can result in irreversible brain damage, disability, or even death. Virtual care provides an opportunity for stroke patients to receive treatment promptly, regardless of their location, leading to faster intervention times and improved outcomes. Through this partnership, providers can connect stroke specialists with emergency medical teams and hospitals, enabling rapid diagnosis and personalized treatment plans. This not only saves time, but also allows for a more coordinated and efficient approach to stroke care, leading to better outcomes for patients.

Approach

This partnership allows for faster stroke response times, improved treatment rates and immediate access to specialists.

- Telestroke program allows patients to be seen within minutes and helps determine the best treatment, like tPA
- Always accessible, Adjacent Health extended coverage options as well as access to a range of capabilities, resources and treatments
- Low-bandwidth virtual care solution connects networks both inside and outside the health system

Out-of-the-box physician services

Teladoc Health and Adjacent Services brought 24/7 operational support and board-certified neurologists experienced in virtual care to Hackensack Meridian—increasing access to high-quality care and incorporating standardized clinical and telehealth best practices.

Neurologists leverage the Teladoc Health Solo platform to remotely connect to the bedside and tools such as Smart Notes and Imaging to streamline access to brain scans and consult documentation.

Results²

With a virtual care solution, Hackensack Meridian has kept a solid clinical team intact—including nursing and other care providers. Increasing neurology coverage allowed Hackensack Meridian to appropriately and efficiently manage high levels of stroke acuity.

This partnership also allowed local neurologist practices to have a more flexible schedule—now these specialists don't have to leave their practice to provide coverage. This ultimately increased access to outpatient neurology care and allows Hackensack Meridian to continue providing the highest-quality stroke care.



This partnership has benefitted everyone—patients, local neurologists and our health system.

- Alan Colicchio, MD, Medical Director, Meridian Neuroscience Institute



At Adjacent Health, we are dedicated to helping our hospital partners, like Hackensack Meridian, enhance their stroke care programs and provide support for the best possible outcomes for their patients. Our team of experienced stroke specialists works closely with hospital staff to provide rapid response, expert consultations and personalized treatment plans. Through the use of virtual care, hospitals are better positioned to improve stroke care outcomes, reduce costs and, most importantly, save lives.

- Karen Deli, CEO, Adjacent Health

18 minutes

AVERAGE TIME TO
DIAGNOSIS DECISION¹

<30 minutes

PATIENT TPA DECISION IN 84%
OF CONSULT CASES¹

270

AVERAGE CONSULTS A MONTH¹

¹Based on client-provided data.

²Ibid.

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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.

