

Mary Greeley Medical Center: Telemedicine Partnership Alleviates Specialist Shortage

The Need: Reliable Neurology and Nephrology Coverage Amid Physician Shortages

Located in Ames, Iowa, Mary Greeley Medical Center (MGMC) is a 220-bed, multi-specialty hospital serving a diverse population, including a large university community and a significant retiree population. As a stroke-accredited facility, MGMC required consistent neurology coverage to maintain its accreditation and provide timely care for stroke patients. Additionally, the hospital faced challenges in providing nephrology services due to the small number of nephrologists on staff and the increasing demand for both inpatient and outpatient services.

MGMC had been using a local multi-specialty clinic to provide neurology services, but the clinic needed to focus more on their outpatient practice. They worked closely with MGMC to identify an alternative solution and a short-term, tele-neurology option was put into place, but it wasn't sustainable long-term.

The Challenge: Overcoming Administrative Burdens and Ensuring Continuity of Care

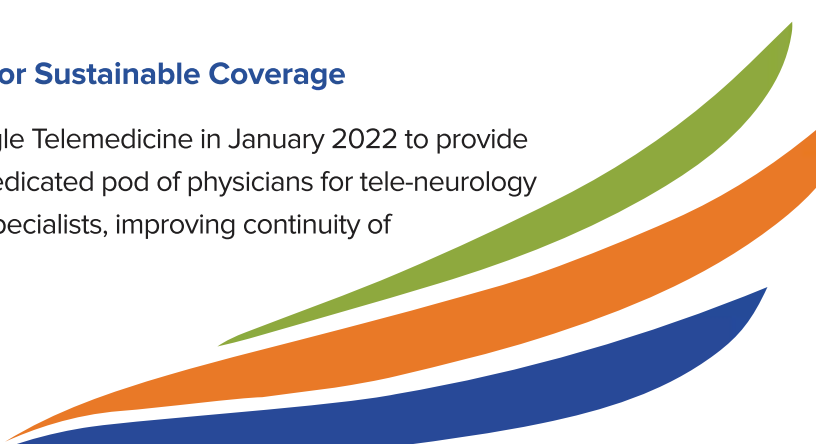
MGMC faced several challenges in maintaining tele-neurology services with the prior vendor. The primary issues were the administrative burden of credentialing a large number of rotating physicians, which caused confusion among staff and compromised continuity of care. Additionally, the previous tele-neurology group that had been contracted to provide services had a high turnover rate, leading to inconsistent care and frustration among MGMC's on-site physicians.

"Our physicians were getting frustrated with the number of tele-neuro specialists. They didn't know who they were working with from month to month, which made it difficult to build trust and ensure consistent patient care," said Karen Kiel Rosser, VP, Chief Quality & Strategy Officer at MGMC.

With nephrology, the small number of specialists resulted in an unsustainable on-call schedule, leading to physician burnout and the risk of losing valuable providers. The hospital needed a solution that would provide consistent, high-quality care without overburdening their existing physicians.

The Solution: Partnering with Eagle Telemedicine for Sustainable Coverage

In response to these challenges, MGMC partnered with Eagle Telemedicine in January 2022 to provide tele-neurology services. Eagle's model of using a limited, dedicated pod of physicians for tele-neurology allowed MGMC to establish a consistent relationship with specialists, improving continuity of care and reducing administrative burdens.



"The transition to Eagle was seamless, and the dedicated team we work with has become an integral part of our care team. It's no longer a question of whether the tele-neurologist will understand our processes—they know us, and we know them," Rosser explained.

The hospital later expanded this partnership to include nephrology services, particularly for weekend coverage, to alleviate the on-call burden on their small team of nephrologists. This collaboration has been highly successful, with Eagle's tele-nephrology team working closely with MGMC's on-site nephrologists to ensure seamless patient care.

The Impact: Improved Patient Access and Physician Satisfaction

Since implementing Eagle Telemedicine's services, MGMC has maintained its stroke accreditation, thanks to the reliable tele-neurology coverage provided by Eagle. The hospitalist group has reported positive experiences with the tele-neurology team, noting the ease of communication and the improved ability to manage inpatient consults.

"Our neurology group has expressed that this partnership has significantly improved their quality of life and their practice. They can now focus on their outpatient work without the constant disruption of inpatient consults, which has been a huge relief," said Rosser.

For nephrology, the partnership with Eagle has significantly reduced the on-call burden for MGMC's nephrologists. This has not only improved the quality of care for their patients but has also enhanced the work-life balance for the nephrologists, helping to prevent future burnout and retain staff.

"The relationship with Eagle Telemedicine has significantly improved our ability to provide continuous, high-quality care without overburdening our physicians. It's been a game-changer for our neurology and nephrology services."

- Karen Kiel Rosser, VP, Chief Quality & Strategy Officer, Mary Greeley Medical Center

The Result:

The partnership between MGMC and Eagle Telemedicine has been instrumental in maintaining the hospital's high standards of care while addressing the challenges posed by physician shortages and administrative burdens. This collaboration highlights the effectiveness of telemedicine in providing sustainable, high-quality specialty care in a hospital setting.

To explore how Eagle Telemedicine can support your hospital's specialty care needs, visit: www.eagletelemedicine.com.



Mary Greeley Medical Center

Mary Greeley Medical Center is a 220-bed, multi-specialty hospital serving a diverse population, including a large university community and a significant retiree population in Ames, Iowa. The hospital is stroke accredited and relies heavily on telemedicine services to maintain its high standards of care.

Use Case

Maintain neurology and nephrology coverage and improve patient access to care.

Eagle Telemedicine Benefits

- Consistent, reliable coverage for neurology and nephrology
- Improved continuity of care with a dedicated panel of tele-specialists
- Reduced administrative burden related to physician credentialing
- Enhanced work-life balance for on-site nephrologists