

# ST. BERNARDS MEDICAL CENTER

## St. Bernards Medical Center Improves STEMI Care Coordination by Integrating Healthcare Communication Technology

St. Bernards Medical Center, a key player in STEMI care for the Northeast Arkansas region, offers a fully equipped cath-lab and a heart attack treatment center with a dedicated response team.



### THE PROBLEM

With state-of-the-art facilities and well-trained caregivers, St. Bernards' cardiac teams were already achieving door-to-balloon (DTB) times well within the recommended guidelines for STEMI response. But that didn't stop them from looking for ways to get even better.


"We have a lean process for STEMI response, but we needed a way to see the bigger picture for identifying areas we could improve," said Lindsey Stacy, the hospital's STEMI coordinator.

A designated percutaneous coronary intervention (PCI) facility, the hospital has the capability to treat patients in the cath lab or deliver them straight to cardiac surgery, bypassing the ER.

This means St. Bernards receives a high volume of STEMI patients from non-PCI facilities. They needed a better way to coordinate transfer and response: an improved method for communicating across EMS, hospitals, and care teams.



### THE CLIENT

 [www.stbernards.info](http://www.stbernards.info)



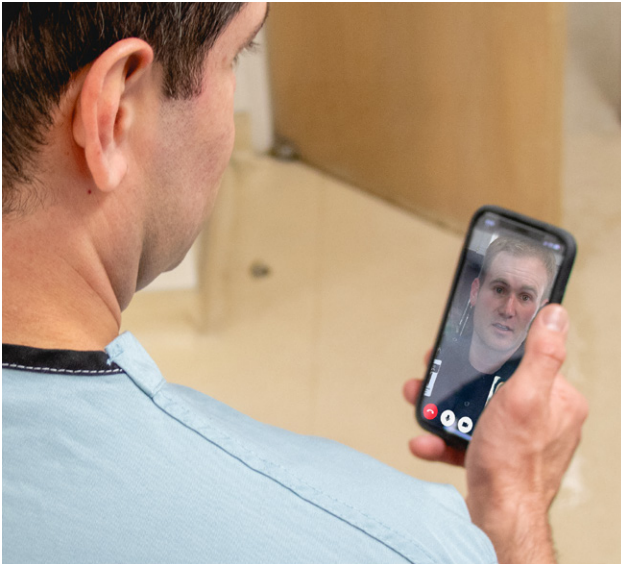
St. Bernards Medical Center is the healthcare destination for families in Jonesboro and the surrounding areas.

St. Bernards invests significant resources to bring advanced services, treatments and surgery techniques to their patients.

### HIGHLIGHTED RESULTS

- ▶ Average D2B times below 45 minutes
- ▶ Enhanced communication with transferring facilities
- ▶ Improved relationships and communication with EMS teams

## THE SOLUTION



St. Bernards and its healthcare system partners wanted a communication solution.

After surveying multiple technology options, they landed on Pulsara, a mobile healthcare communication platform. It was Pulsara's ability to put everyone involved in the patient's care on one channel that made Pulsara stand out.

Soon after implementation, the team had replaced multiple phone calls and faxes with a platform designed to allow every member of the team—including providers in different hospitals and in the ambulance—to communicate securely and effectively from the moment a STEMI is identified until the case is concluded.

## THE RESULTS

Using Pulsara has greatly improved communication between St. Bernards cardiologists and care partners, as they are now able to:

- Receive ECGs instantly to identify or confirm STEMIs and alert the entire team
- Provide clear direction to non-PCI facilities who are handling transfer of the patient to the hospital
- Interface with EMS teams to provide guidance on treating patients during transport to the hospital

Additionally, emergency department door-in and door-out times at the non-PCI facilities have decreased as a result of having this direct line with the cardiologist to share information and treatment plans.

Pulsara also provides Stacy visibility into the critical cases her partners and teams respond to. She can accurately track all STEMI activations and have a clear view of patients' status along their care journeys, including arrival, procedures performed, medications administered, and transfer and treatment times.

Integrating multiple teams from St. Bernards, partner hospitals, and EMS on one platform has helped maintain DTB times below 45 minutes, consistently earning them the American Heart Association's Gold Plus Mission: Lifeline award for excellence in STEMI care.

"Pulsara provides the most 'in-person' line of communication with a STEMI patient," said Stacy. "I don't know a better tool that offers this in the healthcare field."

