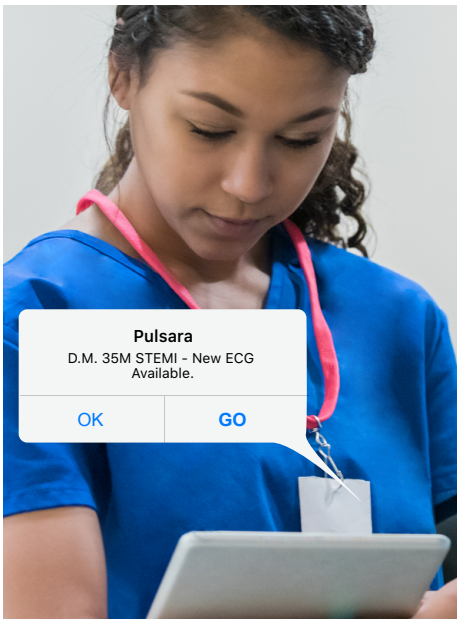**pulsara**®

SALINE MEMORIAL HOSPITAL

Arkansas Hospital Reduces STEMI Treatment Times by Nearly 30% in Four Months

THE CHALLENGE

With a rapidly growing population and a system running to keep up, Saline Memorial Hospital was looking for a way to reduce their treatment times for patients arriving via EMS. Because it serves a dispersed population and is the only American College of Cardiology Accredited Chest Pain Center in the community, Saline Memorial struggled to keep their first medical contact-to-device times low. The ACC and the AHA recommend a standard of 90 minutes. But, according to Jeannie Otts, RT, R, CV, ARRT, Cardiac Cath Lab Director, Saline Memorial's STEMI patients' first medical contact-to-device time averaged around 105 minutes from the field.

Another issue Otts saw was the lack of a reliable source for ECG transmissions. Whether it was a private or public vehicle, Otts said they "needed a HIPAA-compliant way of transmitting those ECGs and [receiving them]. Our hospital teams wanted to have a one touch activation system and a better way to transmit the ECG communications."

Pulsara
D.M. 35M STEMI - New ECG Available.

OK   GO

THE SOLUTION

With the hospital teams eager to find an efficient solution, Saline Memorial was more than ready to adopt Pulsara, a people-centric healthcare logistics platform that unites teams via telehealth within and across organizations. With this networked communications app, both EMS and hospitals can streamline care during critical moments, enable clinicians to reduce first medical contact-to-device times, transmit vital ECG information through a HIPAA-compliant

Saline Health System

Saline Memorial Hospital is the only full-service hospital in the rural area of Saline County, Arkansas. Serving over 120,000 people, Saline Memorial is licensed for 177 beds and has its own EMS service (MedTran) that brings in 85 to 90% of their patients. According to Brian Mann, the Saline Memorial Director of Growth and Outreach, Saline County is and has been "one of the fastest growing counties in Arkansas for around a decade."

KEY RESULTS

► Reduced first medical contact-to-device times by 28%

► Efficient, HIPAA-compliant ECG transmission

► Instant feedback features help "close the loop" on cases

platform, and more. By overlaying and replacing legacy devices such as pagers, faxes, and phone calls, Pulsara allows organizations to simplify communication to better serve both the patients as well as those who are caring for them.

THE RESULTS

By late 2020, Saline Memorial was on a mission to decrease their first medical contact-to-device time. With the help of Pulsara, their times dropped from 105 minutes in December of 2020 to 75 minutes in March of 2021—a 28% decrease over four months, and a full 15 minutes under the ACC and AHA recommendations. This significant change in first medical contact-to-device time can be life-or-death for a STEMI patient.

"That's the difference between someone living and dying when you get to them that quick, because as heart attacks evolve, that patient is at risk for going into cardiogenic shock and having arrhythmia issues," Otts said. "By putting the team in motion and moving towards that patient earlier, and having this communication that we can all see and use at the same time, it makes a difference in the outcome."

Otts attributes the major difference in cutting down those first medical contact-to-device times to the reliable and efficient ECG transmission available through the Pulsara platform. "That's been the key factor that we—the whole team from the ED, the cardiologists, and the Cath lab team—are able to get that ECG in one transmission. We all see it and know what we're dealing with early on. We're not having to wait until the patient gets here to say, 'Oh yeah, this is a STEMI, call the team out.'"

Otts is also excited about the instant feedback feature that Pulsara provides as a way to "close the loop" and follow up with each care team involved in a patient's case. "Dr. Stewart, our interventional cardiologist, has started sending feedback and pictures through Pulsara as soon as the case is done. This way, [the care teams] don't have to wait for me to get my STEMI feedback sheet ready and we can close the loop. "

After seeing the success Saline Memorial's STEMI team has had with Pulsara, the hospital looks forward to expanding their usage of the app into additional units, such as trauma and stroke. "We're wanting to bring trauma and stroke online," said Otts. "The more we use it, the more it becomes second nature."

For Otts, the value of Pulsara goes beyond meeting industry goals; it's about changing lives. "It is not just cutting down our first medical contact-to-device time. It changes your outcomes. It just touches so many facets of care for those patients."