Nurse Managers New Zealand Conference

"Challenges Of Our Time"

Dates: Thursday 7 to Friday 8 November 2019

Time: 8:30am - 5:00pm both days

[Download the Conference Flyer](#) (1496KB, PDF)

Venue: Ellerslie Event Centre, Remuera, Auckland

Key Note Speaker: Nigel Latta - Clinical Pyschologist and Author

Draft Programme available shortly

[Register Online Now](#)

Registration Fees:

- $480 for Nurse Manager NZ Section Members
- $500 for NZNO Members
- $560 Non Members

https://www.nzno.org.nz/groups/colleges_sections/sections/nzno_nurse_managers_new_zealand/conferences_events

Consultation

NZNO is presently consulting with members on a range of issues. The full outline can be found at: http://www.nzno.org.nz/get_involved/consultation

Enhanced Drug Impaired Driver Testing – Discussion Document
NZNO is seeking feedback on options to improve the drug-driver testing process including:

- the methods that could be used to screen and test for drugs;
- the circumstances in which a driver should be tested;
- what drugs should be tested for and

- how an offence for drug driving should be dealt with by police.

A new framework for drug-impaired driving should be considered in the context of the Government's overall objective of addressing the health needs of individuals who harm themselves by using drugs.

Please review this discussion document here

Please send feedback to policyanalysts@nzno.org.nz by **21 June, 2019.**

New Zealand (General)

New clinical manager for Kerikeri Retirement Village
New Zealand Herald
She will oversee the 23 registered nurses, more than 50 healthcare ... Renner previously worked for BUPA NZ in the clinical management of its ...

Bullying and workplace violence

Managers crucial to stamping out bullying in nursing
Scoop.co.nz
In-depth interviews were conducted with **nurses** and direct line managers of ... The full report is available here: http://www.massey.ac.**nz**/massey/fms/ …

Accused of workplace bullying: What happens next?
March 2019 Vol. 14 No. 3
If an informal resolution can't be achieved, follow your organization's investigation protocol.
Takeaways:
Workplace bullying is abusive conduct that is threatening, humiliating, or intimidating and interferes with a productive work environment.

Being accused of workplace bullying can have devastating effects on a person's self-confidence, professional reputation, employment status, and financial livelihood. Someworkplace bullying accusations are legitimate, while other allegations may be questionable stemming from misunderstandings, misinterpretations, or ineffective communication.

Employees, managers, and organizations must take a systematic, proactive approach to creating a healthy, productive work environment.

Care delivery

This article is not freely available but may be located using the databases available to readers via a DHB or tertiary institute library or from the NZNO library

Comparison of Measures to Predict Mortality and Length of Stay in Hospitalized Patients

Liu, Jianfang; Larson, Elaine; Hessels, Amanda; Cohen, Bevin; Zachariah, Philip; Caplan, David; Shang, Jingjing

Background Patient risk adjustment is critical for hospital benchmarking and allocation of healthcare resources. However, considerable heterogeneity exists among measures.

Objectives: The performance of five measures was compared to predict mortality and length of stay (LOS) in hospitalized adults using claims data; these include three comorbidity composite scores (Charlson/Deyo age-comorbidity score, V W Elixhauser comorbidity score, and V W Elixhauser age-comorbidity score), 3 M risk of mortality (3 M ROM), and 3 M severity of illness (3 M SOI) subclasses.

Methods: Binary logistic and zero-truncated negative binomial regression models were applied to a 2-year retrospective dataset (2013–2014) with 123,641 adult inpatient admissions from a large hospital system in New York City.

Results: All five measures demonstrated good to strong model fit for predicting in-hospital mortality, with C-statistics of 0.74 (95% confidence interval [CI] [0.74, 0.75]), 0.80 (95% CI [0.80, 0.81]), 0.81(95% CI [0.81, 0.82]), 0.94 (95% CI [0.93, 0.94]), and 0.90 (95% CI [0.90, 0.91]) for Charlson/Deyo age-comorbidity score, V W Elixhauser comorbidity score, V W Elixhauser age-comorbidity score, 3 M ROM, and 3 M SOI, respectively. The model fit statistics to predict hospital LOS measured by the likelihood ratio index were 0.3%, 1.2%, 1.1%, 6.2%, and 4.3%, respectively. Discussion The measures tested in this study can guide nurse managers in the assignment of nursing care and coordination of needed patient services and administrators to effectively and efficiently support optimal nursing care.

Communication (including workplace, team, and interprofessional)

Nearly 1 in 4 of us aren't native English speakers. In a health-care setting, interpreters are essential

Almost one quarter of the Australian population speaks a language other than English at home. But health services in Australia are largely delivered in English only.

3 keys to successful interdepartmental communication

Leaders can improve communication by sharing crucial information across departments, setting clear goals for teams and ensuring everyone has the data they need to make sound decisions, writes TBGA CEO Christine Alemany. "People tend to take action based on their gut, so be prepared to have supporting information if you need to provide an alternative," she writes.
SmartBrief/Leadership (5/30)

Don't Be the Boss Who Talks Too Much by Hjalmar Gislason

Know when to give it a rest.

Create a workplace where everyone feels comfortable speaking up

It's important for employees to express concern when they see something disturbing. Here's how to make everyone understand that their voice is valued.

Competencies

Describing Nurse Manager Role Preparation and Competency Findings From a National Study
Warshawsky, Nora, PhD, RN, NEA-BC, FAAN; Cramer, Emily, PhD
JONA: The Journal of Nursing Administration: May 2019 - Volume 49 - Issue 5 - p 249–255

OBJECTIVE The aim of this study was to describe the role preparation and competency development of nurse managers.

BACKGROUND Approximately 70 000 nurses are retiring annually. This represents a significant loss of nursing leadership wisdom. Few systematic studies of nurse manager role preparation and competency development have been conducted.

METHODS An electronic survey was completed by a national sample of 647 nurse managers managing 964 patient care units in 54 hospitals.

RESULTS Findings suggest that nurse managers rate themselves as competent for the 1st 6 years as a nurse manager. They begin to reach proficiency by year 7. Experience had the strongest association with nurse manager competence, followed by graduate leadership education.

Conflict management

Keep Your Company's Toxic Culture from Infecting Your Team by Annie McKee
Tips for staying positive and productive in a negative environment.

Managing interpersonal conflict
Steps for success
Angelo, Elizabeth, MSN, RN-BC, CPHQ, NEA-BC
Nursing Management: June 2019 - Volume 50 - Issue 6 - p 22–28

The highs and lows of leadership have one thing in common—people. Working with people is the most meaningful aspect of our jobs and, often, the toughest and most draining. Dealing with difficult personalities is a part of every nurse leader's career. Like many aspects of leadership, having a thoughtful and consistent approach can make all the difference. This article shares tips for effectively navigating interpersonal conflict.

6 Conflict Management Strategies for Leaders
In a perfect world, all of your employees would agree on everything.
But let's be real. This world is anything but perfect and your employees argue here and there.

Critical thinking

[3 Simple Habits to Improve Your Critical Thinking](#)
But simple doesn't mean easy.

An introduction to critical thinking

Johanson, Linda, EdD, MS, RN

IN NURSING SCHOOL, I learned about two types of thinking: There is the regular kind, and then there is critical thinking. Although it sounds like it means thinking about important things, critical thinking really means using reflective, systematic thought processes while weighing alternatives and finding a creative solution. For example, if a patient requests something for pain, the nurse will assess the pain, consider options for resolution, and individualize the intervention. This will often lead to a creative solution. When I became a nursing instructor, encouraging critical thinking at any plausible juncture for my students became one of my priorities. Critical thinking comes easily to some students, but it can be a challenge for others. This is where a student I'll call Tiffany comes in. Her story, from one of my first years as a senior-level clinical instructor in the ICU, taught me an important lesson about educating aspiring nurses on critical thinking skills.

Cultural safety

Increasing cultural competence with LGBTQ patients
Margolies, Liz, LCSW; Brown, Carlton G., PhD, RN, AOCN, NEA-BC, FAAN
Abstract: Many nurses practicing today lack basic education about LGBTQ (lesbian, gay, bisexual, transgender, queer) patient care. How can they better prepare to care for this population? This article provides insight on LGBTQ people, their health risks and disparities, and how nurses can work with LGBTQ patients to improve outcomes.

Decision making

Taking forever for your team to make a decision? 3 ways to fix that
Decision-making processes are broken: It takes too long to arrive at a solution, and even after spending so much time deliberating, the outcome may still be less than successful. According to a recent McKinsey survey, this frustrating process wastes 530,000 days' worth of managers' time — the equivalent of $250 million — at a typical Fortune 500 company.
Fortunately, the survey results also unearthed three practices that companies with effective decision-making processes have in common and which, if wholeheartedly embraced by an entire organization, can improve decision quality and speed.

Evidence based practice

How nurses are employing evidence to transform patient care
The culture of care is changing, and this creates
opportunities for transformation to occur. Read
Editorial, 'Up, dressed & moving: how nurses are
employing evidence to transform patient care.'

This article is not freely available but may be located using the databases available to readers via a DHB or tertiary institute library or from the NZNO library

Karlsson, A. , Lindeborg, P. , Gunningberg, L. and Jangland, E. (2019),
Evidence-based nursing – how is it understood by bedside nurses? A phenomenographic study in surgical settings. J Nurs Manag. Accepted Author Manuscript. doi:10.1111/jonm.12802
The aim was to identify and describe nurses' understanding of working with
evidence-based nursing (EBN) in clinical practice.

Background
Evidence-based health care is recognized as fundamental to nursing practice, but it
is challenging to implement. How nurses understand this part of their work can affect
their practice.

Families

Scott, P, Thomson, P, Shepherd, A. **Families of patients in ICU: A Scoping review of their needs and satisfaction with care**. *Nursing Open.* 2019; 00: 1–15. https://doi.org/10.1002/nop2.287
To describe published literature on the needs and experiences of family members of
adults admitted to intensive care and interventions to improve family satisfaction and
psychological well-being and health.

Fatigue management

Experiences of compassion fatigue in direct care nurses
Introduction: The cumulative demands of experiencing and helping others through
suffering have been considered to contribute to the potential of compassion fatigue.
However, there is a lack of clarity on what specifically contributes to and
constitutes compassion fatigue. Nurses suffering from compassion
fatigue experience physical and emotional symptoms that leave them disconnected
from patients and focused on the technical rather than the compassionate
components of their role. This disconnect can also affect personal relationships
outside of work.

Compassion Fatigue and the Hardship of Caring
Kimberly Shea, PhD, RN, still remembers the last patient she saw as a hospice nurse — a young woman with pancreatic cancer who died while Shea was helping her off the toilet.

Handover

Whanganui DHB live with e-task management
Whanganui DHB has improved hospital handovers by implementing a mobile electronic task management solution for clinical staff.

Patient, family and nurse experiences with patient presence during handovers in acute care hospital settings
a systematic review of qualitative evidence
McCloskey, Rose M.1,3; Furlong, Karen E.1,3; Hansen, Linda2,3
JBI Database of Systematic Reviews and Implementation Reports: May 2019 - Volume 17 - Issue 5 - p 754–792

Objective: The objective of this systematic review was to synthesize the best available evidence on patients', family members' and nurses' experiences with bedside handovers in acute care settings.

Introduction: The transfer of patient information between nurses represents a critical component of safety within health care. Conducting handover at the bedside allows patients and families to participate in information exchanges. Studies that address bedside handoverhighlight benefits and concerns with their implementation. Insight into patients', families' and nurses' experiences with bedside handovers can help to identify the most appropriate and safest approach to handovers.

van Seben R, Geerlings SE, Maaskant JM TIP study group, *et al*
Safe handovers for every patient: an interrupted time series analysis to test the effect of a structured discharge bundle in Dutch hospitals
BMJ Open 2019;**9:**e023446. doi: 10.1136/bmjopen-2018-023446
Objective Patient handovers are often delayed, patients are hardly involved in their discharge process and hospital-wide standardised discharge procedures are lacking. The aim of this study was to implement a structured discharge bundle and to test the effect on timeliness of medical and nursing handovers, length of hospital stay (LOS) and unplanned readmissions.

Infection control / handwashing

Human contact plays big role in spread of some hospital infections, but not others
An observational study conducted in a French hospital showed that human contact was responsible for 90 percent of the spread of one species of antibiotic-resistant bacteria to new patients, but less than 60 percent of the spread of a different species.

Nurse Staffing and Healthcare-Associated Infection, Unit-Level Analysis
Shang, Jingjing; Needleman, Jack; Liu, Jianfang; More

OBJECTIVE To examine whether healthcare-associated infections (HAIs) and nurse staffing are associated using unit-level staffing data.

BACKGROUND Previous studies of the association between HAIs and nurse staffing are inconsistent and limited by methodological weaknesses.

METHODS Cross-sectional data between 2007 and 2012 from a large urban hospital system were analyzed. HAIs were diagnosed using the Centers for Disease Control and Prevention's National Healthcare Safety Network definitions. We used Cox proportional-hazards regression model to examine the association of nurse staffing (2 days before HAI onset) with HAIs after adjusting for individual risks.

RESULTS Fifteen percent of patient-days had 1 shift understaffed, defined as staffing below 80% of the unit median for a shift, and 6.2% had both day and night shifts understaffed. Patients on units with both shifts understaffed were significantly more likely to develop HAIs 2 days later.
CONCLUSIONS Understaffing is associated with increased risk of HAIs.

Influence

Use your words wisely to influence others
Influencing others starts with small steps such as listening to people's concerns, speaking simply and asking open-ended questions, writes LaRae Quy. "Go one step further -- make people feel empowered," Quy writes.
SmartBrief/Leadership (5/15)

Leadership

10 guiding principles for leaders
It never hurts to have a basic set of guiding principles. Let these insightful talks help shape, redefine and build out your leadership goals. Watch »

Be you! Authentic leadership
Raso, Rosanne
Nursing Management. 50(5):18-25, May 2019.

Characteristics of an authentic leader include honesty, trust, and integrity. Explore how this leadership style can have a positive impact on practice and a hand in creating a healthy work environment.

When Leading Across Cultures, Your Style May Need to Change
Lots of managers work with employees whose backgrounds or cultures differ from theirs. In certain circumstances, the leadership approach you're used to may be ineffective, or even offensive. That's why it's important to build your cultural fluency — an understanding of how norms and expectations vary across cultures. Think about how your current style has been influenced by your background and personal identity. When might your style be a bad fit, and for whom? Working with a coach, or completing an assessment of your cultural competence, can be a helpful way to identify your blind spots and figure out how to address them. When working with

employees from different cultures, think carefully about where your usual approach might need adjusting. Consider: How will you greet employees? Lead meetings? Get your team's input? Show respect? When you encounter something you don't understand, ask about it rather than making assumptions. And always be willing to adjust your leadership style; never assume that other people will adjust to you. Adapted from "3 Ways to Improve Your Cultural Fluency," by Jane Hyun and Doug Conant

CNO: Sharing problems, success helps nurse leaders solve problems
Baptist Health Lexington Chief Nursing Officer Karen Hill says nurse leaders can help find solutions and elevate their profession by sharing challenges and successes. Nurse managers have wide-ranging responsibilities involving retention, strategy, patient care and the budget, Hill says.
HealthLeaders Media (5/10)

Management

Success as a New Manager Starts with the Right Attitude
Imagine you wake up one day and head to work where you find yourself immersed in a strange situation where everything about what you do and how you do it is different. How would you feel? How would you respond?

Mentoring

10 tips to effective mentorship
Mentoring has proven to be a successful way of facilitating the professional growth and development of recently graduated nurses and other nurses transitioning to a new role.

Mentoring for success: Neurosurgery new hire RN mentorship program
April 2019 Vol. 14 No. 4
This program enhances confidence.
Takeaways:
The Neurosurgery Mentorship Program at New York Presbyterian–Columbia University Irving Medical Center pairs novice nurses with experienced nurses to improve clinical confidence and satisfaction and reduce attrition.
During the 6-month program mentors and mentees collaborate monthly to discuss topics related to the clinical setting; mentees complete surveys at the beginning, middle, and end of the program.
Results from the first cohort indicate that the formal mentorship program improved clinical confidence and staff satisfaction for novice nurses.

Mindfulness

Being present : Mindfulness and nursing practice
Bernstein, Sandra, MSN, RN, APRN-CS, LMFT
Nursing2019: June 2019 - Volume 49 - Issue 6 - p 14–17

BEFORE YOU read this, take a moment to check in with yourself. What thoughts were foremost in your mind before you began to read? Were you rehashing something from the past or thinking about the future? Notice what physical sensations are present in your body. When you stop to pay attention, do you become aware of areas of tension or discomfort? What emotions are present now? Having become aware of thought, sensation, and emotion, focus now on your breathing. Follow the flow of air as you breathe in and breathe out three times. When you notice your mind has wandered from the breath, gently and without judgment return your attention to your breath for a few more cycles. When you are ready, widen the field of your attention to once more bring awareness to thought, body sensations, and emotion. What, if anything, has shifted in these moments of paying attention?

Mindfulness to promote nurses' well-being
Penque, Sue
Nursing Management. 50(5):38-44, May 2019.
Find out how one hospital introduced a mindfulness-based stress reduction program to increase work satisfaction and decrease burnout.

Patient safety

Orthopaedic surgery implementation manual | Te aratohu mahi hāparapara kōiwi
This manual provides guidance for the implementation and delivery of the national Surgical Site Infection Improvement Programme (SSIIP) for orthopaedic surgery in New Zealand. The programme will enable standardisation of data so that it can be analysed and reported both locally and nationally.

Supporting new graduate registered nurse transition for safety: A literature review update
Murray, Melanie et al.
Collegian, Volume 0, Issue 0

Reports suggest higher incidence of medical errors occur during times of transition for new practitioners, in part due to general staff disruption in the health services and inexperience of those entering the workplace. NGRNs experience a range of challenges on transition to professional practice and their transition experience will impact their ability to provide high quality patient care.

Aim
The aim of this review was to critically appraise the contemporary literature concerning the transition of new graduate registered nurses (NGRNs) and their patient safety knowledge and practices.

Bowden, V, Bradas, C, McNett, M. **Impact of level of nurse experience on falls in medical surgical units**. J Nurs Manag. 2019; 27: 833–839. https://doi.org/10.1111/jonm.12742

Aim

To describe nurse-specific and patient risk factors present at the time of a patient fall on medical surgical units within an academic public health care system.

Background

The incidence of falls can be devastating for hospitalized patients and their families. Few studies have investigated how patient and nurse-specific factors can decrease the occurrence of falls in hospitals.

Patient transfer

Hardwiring safety at the point of care

May 2019 Vol. 14 No. 5

An organizational road map to gait belt use.

Safe patient handling training for nurses, physical therapists, occupational therapists, and nurse aides should include the use of transfer aids, lifts, and gait belts. (See Mobility and lift safety tips.) Gait belts, the focus of this article, can help enable functional mobility and reduce patient falls and patient and staff injuries. Without gait belt use, an organization has a gap in its safe patient handling and mobility programs. (See Fall prevention and organizational health.)

Promotion

HOW TO SPEAK FOR YOUR WORK

A lot of us grew up with the idea that if you just do good work, it will speak for itself. That's not true in large organizations full of busy people all focused on their own agendas. If you're a leader in that kind of place, the work doesn't speak for itself; you have to speak for the work.

Recruitment and retention

Wu, C. , Lin, C. , Chang, S. and Chou, H. (2019), **Identifying the Positive Energy for Retention in Clinical Nurses: A Focus Group Study**. J Nurs Manag. Accepted Author Manuscript. doi:10.1111/jonm.12792

Aim

To identify the 'positive energy' that inspires nurses' retention in the profession.

Background
Previous studies focused on the negative extrinsic factors associated with nurses leaving the profession. However, scant research explored the personal intrinsic essence why nurses remain in the profession

Risk assessment / management

Hayes J, Lachman P, Edbrooke-Childs J, et al
Assessing risks to paediatric patients: conversation analysis of situation awareness in huddle meetings in England
BMJ Open 2019;9:e023437. doi: 10.1136/bmjopen-2018-023437

Objectives To analyse the language and conversation used in huddles to gain a deeper understanding of exactly how huddles proceed in practice and to examine the methods by which staff members identify at-risk patients.

Setting Paediatric wards in four English hospitals, which were part of a 12-hospital cohort participating in the Situation Awareness for Everyone programme. Wards varied by geographical region and type of hospital.

Sleep quality

This article is not freely available but may be located using the databases available to readers via a DHB or tertiary institute library or from the NZNO library

Bani Younis, MK, Hayajneh, FA, Alduraidi, H. **Effectiveness of using eye mask and earplugs on sleep length and quality among intensive care patients: A quasi-experimental stud**y. *Int J Nurs Pract.* 2019;e12740. https://doi.org/10.1111/ijn.12740
This study aims to assess the effect of using a combination of eye mask and earplugs on the perceived quality of sleep among patients admitted to intensive care units.

Social media

Social media: New communication platform, but old rules still apply
May 2019 Vol. 14 No. 5
Stop and think before you post.

Takeaways:
· Social media is a powerful double-edged sword capable of providing access to education and also leading to negative consequences when misused.
· Old rules of communication etiquette apply to social media.
· Nurses should educate themselves about proper social media use and act responsibly.
· Mindful social media use is crucial to ensure personal and patient privacy, safety, and security.

Teamwork

[Validity and reliability of the Teamwork Evaluation of Non-Technical Skills tool](#)
THE AUSTRALIAN JOURNAL OF ADVANCED NURSING
VOLUME 36 ISSUE 3
TENTS (Teamwork Evaluation of Non-Technical Skills) is a valuable team performance, 13 item observational assessment tool that has been used in clinical settings, but validity and reliability have not been tested. This study conducted validity and reliability tests on the TENTS observation tool.
KEY WORDS: Teamwork, TENTS, instrument validation, observational tool
Wei-Ting Lin, PhD, RN, Kaohsiung Medical University Hospital, Kaohsiung, Taiwan
Celeste Mayer, RN, PhD, CPPS, UNC Health Care, Chapel Hill, North Carolina, USA
Bih-O Lee, PhD, RN, Kaohsiung Medical University Hospital, Kaohsiung, Taiwan
This article is not freely available but may be located using the databases available to readers via a DHB or tertiary institute library or from the NZNO library

Wellbeing

[How to fight loneliness in the workplace](#)
Loneliness is often seen as a 'private emotion' but its impact on productivity and morale makes it a business challenge

Workplace violence

[Workplace violence: Don't risk it, de-escalate it](#)
May 2019 Vol. 14 No. 5

WHETHER you're a certified nursing assistant, licensed practical nurse, registered nurse, or nurse practitioner, you'll likely deal with patients who are feeling pain, have lost their independence, or are experiencing stress and anxiety—and they will sometimes lose control of their emotions. These angry and upset patients or family members can test your compassion, communication skills, and patience. They even may resort to violence.

Professional/career development

Copies of this article will be available via NZNO library service or any DHB or University library service readers have access to.

Nurse Manager Succession Planning
Evaluating a Pilot Program's Effect on Self-perception of Readiness
LaCross, Erin, DNP, RN, NEA-BC, CENP; Hall, Norma, DNP, RN-BC, CNE; Boerger, Judith A., MSN, MBA, RN, NEA-BC

JONA: The Journal of Nursing Administration:

OBJECTIVE Perceived readiness to transition to nurse manager roles and demonstrated leadership behaviors were evaluated among participants in a nurse manager succession planning pilot cohort.

BACKGROUND Equipping nurses within an organization with the leadership competencies to transition to the next role is essential as we face an impending nurse and nurse leader shortage.

News letters and reports

Leader To Leader Spring 2019

Clinical Judgment Resource Suggestions

The spring issue of Leader to Leader provides clinical judgment resource suggestions for nursing program faculty, including:
Thinking Like a Nurse: A Research-based Model of Clinical Judgment in Nursing;
Education Nurses: A Call for Radical Transformation;
Assessing Higher-order Cognitive Constructs by Using and Information-processing

Framework;
Integrating the National Council of State Boards of Nursing Clinical Judgment Model Into Nursing Education Frameworks;
Reflections on the Next Generation NCLEX® with Implications for Nursing Programs; and Pursuing Improvement in Clinical Reasoning: The Integrated Clinical Education Theory.

Miscellaneous

Advancing telestroke interventions in an urban ED
Flanders, Sarah, MSN, RN, CEN
Nursing2019: June 2019 - Volume 49 - Issue 6 - p 18–20

STROKE IS THE fifth leading cause of death and the leading preventable cause of disability in the US. According to the American Stroke Association, 1 in every 20 deaths is attributed to stroke, and approximately 800,000 people suffer a stroke annually. Of these, 75% of individuals are experiencing stroke for the first time and 87% of strokes are ischemic in nature.[1] These data reinforce the urgency of improving care delivery to patients with stroke.

Expanding across healthcare specialties, telehealth is increasingly used in the evaluation and care of patients with acute conditions. Telestroke programs, a branch of telehealth focused on stroke, can bring stroke care to patients in rural areas who would otherwise not benefit from an expert consultation with a neurologist. These programs also offer significant benefits in settings with more resources and expert personnel. This article examines how a telestroke program introduced in the ED of an urban hospital reduced door-to-needle times and improved patient care.

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