



How Intercept Telehealth Helped Rising ICU Demand at a Rural Hospital

How tele-critical care expanded intensivist access, reduced length of stay, and strengthened ICU performance

HOSPITAL PROFILE

This case study concerns a rural community hospital in the southern United States serving a high-acuity patient population. The ICU manages both direct admissions and a high volume of step-up transfers, creating sustained operational pressure.

CHALLENGE

Rising ICU demand and limited intensivist coverage, particularly overnight and on weekends, strained response times, throughput, and bed availability. Nearly half of ICU entries were driven by patient deterioration requiring escalation, increasing pressure on on-site teams.

PROGRAM IMPACT

Intercept Telehealth's tele-critical care enabled the hospital to improve throughput, maintain responsiveness despite increasing demand, and expand access to critical care expertise without increasing on-site staffing.



RESULTS SNAPSHOT

LENGTH OF STAY

HOSPITAL



INTENSIVE CARE UNIT



RESPONSE TIME

Less than a minute average time to emergent escalation



PROACTIVE CARE

Over 50% of ICU interactions and interventions are Intercept-initiated, truly proactive care



SOLUTION

To address growing ICU demand and limited on-site intensivist coverage, the hospital partnered with Intercept Telehealth to expand critical care support and strengthen operations.

Their tele-ICU program provides:

- 24/7 access to board-certified intensivists and experienced advanced practice clinicians
- Real-time audiovisual evaluation for emergent and routine care
- Continuous monitoring to identify deterioration early
- Proactive and on-demand clinical engagement within ICU workflows
- Rapid-response support for on-site teams

“ Having consistent access to intensivist expertise has improved how rural hospitals approach throughput, escalation, and patient management. It helps on-site teams intervene earlier, and make more informed decisions in high-acuity situations, keep patients in their local community, and reduce transfers. ”

- Lisa-Mae Williams, Chief Nursing Officer,
Intercept Telehealth

OUTCOME

The hospital improved ICU throughput and responsiveness without expanding on-site resources. As patient volumes increased, both hospital and ICU length of stay declined, reflecting more efficient patient flow and better utilization of ICU capacity.

ABOUT US

Intercept Telehealth partners with hospitals to extend critical care capabilities through a scalable tele-critical care model, designed to integrate seamlessly into existing systems and workflows.