



Scaling Critical Care Delivery Across a Health System

How a hospital leverages the tele-critical care model to improve access, consistency, and ICU performance

FACILITY PROFILE

This case study concerns a hospital in the southern United States serving a diverse patient population across urban and rural markets. The hospital manages high ICU volumes with varying levels of intensivist coverage and operational complexity, including patient acuity and on-site resources.

CHALLENGE

Limited access to intensivists, particularly overnight and during surge periods, contributed to variation in clinical decision-making, patient flow, and resource utilization. Leadership sought a more consistent approach to critical care delivery.

PROGRAM IMPACT

Our tele-critical care enabled the hospital to improve consistency, strengthen clinical responsiveness, and support ICU performance across facilities.

RESULTS SNAPSHOT

Content features data visualization.



ICU LENGTH OF STAY

4.5 → 2.8 days

- 38 %



NEW ADMISSION CONSULTS

+141%



RESPONSE TIME

EMERGENT

≤1 minute: Average time to urgent escalation

NEW ADMISSIONS

≤6 minutes: Average time to ICU evaluation and management



CARE DELIVERY

Over 50% of all ICU consults and interventions are Intercept-initiated, providing truly proactive care



SOLUTION

To address variability in ICU coverage and escalation, the hospital partnered with Intercept Telehealth to extend critical care support and standardize ICU operations.

The tele-care model provides:

- ✓ Centralized 24/7 access to board-certified intensivists and experienced advanced practice clinicians
- ✓ Continuous monitoring to identify issues earlier
- ✓ Real-time audiovisual support for emergent and routine care
- ✓ Standardized escalation protocols across facilities
- ✓ Integration with existing systems and ICU workflows
- ✓ ICU care, which meets all Leapfrog standards

“What we see in systems like this is a shift toward more consistent escalation and earlier intervention. By extending access to critical care expertise, we're able to support bedside teams in real time and help bring greater alignment to care delivery across facilities.”

— Israel Villanueva, MD, MBA, FCCP, CHCQM
Chief Medical Officer, Intercept Telehealth

OUTCOME

The hospital improved consistency in ICU performance while managing increasing demand and complexity. As patient volumes increased, ICU length of stay declined, reflecting more efficient patient flow and stronger use of ICU capacity. With consistent access to critical care support, on-site teams were able to escalate care more quickly, intervene earlier, and make more confident decisions in high-acuity situations.

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.