

MAYO
CLINIC



CENTER FOR **CONNECTED CARE**



Academic Telestroke Network Hub & Spoke Model

Dr. Bart Demaerschalk, MD, FAHA, FAAN, FATA, FRCP(C)

Professor of Neurology

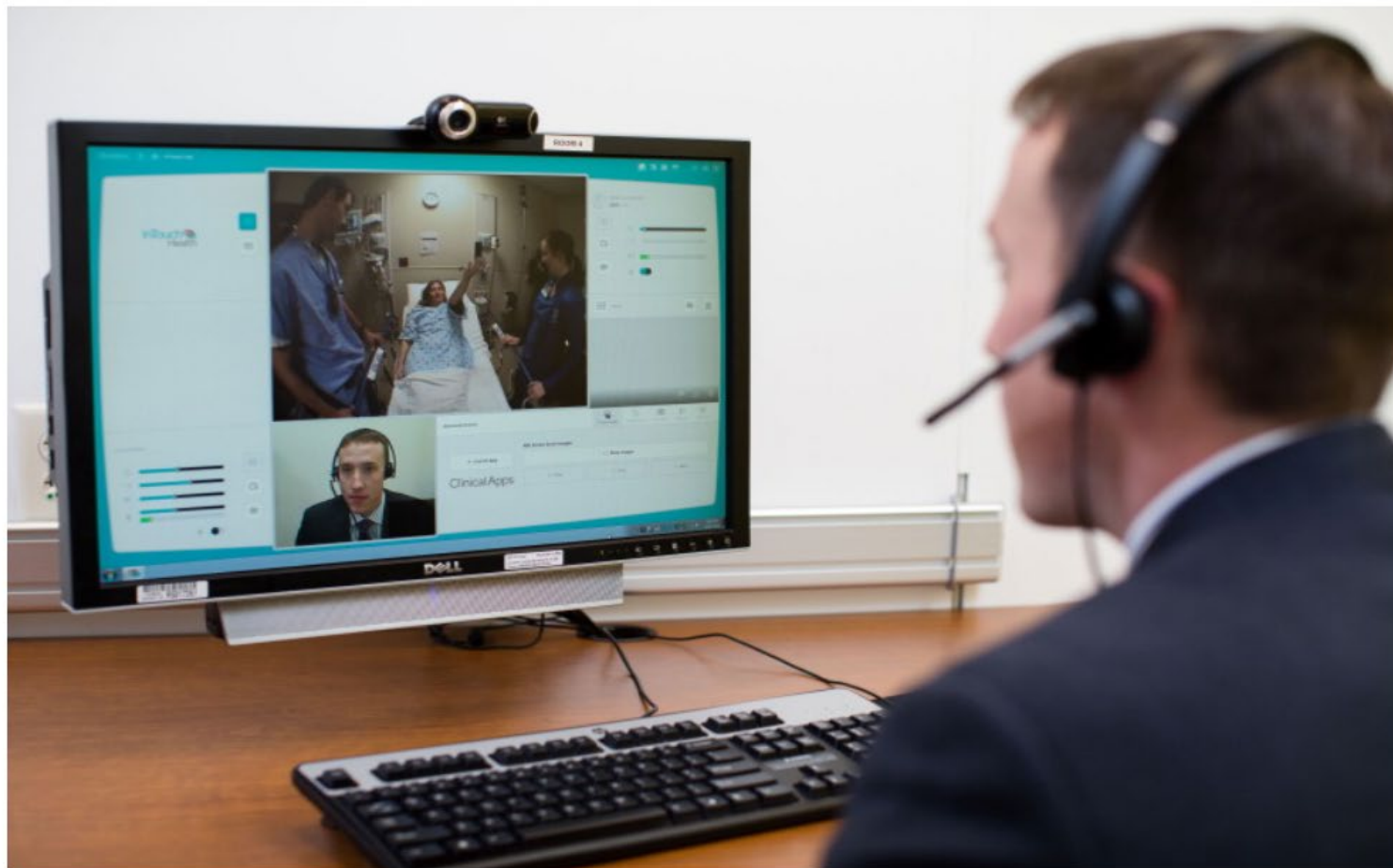
Chair of Cerebrovascular Division, Department of Neurology

Medical Director, Center for Connected Care

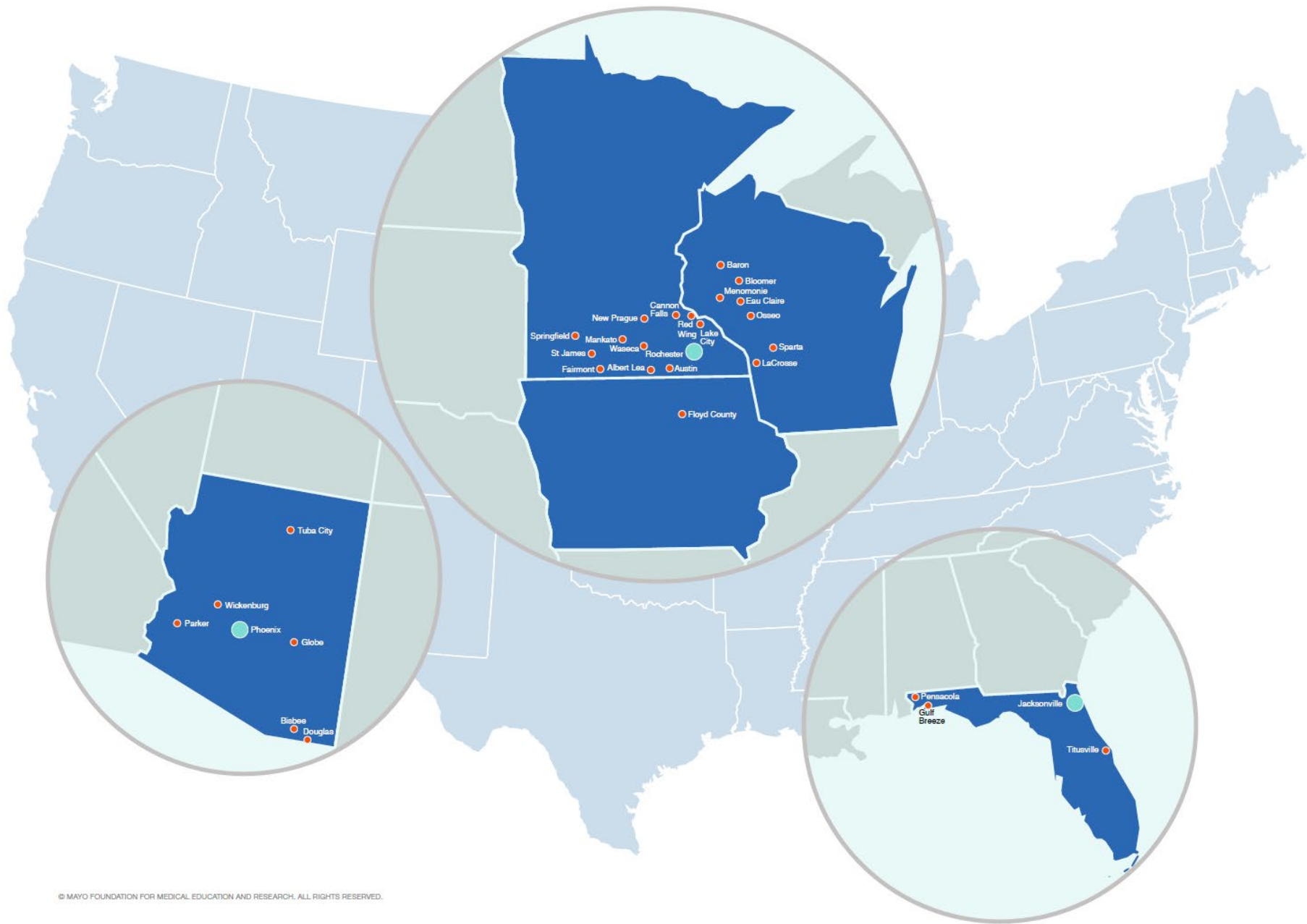
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Enterprise Telestroke



Enterprise Telestroke Committee (ETSC)

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Mission

Work together to develop a shared vision and plan for a sustainable longer term Mayo Enterprise Telestroke Service Line that aligns with our culture, Mayo Model of Care and Values, and is aligned with the institutional strategic plan.

Committee Member



[Kevin Barrett, M.D.](#)
Florida Telestroke
Regional Medical
Director



[Maureen Bowers,
M.B.A.](#)
Arizona Operations
Manager



[Felix
Chukwudelunzu,
M.D.](#)
MCHS - Eau Claire



[Bart Demaerschalk,
M.D.](#)
Co-Chair, Enterprise
Telestroke Medical
Director



[Deena Nasr, D.O.](#)
Midwest Telestroke
Regional Medical
Director



[Page Underwood,
J.D.](#)
Arizona Legal
Consultant



[Alexander \(Georg\) G.
von Bormann](#)
Rochester Neurology
Administrator



[Heather Walton,
M.B.A.](#)
Florida Clinical
Operations Manager



[Mackenzie Weber,
CPCS, CPMSM](#)
Credentialing
Manager



[Charisse Nord, M.A.](#)
Co-Chair, Enterprise
Telestroke
Operations Manager



[Cumara O'Carroll,
M.D.](#)
Arizona Telestroke
Regional Medical
Director



[Emily A. Pahl](#)
Telestroke
Administrative
Coordinator



[Eric Radcliff, M.B.A.](#)
Arizona Operations
Administrator



[Nathan A. Smith](#)
Florida Operations
Administrator

Site Profiles

[Management Guidelines](#)

Albert Lea, MN	Austin, MN	Barron Northland, WI	Bisbee AZ Cooper Queen	Bloomer Chippewa Valley, WI	
Cannon Falls, MN	Charles City Floyd County, IA	Douglas AZ Cooper Queen	Eau Claire, WI	Fairmont, MN	
Globe AZ Cobre Valley	Gulf Breeze FL Baptist	La Crosse, WI	Lake City, MN	Mankato, MN	
Menomonie Red Cedar, WI	New Prague, MN	Osseo Oakridge, WI	Parker La Paz, AZ	Pensacola Baptist, FL	
Red Wing, MN	Sparta, WI	Springfield, MN	St James, MN	Titusville FL Parrish Medical Center	Tuba City, AZ
Waseca, MN	Wickenburg, AZ				

[Titusville, FL Time Zone](#)

Distance to Mayo Clinic Hospital Florida (Jacksonville):

- Ground - 2 hours - 2 hours 30 minutes
- Flight - 45 minutes (helicopter)

PLEASE NOTE: Response time of crew is dependent on resources, location, availability and weather conditions.

Services Available	Titusville/Parrish
ER Phone Number	321-268-6130 [®]
CT Slice Thickness	5mm
Stroke Certification	Acute Stroke Ready
Post-TPA Management/ICU bed available Capability	Yes
Endovascular Therapy: Neuro Surg/Interventional neuro radiology	No
MRI/MRA Available	Yes
CTA Capability	Yes, but read by mayo
Start EEG Cabability	No
Appropriate screening Labs	Yes
Capability to Perform CEA	Yes
Capability to Perform Carotid Stenting	Yes
Neurology Inpatient Consult Available	most of the time (3 out of 4 weeks)
Speech Therapy Available	Yes
Telemetry Beds	Yes
ICH Management Capability/Neurosurgery Coverage (include hours)	No
PM&R and/or OT/PT Available	Yes
TTE/TEE Available	Yes
AVM Management Capability	None
Carotid US Available	Yes
Capability to Place PEG Tube	Yes
Preferred/Nearest Certified Stroke Center	Nearest: Holms Preferred: Mayo

Site Profiles

[Management Guidelines](#)


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Appropriate screening Labs	Yes
Capability to Perform CEA	Yes
Capability to Perform Carotid Stenting	Yes
Neurology Inpatient Consult Available	most of the time (3 out of 4 weeks)

Telestroke Activation Criteria

For adults (18+) with suspected acute stroke syndrome, activate when:

- a. Time window 0-6 hours; persistent objective focal neurological deficit(s)
- b. Time window 6-24 hours; persistent objective focal moderate or severe neurological deficit(s) (if calculated, NIHSS \geq 6) AND the patient has no significant pre-stroke disability

Triage Questions

- Patient location/unit:
Emergency Department or Inpatient
- Patient Name, age, gender, and DOB
- Time of onset of Acute Stroke symptoms (**within the 24, activation Criteria**)
 - 6-24 Hours: NIHSS and/or mRS results if known
- Head CT complete (yes or no)
- Name and call back number for the Emergency Department Physician (who initiated the service activation)

Telestroke Consult Activation Triage Questions

Telestroke Activation hotline: 1-844-850-3600 Fax Demographics: 507-255-1940

Script when calling: "This is <site, unit> calling for a Telestroke consult."

Patient location/unit: Emergency Department or Inpatient

Patient demographics: *name, age, gender, and DOB*

Time of onset of Acute Stroke symptoms:

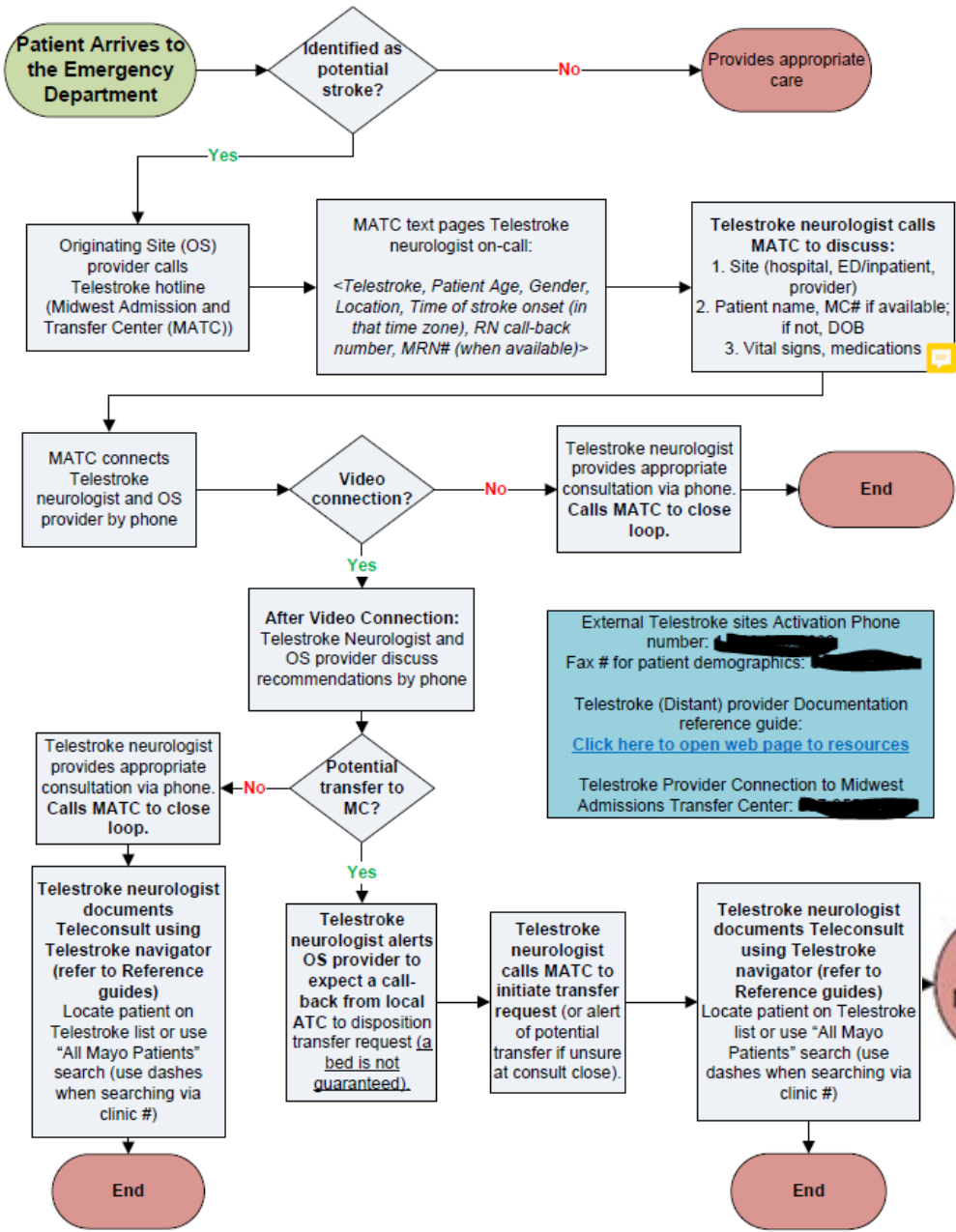
6-24 Hours: NIHSS scale results if known:

Head CT complete: Yes or No

Name and call back number for the Emergency Department Physician:



Telestroke Neurologist Workflow



Loop Closure ➔

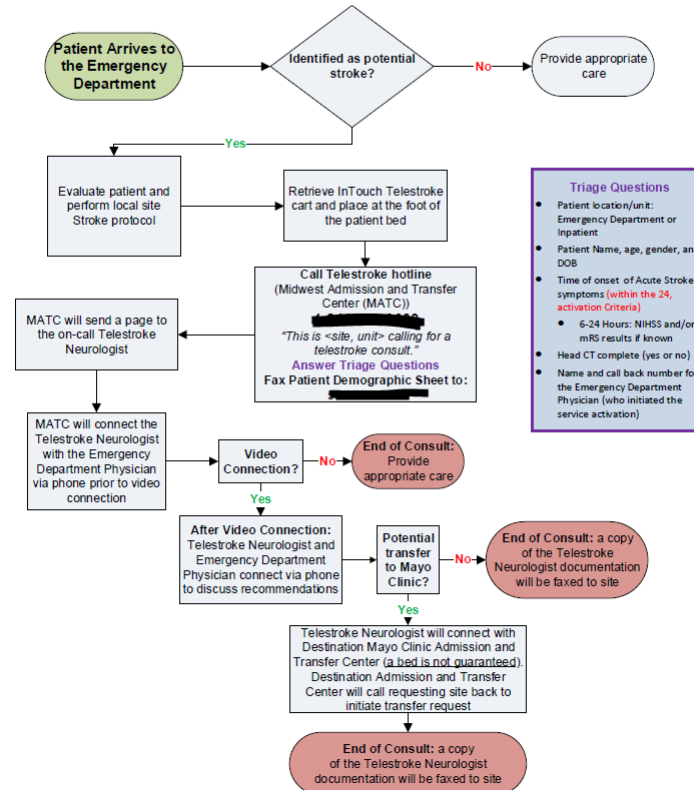
End of Consult: a copy of the Telestroke Neurologist documentation will be faxed to site

Telestroke Activation Criteria

For adults (18+) with suspected acute stroke syndrome, activate when:

- a. Time window 0-6 hours; persistent objective focal neurological deficit(s)
 b. Time window 6-24 hours; persistent objective focal moderate or severe neurological deficit(s) (if calculated, NIHSS \geq 6) AND the patient has no significant pre-stroke disability

Telestroke Activation Workflow



Neurologist Documentation

Telestroke

Home Meds (0):
None

Allergies (0):
Not on File

Problems (9):
Difficult Intubat*
Post Operative Na*

CC: Acuity: Bed:

Spoke Sites

Chief Complaint

Allergies

History

NIHSS

Home Medications

Telestroke Note

Spoke Sites - Spoke Sites

Spoke Sites

Non Mayo Sites

- FL Pensacola Baptist (CT)
- IA Charles City Floyd County (CT)
- AZ Globe Cobre Valley (AZ)
- AZ Bisbee Cooper Queen (AZ)
- AZ Douglas Cooper Queen (AZ)
- FL Gulf Breeze Baptist (CT)
- AZ Parker La Paz (AZ)
- FL Titusville Parrish Medical Center (ET)
- AZ Show Low Summit (AZ)
- AZ Tuba City (MT)
- AZ Wickenburg (AZ)

Mayo Sites

- MCHS Albert Lea (CT)
- MCHS Austin (CT)
- MCHS Barron Northland (CT)
- MCHS Bloomer Chippewa Valley (CT)
- MCHS Cannon Falls (CT)
- MCHS Eau Claire (CT)
- MCHS Fairmont (CT)
- MCHS La Crosse (CT)
- MCHS Lake City (CT)
- MCHS Mankato (CT)
- MCHS Menomonie Red Cedar (CT)
- MCHS New Prague (CT)
- MCHS Osseo Oakridge (CT)
- MCHS Red Wing (CT)
- MCHS Sparta (CT)
- MCHS Springfield (CT)
- MCHS St. James (CT)
- MCHS Waseca (CT)

Telestroke Referring Provider

Referring Provider

STROKE TELEMEDICINE CONSULT

This patient consultation (or interaction) was conducted via real-time audio/video technology.

Consults

Patient Name: Aaron Patientmovment

Medical Record Number: 11-219-030

Patient Age: 34 y.o.

Sex: male

Birthdate: 3/1/1985

Referring Facility/Patient Location: Non Mayo Sites: AZ Globe Cobre Valley (AZ)

Referring Physician/Provider:

Mayo Telestroke Provider: Mark Nyman, M.D.

Mayo Telestroke Provider Location: {MC Telestroke I

HISTORY OF PRESENT ILLNESS

Aaron Patientmovment is a 34 y.o. male who was evalua

ALLERGIES

Allergies not on file

MEDICATIONS

No current outpatient medications on file.

No current facility-administered medications for this visit.

PHYSICAL EXAMINATION

There were no vitals filed for this visit.

NIH Stroke Scale

Level of Consciousness (1a.): Not alert, requires re

LABS

No results found for this or any previous visit (from the past 24 hour(s)).

ECG

RADIOLOGY REVIEW

Noncontrast Head CT: ***

Chest x-ray:

No procedure found.

IMPRESSION AND RECOMMENDATIONS

Aaron Patientmovment is a 34 y.o. male with acute ischemic stroke. His NIHSS score is 15 and the time last seen normal was ***.

Diagnosis: {Telestroke Diagnosis:29548}

Recommendation to treat with tPA?: {YES/NO:21294:::1}

Recommendation for endovascular therapy?: {YES (DEF)/NO:21294}

Time Spent: {MC TELESTROKE TIME SPENT:16029548}

Electronically signed by:

Mark Nyman, M.D.

01/29/20 10:30 AM CST

Documentation Transmission

Work Que In-Basket

The screenshot shows the 'In Basket' interface with a message in the 'External Teleconsult' pool. The message is titled 'Send copy of note to external pro...' and is dated 04/12/2019 at 7:28 AM. The patient name is redacted. The interface includes a top navigation bar with options like 'New Msg', 'Refresh', 'Edit Pools', 'Settings', 'Search', 'Manage QuickActions', 'Attach', 'Out', and 'Properties'. A left sidebar shows 'My Messages' with 'External Teleconsult' selected.

Status	Subject	Msg Date	Msg Time	Patient	Visit
New	Send copy of note to external pro...	04/12/2019	7:28 AM	[REDACTED]	04/12/2019

The screenshot shows the 'In Basket' interface with a message in the 'External Teleconsult' pool. The message is titled 'Send copy of note to externa...' and is dated 09/21/2018. The message is marked as 'Read' and has a time of 2:57 PM. The patient name is redacted. The interface includes a top navigation bar with options like 'New Msg', 'Patient Msg', 'Refresh', 'Edit Pools', 'Manage Pools', 'Settings', 'Search', 'Manage QuickActions', 'Attach', 'Out', and 'Properties'. A left sidebar shows 'My Messages' with 'External Teleconsult (2)' selected. A right sidebar shows a detailed view of the message with a 'Message' button and a 'Send copy of note to external provider' button. The detailed view includes fields for 'Weight: None', 'PCP: None', and 'MRN: [REDACTED]'. The patient name is redacted.

Status	Subject	Msg Date
Read	Send copy of note to externa...	09/21/2018
Pend	Send copy of note to externa...	09/20/2018

Licensing & Credentialing Dashboard

Telestroke Provider	Home Campus	Telestroke Practice	AZ	FL	IA	MN	WI
Bart Demaerschalk, M.D.	AZ	ENT	X	X	X	X	X

TelestrokeStart Date	Anticipated Licensure Completion	Licensure Status	Anticipated Credentialing Completion	28 Originating Site Credentialing Status
1/1/2019	2/1/2018	Licensure Complete 6/1/2018	7/1/2018	Complete 7/1/2018

Telestroke Provider	Home Campus	Telestroke Practice	AZ	FL	IA	MN	WI	Telestroke Start Date	Anticipated Licensure Completion	Licensure Status	Anticipated Credentialing Completion	28 Originating Site Credentialing Status
Bart Demaerschalk, M.D.	AZ	ENT	X	X	X	X	X	1/1/2019	2/1/2018	Licensure Complete 6/1/2018	7/1/2018	Complete 7/1/2018

Metrics

Operational

Patient Demographics

Distant Provider

Originating Site

ED/Inpatient

Time Stamps;

Activation

Phone

Video

Clinical

Symptom Onset

Last Known Normal

tPA Recommendation

Endovascular therapy evaluation
recommended Y/N

Diagnosis

NIH Stroke Scale

Documentation routing Y/N date and time

Transferred Y/N

Activations

Year	2020	
Count of Originating Site	Column Labels	
Row Labels	1	Grand Total
Arizona	21	21
Cobre Valley Regional-Globe	4	4
Copper Queen- Bisbee	3	3
Copper Queen- Douglas	2	2
La Paz Regional-Parker	5	5
Tuba City Regional Health Care	2	2
Wickenburg Community Hospital	5	5
Florida	61	61
Gulf Breeze	4	4
Pensacola	22	22
Titusville	35	35
NWWI	22	22
Barron	4	4
Bloomer	2	2
Eau Claire	10	10
Menomonie	5	5
Osseo	1	1
SEMN	35	35
Albert Lea	7	7
Austin	16	16
Cannon Falls	1	1
Lake City	3	3
Red Wing	8	8
SWMN	22	22
Fairmont	4	4
Mankato	12	12
New prague	2	2
Springfield	1	1
Waseca	3	3
SWWI	17	17
La Crosse	16	16
Sparta	1	1
Grand Total	178	178

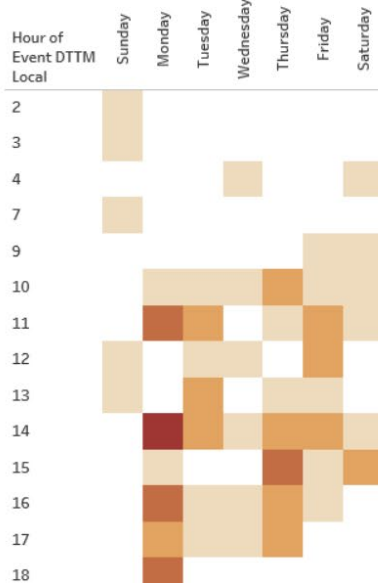
2018	Aug	Sept	Oct	Nov	Dec	Total
Telestroke	153	137	179	137	136	1659
Telestroke	134	124	130	93	109	1430
tPA Admir	25	15	28	12	21	219
2019	Aug	Sept	Oct	Nov	Dec	Total
Telestroke	168	148	150	155	134	1746
Telestroke	112	112	99	24	22	1123
tPA Admir	24	15	12	15	22	220

Acute Care: Tele-Stroke

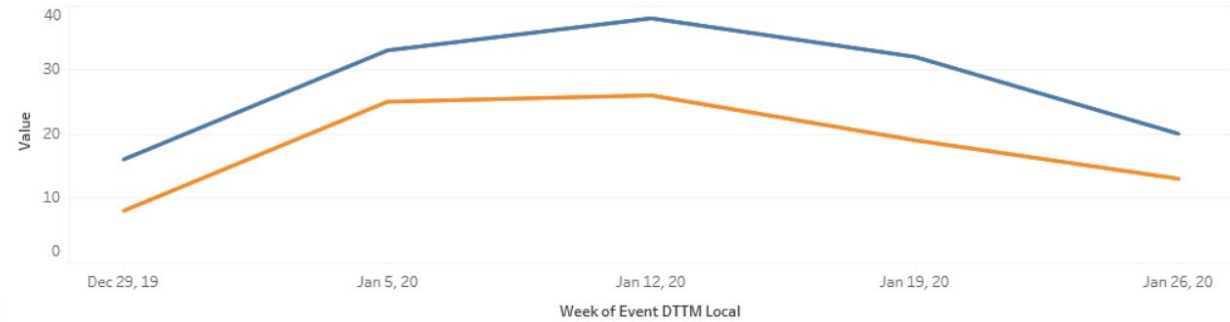
Consult Ratio

Month of Event DTTM Local	Distinct count of ..	Distinct count of ..	Consult Ratio TS
January 2020	139	91	65.5%

Consults by Weekday/Hour



Trend



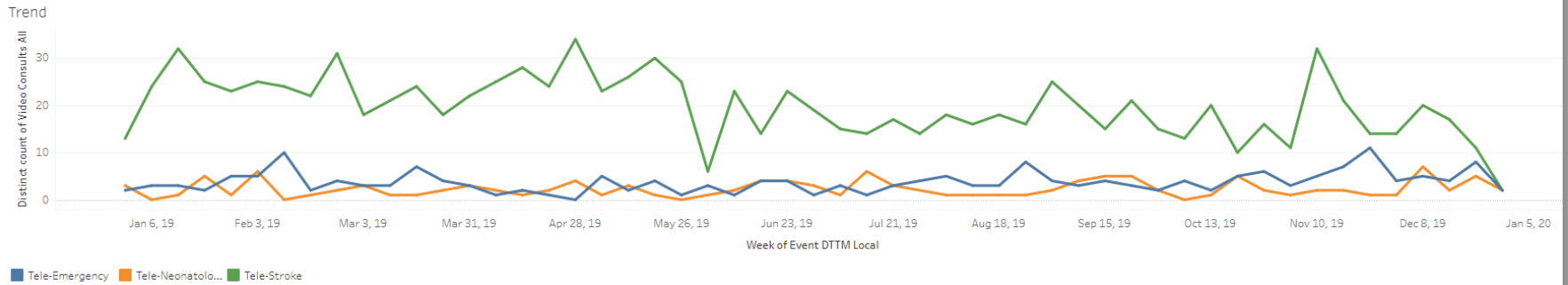
Consults by Originating Site

Originating ...	Originating Sit..	Distant Site T1			Grand Total
		ARIZONA	FLORIDA	MIDWEST	
ARIZONA	EXT ARIZONA	7	2	6	15
FLORIDA	EXT FLORIDA	9	11	12	32
MIDWEST	MCHS NWWI	4	2	5	11
	MCHS SEMN	5	3	9	17
	MCHS SWMN	1	3	7	11
	MCHS SWWI	1	3	1	5
Grand Total		27	24	40	91

Consults by Distant Provider

PROV_NAME_DIST	
Alejandro A Rabinstein MD	1
Bart Demaerschalk MD	12
Cumara O'Carroll MD, MPH	9
Deena Nasr DO	6
Eugene L Scharf MD	4
Felix Chukwudelunzu SR ..	6
Gyanendra Kumar MD	3
James P Klaas MD	9
Josephine Huang MD	11
Kara A Sands MD	3
Kelly D Flemming MD	12

Acute Care: Telemedicine Overall



Consult Ratio

Month of Event...	Tele-Emergency		Tele-Neonatology		Tele-Stroke	
	ATC Req...	Distinct...	ATC Req...	Distinct...	ATC Req...	Distinct...
April 2019	51	7	15	10	147	104
May 2019	67	12	10	6	169	129
June 2019	30	12	12	12	120	70
July 2019	22	11	14	12	117	73
August 2019	32	20	4	4	137	70
September 2019	25	14	19	16	132	85
October 2019	25	19	11	8	124	68
November 2019	34	26	10	8	129	80
December 2019	25	23	17	17	104	64

Consults by Originating Site

Originating Site T1	Originating Site T2	Originating Site...	
ARIZONA	EXT ARIZONA	BISBEE	30
		DOUGLAS	37
		GLOBE	20
		PARKER	14
		TUBA CITY	14
		WICKENBURG	11
		GULF BREEZE	73
		PENSACOLA	219
FLORIDA	EXT FLORIDA	TITUSVILLE	172
		CHARLES CITY	1
MIDWEST	EXT MIDWEST		

Consults by Distant Provider

Provider Region	
MAYO ARIZONA	
MAYO FLORIDA	
MAYO ROCHESTER	
MCHS NWWI	
MCHS SEMN	
Grand Total	

Enterprise Telestroke 2019 Year End Dashboard

	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
Region	Activations	Activations	Video	Video	Phone	Phone	Back-Up	Back-Up	Transfers	Transfers	Transfers to Mayo	Transfers to Mayo
FL	786	614	680	512	106	102	9		6	8	14	
MW	759	440	517	340	242	100	29		237	63	221	132
AZ	188	605	157	567	31	38	3		20	23	16	
ENT (Total)	1733	1648	1354	1419	379	229	41		263	132	251	132

2019	2018	2019	2018	2019	2018	2019	2018
TPA	TPA	tPA to Video Ratio	tPA to Video Ratio	Endo	Endo	Endo to Video Ratio	Endo to Video Ratio
82	76	10.43%	11.18%	64		9.41%	
116	55	15.28%	10.64%	59		11.41%	
24	26	12.77%	16.56%	17		10.83%	
222	157	12.81%	11.60%	140		10.34%	

2019			
Video Consults w/Ischemic Stroke DX	637		
tPA	204		32.03%
Endo	129		63.24%

Activations covered by

Enterprise shift=511

Regional shift=1222

2019 Provider Dashboard

This dashboard includes all providers who had telestroke shifts in 2019

Letter Assignment	Activations	% of total Activations	Phone Only	Median to Phone	Video	% of total Video	Median to Video
J	19	1%	2	7:28	17	1%	14:59
O	154	11%	37	6:53	117	7%	16:16
C	25	2%	5	5:07	20	1%	11:22
T	57	4%	14	7:26	43	2%	14:21
W	52	4%	2	9:35	50	3%	15:00
I	67	5%	9	7:27	58	3%	16:46
N	52	4%	12	6:47	40	2%	10:34
K	25	2%	10	8:00	15	1%	23:23
D	79	6%	40	7:23	39	2%	12:35
L	11	1%	1	6:59	10	1%	17:47
H	28	2%	17	6:39	11	1%	12:19
S	133	10%	7	6:32	126	7%	10:25
A	77	6%	33	6:11	44	3%	11:52
Q	70	5%	15	9:45	55	3%	21:23
U	115	8%	3	6:45	112	6%	10:25
M	74	5%	18	7:24	56	3%	15:08
V	80	6%	13	8:06	67	4%	16:51
B	69	5%	20	7:04	49	3%	15:27
X	69	5%	5	8:41	64	4%	16:39
E	78	6%	14	7:18	64	4%	15:13
P	64	5%	9	10:29	55	3%	23:44
Y	73	5%	30	6:26	43	2%	11:59
F	111	8%	10	7:13	101	6%	10:31
R	70	5%	33	6:42	37	2%	14:06
G	76	6%	15	5:38	61	4%	13:22
Z	5	N/A	N/A	N/A	N/A	N/A	N/A

1733

1354

FTE Calculation by Consultant

% of FTE Eligible For Telestroke		Telestroke FTE Allocation	
# of Days Per Year	366	Max # of Day Shifts	20
# Weekend Days	104	Max # of Night Shifts	20
# of Mayo Clinic Holidays	6		
# of Vacation Days	22	# of Days in Day Shift	365
# of Trip Days	18	# of Nights in Night Shift	365
# of Working Days	216		
		Total # of Days Assigned	20
% of FTE Research	0.30	Total # of Nights Assigned	20
% of FTE Administrative	0.15		
		Estimated Compensation for Day Shifts*	5.7
% of FTE Education	0.10	Estimated Compensation for Night Shifts*	12.85
% of FTE Other (i.e. Reduced FTE, etc.)	0.00		
% of FTE Clinical	0.45	Total Days Allocated to Telestroke	58.55
% of FTE Eligible for Telestroke (80% of Clinical FTE)	0.36	% FTE Allocated To Telestroke	0.27

Color Legend

Assumptions/Givens

Provider Specific Inputs

Calculations

Schedule Build

Provider	Home Site	# Days	# Nights	# Weekends	Comp	Holiday 2020	Holiday 2019	Telestroke FTE Recommendation
Demaerschalk	AZ	19	19	4	12	No	New Years N	0.2
Kumar	AZ	20	18	4	12	Memorial N	No	0.2
O'Carroll	AZ	16	20	3	11.5	No	Labor Day N	0.2
Sands	AZ	20	20	4	13	Christmas N	No	0.2
Chukwudelunzu	EC	20	20	3	12.5	New Years D	No	0.2
Barrett	FL	19	19	4	12.5	Thanksgiving N	No	0.2
Freeman	FL	18	19	2	10.5		N/A	0.25
Huang	FL	20	20	5	13.5	Christmas D	Thanksgiving N	0.2
Lin	FL	20	20	5	14.5	Thanksgiving D & Labor Day N	Independence N	0.2
Mauricio	FL	20	17	3	11	New Years N	No	0.2
Meschia	FL							
Siegel	FL							
Arnold	RST							
Flemming	RST	10	12	2	7	No	Christmas N	0.1
Klaas	RST	20	19	5	13	Independence N	No	0.2
Nasr	RST	19	20	4	13	Labor Day D	Memorial N	0.2
Williams	RST	22	18	4	12	Memorial D	No	0.2

Mayo Clinic Enterprise Telestroke Intake Form

Clinical Questions

1. Do you currently have telemedicine in place at your hospital?
Yes No
 - a. If yes, who is your current provider?
2. Does this telemedicine service provide Telestroke service today?
Yes No
 - a. If so, how many telestroke consults do you have annually?
3. Is your hospital a trauma center?
Yes No
4. Is your hospital certified as a Primary Stroke Center?
Yes No
5. Is your hospital certified as a Comprehensive Stroke Center?
Yes No
6. Is there 24/7 Neurosurgical coverage available at your hospital?
Yes No
7. Is there interventional ischemic stroke capability (i.e.: intra-arterial rtPA or mechanical thrombectomy) at your hospital?
Yes No
8. Is there CT angiography and/or perfusion capability at your hospital?
Yes No
9. 8. How many Neurologists are staffed at your hospital?
 - a. How many are employed by your hospital?
 - b. How many are independent?
10. What is your current care process for stroke patients in the ED?
11. What is your current post-tPA care process?
12. How many Emergency Department visits occurred:
13. What is the number of patients treated with rTPA?
14. How many hospital admissions resulted from the ED?
15. How many total acute strokes were evaluated in your ED?
16. How many total transient ischemic attacks were evaluated in your ED?

Telestroke Case Review

Case Review Requester:

Case review request details:

Date of case review request:

Patient Name: |

Date of activation:

Originating Site feedback:

-

Feedback to Activation Hotline Nurse:

-

Distant Site feedback:

-

Operational feedback:

-

Timestamps (CT)

(Insert time): Telestroke Activation

(Insert time): Activation page sent to on-call Telestroke provider

(Insert time): Call back from telestroke provider

(Insert time): Phone Connection

(Insert time): Video Connection

(Insert time): Video end time



Welcome InTouch Health

- Preferred solution provider for emergency telemedicine
- Contract fully executed
- Collaboration allows us to:
 - Create scalable, standardized system across enterprise
 - Better serve patients and provide standardized patient experience
 - Allow for clinical growth and expansion
 - 24 x 7 x 365 technology assistance
 - 99.9% availability and reliability
 - FDA approval



System Availability

Licensed Product Uptime*:	System Goal** = 99.5%	Reason
Jan, 2019	99.23%	
Feb, 2019	99.25%	
Mar, 2019	99.50%	
Apr, 2019	99.72%	
May, 2019	99.74%	
Jun, 2019	99.47%	
Jul, 2019	99.50%	
Aug, 2019	98.85%	
Sep, 2019	99.22%	
Oct, 2019	99.25%	w/o Xpress 99.52%
Nov, 2019	98.79%	w/o Xpress 99.2%. Device 10620 offline for almost 2 weeks to due to a move.
Dec, 2019	99.54%	

Proactive Monitoring

Proactively Created Issue Type*	# Issues Logged	Avg. Resolution (days)	Median Resolution Time (Days)
Alerts - Battery, Unplugged, etc.	423	0.43	0.04

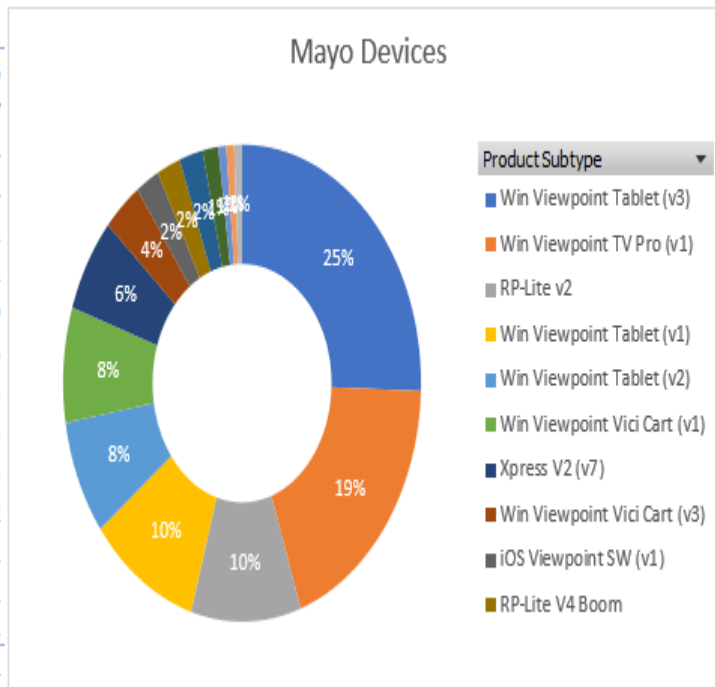
- Excludes Xpress
- Includes Nightly Reboot Exception (60 Seconds/Device, equates to .07% monthly)
- Includes Rochester MiFi Devices
- Includes Mayo Downtime
- Includes Devices in “Burn In” Stage
- **Case Review:**
 - Aug: 174719 – 5 Days Down Robot Not Responding (RNR): RP Lite V4 Boom locked in Nurse Manager’s Office (Owatonna Hospital) during burn in stage (included in System Availability), 11181 Win Viewpoint Vici Cart battery replaced
 - Sept: 181791 – 8.4 Hours WiFi-Network Issues causing RNR: 11181 Win Viewpoint Vici Cart, with six other sites impacted
 - Alerts: Ambulance Services, logging in where devices are offline - no cellular connectivity from garage (Kevin Evans)

Session Activity

Activity (Sessions)

	Q2 2019	Q3 2019	Q4 2019
Total Sessions	1781	1714	2131
Devices Deployed	122	128	141

Devices	Quantity
Win Viewpoint Tablet (v3)	36
Win Viewpoint TV Pro (v1)	27
RP-Lite v2	14
Win Viewpoint Tablet (v1)	14
Win Viewpoint Tablet (v2)	11
Win Viewpoint Vici Cart (v1)	11
Xpress V2 (v7)	9
Win Viewpoint Vici Cart (v3)	5
iOS Viewpoint SW (v1)	3
RP-Lite V4 Boom	3
Win Viewpoint Vici Cart (v2)	3
Win Viewpoint SW (v1)	2
RP-Lite V3	1
RP-VITA v2	1
RP-Lite V4	1
Grand Total	141



- As of Dec 2019
- RP-Lite v2 replaced by v4s
- Additional Vici Devices

Incoming Calls/Cases Logged

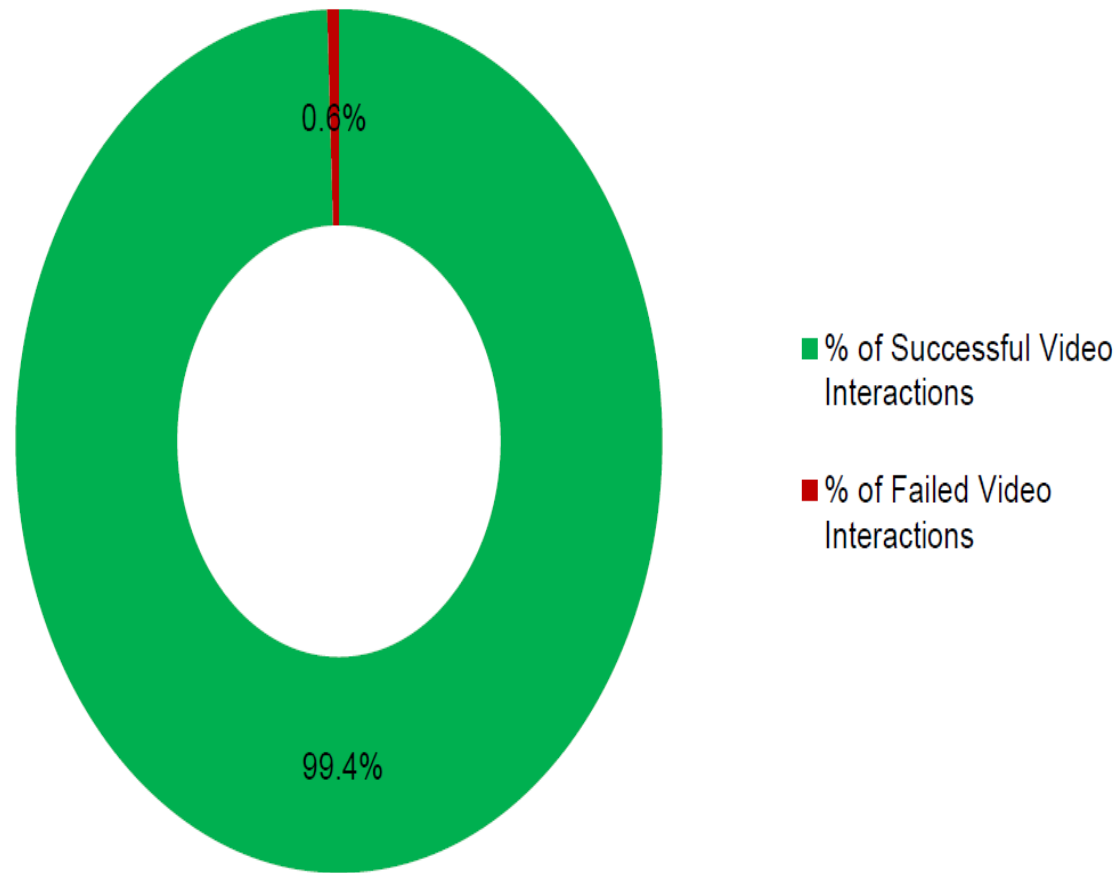
Incoming Calls/Case Logged

User Initiated Issue Type*	# Issues Logged	Avg. Resolution (days)	Median Resolution Time (Days)	Reason
Totals	76	6.27	0.02	
Software				
Provider Access Software	25	4.14	0.01	
PACS	3	57.99	28.01	Adding distro email, caught in the upgrade path.
Patient Access Software	2	20.16	20.16	Case left open for 40 days waiting on reply from customer.
Devices				
Lite (27 devices)	14	6.04	0.06	
Vici (19 devices)	12	2.37	1.01	
Viewpoint (50 devices)	5	9.12	0.02	
Xpress (9 devices)	3	7.88	0.00	
Vita (1 devices)	1	0.00	0.00	
TV Pro (22 devices)	11	0.71	0.01	

	High	Medium	Low
Software	0	0	28
Devices	0	13	488
Average Days Open	0.00	1.80	1.60
Median Days Open	0.00	0.32	0.03
Main Reasons			

- **PACS:** Each site migrating to the new Imaging platform has a process to be updated in the FMS (not done for the original type) which includes technical service procedures. When this was further escalated due to delays in the switchover, all Mayo sites had the “classic” entries added to the FMS.
- Align Mayo SLA (L1-L4) to new ITH SLAs : Critical, High, Med, Low – **Target Q1 2020**

2017 Product Performance



** Excludes partner and user failures*