

Facts for World's First Virtual Care Center

What is virtual care/telemedicine?

Telemedicine describes the ability of a health care provider to serve and interact with a patient in different locations. This "connection" takes place using two-way video, email, smartphones, wireless devices and other forms of technology. While it has been around for 40 years, recent advances have integrated it into the daily operations of hospitals, home health agencies and private physician offices, as well as homes and workplaces.

Virtual care integrates telemedicine technology with real-time electronic health record data. Advanced algorithms detect patients needing intervention immediately. Most importantly, telemedicine provides more efficient ways for virtual clinicians and bedside caregivers to work together to improve patient care.

Critical Need for Virtual Care

- If care models remain the same, the nation's health care needs will be impacted by a shortfall of 124,000 physicians by 2025 with similar nursing shortages
- Only one out of 10 U.S. doctors practice in rural areas, while nearly one in four Americans live in these areas
- The number of specialists per 100,000 people is 54 in rural areas, compared to 134 in urban areas
- The number of patients cared for via technology has risen to about 10 million people in rural as well as urban settings

Mercy Virtual Care Center

- First of its kind in the world
- 24/7/365 operations
- Four-story, 125,000-square-foot building
- \$54 million investment
- 330 specialized medical professionals

Mercy Virtual Programs

Mercy has invested more than \$200 million in virtual care capabilities since 2006, as well as extended expertise to other health system partners. Some of the largest programs include:

Mercy SafeWatch

- Nation's largest single-hub electronic intensive care unit (ICU)
- Launched in 2006
- Monitors 2,431 patient beds of which 458 are beds of critically ill patients
- Doctors and nurses monitor patient's vital signs and provide a second set of eyes to bedside caregivers in 30 ICUs across five states: Missouri, Arkansas, Kansas, Oklahoma and South Carolina
- Mercy SafeWatch ICUs have seen a 15 percent reduction in how long patients stay in the hospital

Home Monitoring

- Provides continuous monitoring for hundreds of chronically ill patients in their homes after hospitalization
- Reduces hospitalization and readmissions
- Allows people to live independently longer

Nurse On Call

Provides answers for more than 285,000 patient questions annually, any time and every day.

Telestroke

Because many community emergency rooms (ER) across the country don't have a neurologist on-site, patients who come to the ER with stroke symptoms can be seen immediately by a neurologist via telemedicine.

Mercy  Virtual

mercyvirtual.net

Conserving nature and providing an ideal work environment

- A large area surrounding the Virtual Care Center was returned to native savanna prairie
- Storm water is captured within parking areas and funneled to bioswales designed to remove silt and pollution
- LED lighting provides a 10 percent energy savings
- Low VOC (volatile organic compound) paints and adhesives improve air quality
- Low-flow plumbing fixtures limit water usage
- Landscape emphasizes native plants to minimize maintenance, watering and pesticide use
- Site design preserved maximum number of trees
- Removed trees were utilized for lumber in conference room walls and entrance benches
- All co-workers have access to direct outdoor views
- Nature trail provides co-workers with outdoor walking area

Additional info

- Address is 15740 South Outer Forty Road in Chesterfield, Missouri (southeast corner of Interstate 64 and Clarkson Road)
- Mercy Virtual website: mercyvirtual.net
- Clayco is the design/builder
- Forum Studio, Clayco's architectural subsidiary, is the designer

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Mercy Virtual

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Mercy is the seventh largest Catholic health care system in the U.S. and serves millions annually. Mercy includes 46 acute care and specialty (heart, children's, orthopedic and rehab) hospitals, more than 700 physician practices and outpatient facilities, 40,000 co-workers and more than 2,000 Mercy Clinic physicians in Arkansas, Kansas, Missouri and Oklahoma. Mercy also has outreach ministries in Louisiana, Mississippi and Texas.