

Nurse Triage and Community Health Management



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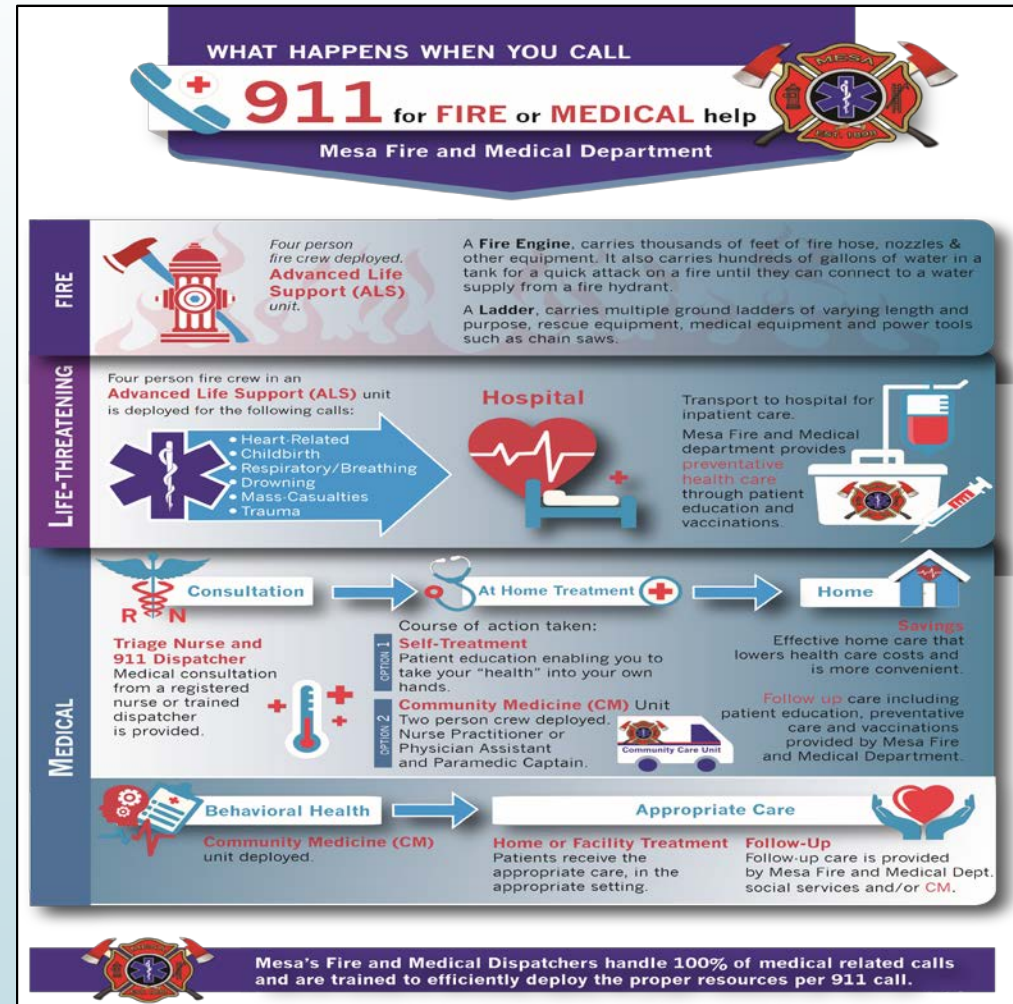
The primary function of the Nurse Triage program is to create ED diversions by:

- Directly taking 911 calls
- Being an integrated piece for CM units
- Managing Follow up care

Nurse Triage will improve efficiencies and generate diversions from the emergency department.



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- March 2015 – two registered nurses
- April 2015 – call taker training
- May 2015 – training for RN's with software vendor on programming and use of triage software
- June 30, 2015 – first day of RN call taking



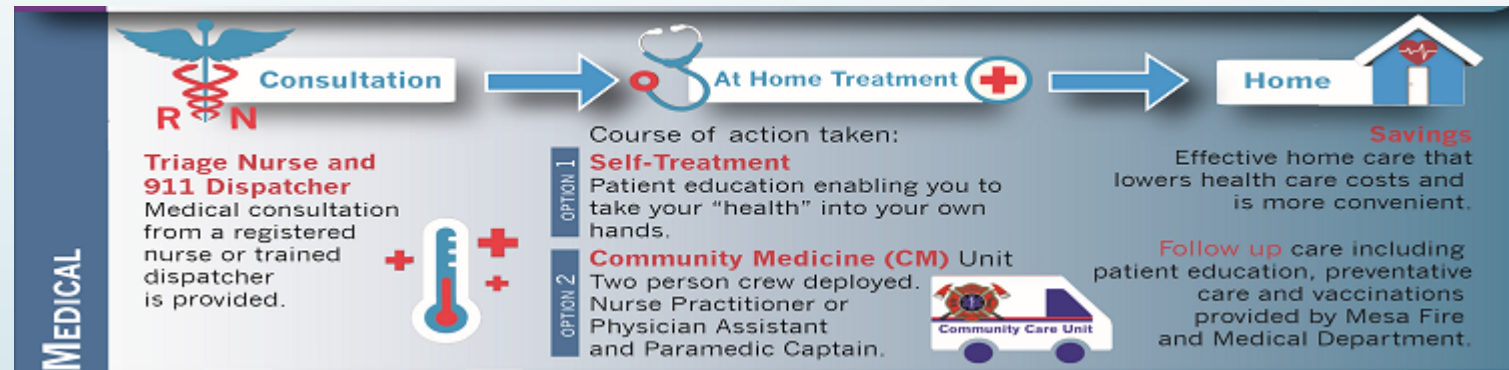
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A citizen is routed to the RN after

- The call has been determined to be medical and non life threatening in nature
- Caller lives in the cities of Mesa and Apache Junction
- Call is within seven 'call types'
 - Allergic Reaction
 - Back Pain
 - Burn
 - Diabetic
 - Flu
 - Headache
 - General Medical



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RN talks with caller to determine what resources they need.



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Agencies using RN Triage in the prehospital setting:

Greenville County EMS/Healthcare, Greenville, South Carolina

- 10 hour shifts, 7 days a week
- Offers same services as MFMD, with expanded call type, some case management,
- No Advanced Practice Providers

Regional Emergency Medical Services, Reno, Nevada

- 24 hour, 7 day a week
- Same services as MFMD, with some case management
- No Advanced Practice Providers

Louisville EMS, Louisville, Kentucky

- Same services as MFMD, with expanded call type, some case management,
- No Advanced Practice Providers



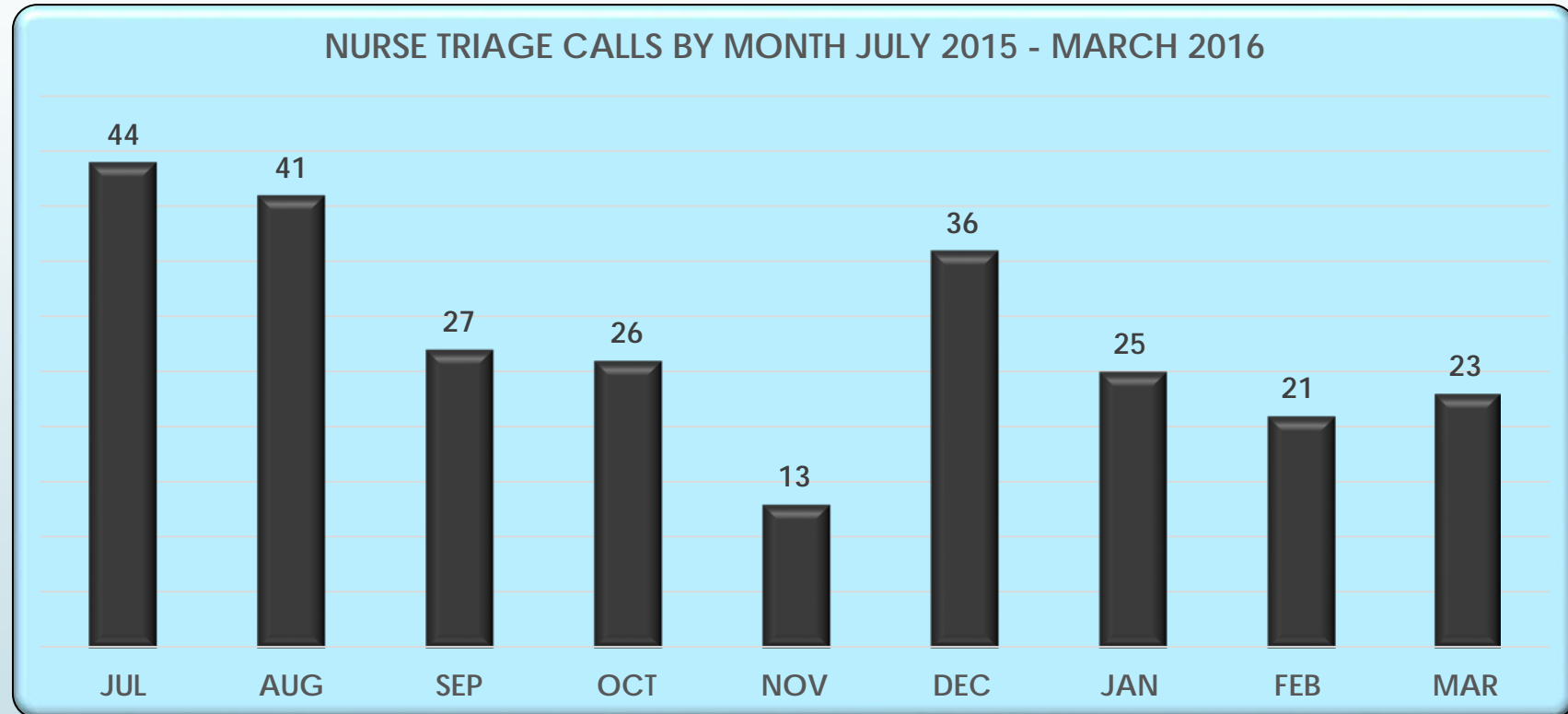
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Current responsibilities

- Triage of medical calls directed to RN by call takers
- Continued triage of callers where a CM unit was dispatched
 - Provides Advanced Practice Providers with additional information while enroute
- Initiation of follow up care for patients recently discharged from hospital
- Remote monitoring of patients as part of disease management



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July 2015 through March 2016.



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Total number of calls July 2015 –March 2016: **256**

Number of RN to CM unit transfers with treat and release: **58**

Number of RN Triage Diversions: **24**

174 calls were determined to be ALS and needed full engine company response



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Plans for the Future

- Expansion of current RN Triage call types
- Extension of RN triage coverage to 7 days a week
- Coordination of transportation for clients lacking resources
- Connecting patients to new or current primary care offices
- Community outreach and education on health promotion and prevention
- Use of telemedicine in initial and follow up care



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Questions

Thank you for your support, your time, and attention

