IntellaTriage

CASE STUDY: **No More On-Call**

A Revolutionary Home Heath After-Hours Model

The STORY.

CommonSpirit Health at Home (CSHaH) struggled with turnover and clinician burnout throughout the public health emergency and post-pandemic recovery. Clinical staffing shortfalls coupled with increased labor costs and inflationary pressures fueled the need for short- and long-term shifts in strategy. As one of the Midwest's largest home health and hospice organizations, CSHaH struggled to hire enough trained nurses to staff the existing internal triage team for patient support across the organization's 78 branches. Consistent issues included increasing sign-on bonuses and hourly wages, added overhead staff to support the team's growing demands, and increased complaints about quality issues.

The SOLUTION.

After thoroughly evaluating external triage services, the organization selected IntellaTriage to replace its existing after-hours process completely, including an evolution of its home health after-hours care model. This evolution eliminated after-hours home health visits **(The No More On-Call Program)** in favor of in-depth telephone triage by expert community health nurses and escalation to Schmitt-Thompson protocols for appropriate disposition.

> "How do we focus on cost improvements at a scalable level, not just eliminating overhead? It was looking at the unit level, at these savings per episode or per PDGM. Over time and across your patient load, it adds up significantly over the course of a year."
>
> **-Michael Brents, Chief Clinical Officer, CSHaH**

PAIN POINTS ADDRESSED

PATIENT EXPERIENCE

- **Long wait times**, with outliers of 60+ minutes to speak with a nurse
- **No on-call standardization**
- **Lack of transparency** into on-call metrics
- **Increasing number of complaints** each month

EMPLOYEE HEALTH

- **>50% annualized turnover** on internal triage team
- **Nurses frustrated** by lack of consistency and after-hours work-life balance
- **Morale deteriorating** and operational difficulties arose due to internal call center structure

FINANCIAL PERFORMANCE

- **Ever-increasing costs** for sign-on and retention bonuses
- **Significant cost** to support internal triage center: admin, IT, supervisors
- **Home health after-hours costs** increasing due to low resolution and unnecessary visits

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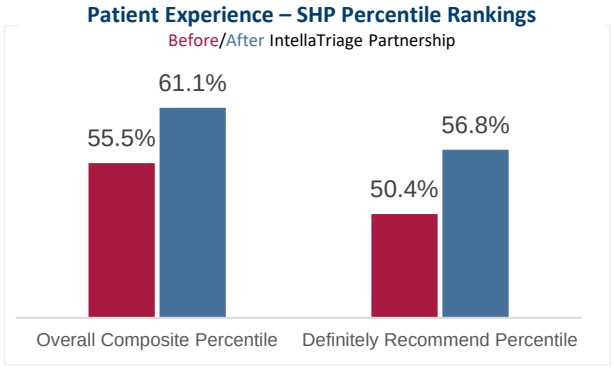
The IMPACT.

Overall, home health patients achieved better outcomes with fewer visits, cost of after-hours care decreased, and CommonSpirit Health at Home saw improvements in turnover, care-team experience, and patient satisfaction.

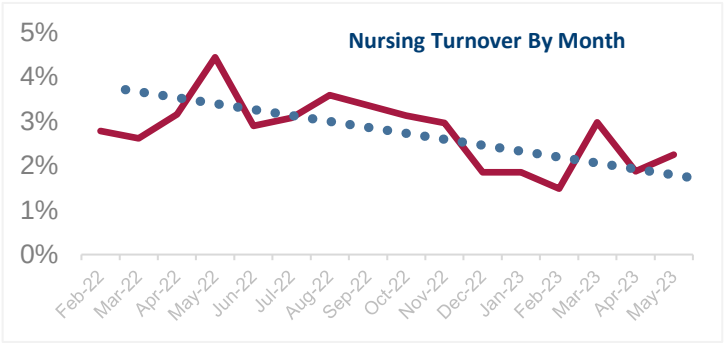
IMPROVED PATIENT EXPERIENCE

29 seconds

Average time to reach a nurse.



IMPROVED EMPLOYEE HEALTH



84.6%

of CommonSpirit team members believe outsourcing triage has improved their own work/life balance.

696k

nurse minutes saved by IntellaTriage nurses.

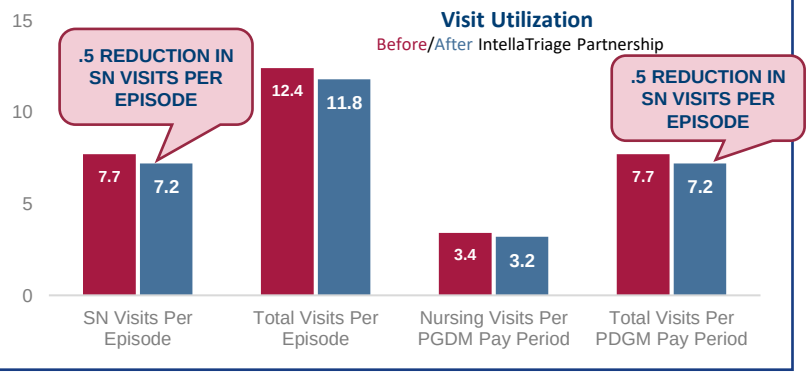
REDUCED COSTS

Improved Visit Utilization

- Elimination of after-hour visits reduced overall visits per episode while increasing quality

Reduced Overhead Expense

- Significantly reduced sign-on and retention costs
- Eliminated internal call center costs (shift supervisors, IT staff, managers)
- Eliminated hourly on-call expenses after-hours



IntellaTriage

The leading provider of nurse-first triage solutions, **IntellaTriage** leverages the largest team of nurses nationwide to provide compassionate, round-the-clock care and telehealth services 365 days a year.

www.intellatriage.com

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