



IntellaTriage

Supporting Nurses. Strengthening Care. Improving Outcomes.

Partners In Care Success Story

Partnering with IntellaTriage helped Partners In Care improved patient satisfaction, reduced nurse burnout, and quality scores.

> "It's about ensuring our nurses are rested and ready to care for all our patients regardless of census size - and that those patients feel supported at every hour of the day."
>
> ***Partners In Care Clinical Supervisor***

Partners In Care is a 5-star nonprofit provider of hospice, palliative, and home health services in Oregon. When they decided to reevaluate their after-hours care model, the goal was clear: prioritize patient care while supporting the nurses who make it all possible. Home health and hospice nurses have a particularly heavy burden of being on-call nights and weekends, and the leadership team needed a solution that would reduce the after-hours burden on field clinicians and ensure timely, high-quality care for patients and families.

A Shift Toward Proactive, Nurse-First Support

"Our nurses are deeply committed to patient care," shared the team at Partners In Care. "We wanted to give them the ability to focus on in-person visits during the day and not be pulled in every direction overnight."

IntellaTriage's nurse-first triage model made this possible. By taking over after-hours calls and managing them with licensed, hospice-trained nurses, the burden on the Partners In Care team was significantly reduced. Over the past year, for example, IntellaTriage answered more than 8,000 calls, with an average speed-to-nurse of 43 seconds, ensuring patients and families got the help they needed when they needed it.

5-Star Ratings and Above-Average Quality Scores

The results speak for themselves. In Feb of 2025, Partners In Care earned their fourth annual five-star rating for the CAHPS Hospice Family Caregiver Survey (Consumer Assessment of Healthcare Providers and Systems), reflecting their commitment to quality and patient-centered care. This rating places them in the top percentage nationally and across Oregon. In addition, on the hospice CAHPS score for "Getting Timely Help," Partners In Care scored 84%, well above the Oregon average of 74% and the national average of 77%. This CMS (Medicare) metric from Care Compare includes family/caregiver-reported satisfaction with after-hours support and the ability to reach a clinician on evenings, weekends, and holidays, areas directly supported by the IntellaTriage partnership.

Better Support = Better Patient Care

Partners In Care's average daily census has grown by **7.5% over the past year, but their field nurses report improved job satisfaction, and less overnight disruption.** Our collaboration is helping the organization to achieve a crucial balance between high-quality care and clinician well-being.

Their leadership emphasized, "It's about ensuring our nurses are rested and ready to care for all our patients regardless of census size - and that those patients feel supported at every hour of the day."

They continue to use IntellaTriage's call data for education and quality initiatives, helping families know what to expect and giving nurses the tools to prevent avoidable overnight calls. "This is an ongoing process," said their clinical supervisor. "We are always looking to improve. And the trust is there. IntellaTriage is truly part of the team."

Getting timely help

+10% above Oregon average

The *care* your patients need.
The *support* your nurses deserve.

Contact us for a free consultation:

IntellaTriage

The nation's leading provider of nurse-first triage.