IntellaTriage
Case Study

Winning the Staffing Challenge

The STORY.

In the months before the pandemic, after-hours on call was becoming a significant dissatisfier for the nursing staff at a large southern home health and hospice agency and was becoming impossible to staff.



The SOLUTION.

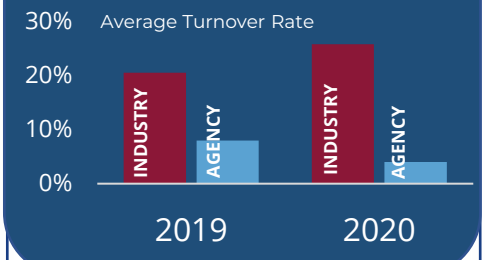
The agency considered several options to alleviate the on-call burden from their staff. They chose to outsource after-hours triage to reduce turnover and subsequent financial impacts.

The IMPACT.

The agency outperformed the home health and hospice industry in turnover ***even during*** the pandemic and improved their financial performance.

2019-2021 After-Hours Comparison

NURSE TURNOVER



IMPROVED:

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- Recruited & retained better talent
- ONE voluntary turnover in 2020 **(!)**
- Eliminated biggest RNCM dissatisfier: on-call

FINANCIAL PERFORMANCE

COSTS	7/1/19 - 12/31/19	1/1/20 - 6/30/20	
Overtime	$ 10,091	$ 6,232	38%
Mileage	$ 76,204	$ 72,246	5%

IMPROVED:

Hard Costs
- Ancillary expenses
- Nurse turnover
- Stopped paying sign-on bonuses

Soft costs
- Burnout
- Patient satisfaction

PATIENT EXPERIENCE

43 seconds Speed to Nurse

11,253 Total Calls Answered

IMPROVED:

- Increased first-call resolution
- Shorter time to nurse
- More consistent triage
- Field nurses more 'present' in the home

After-hours is too often an after-thought.
An under-reviewed area, it makes up 75% of the week and impacts nurse and patient experience and financial performance.

How do you approach afterhours? Contact us today for a consultation.

IntellaTriage
intellatriage.com