SHOULD I STAY OR SHOULD I GO?

A Nurse Triage Success Story from a Workers’ Compensation Pool

March 7, 2016
PRESENTERS

Shelley Hall, Claims Director

Ryan Cole, CPCU, ARM, Director of Operations
AGENDA

- Overview of the Trust pools
- What is nurse triage?
- Potential benefits of nurse triage
- Decision: build or buy?
- Implementation
- Data and results
- Lessons learned/keys to success
OVERVIEW OF THE TRUST

The Arizona School Risk Retention Trust

- established in 1986: 5 members
- 2016: 250 members
- property and liability

School Construction Insurance Pool

- owner controlled insurance program for construction
OVERVIEW OF THE TRUST

The Arizona School Alliance for Workers’ Compensation (the Alliance)

• established in 1996: 17 members
• 2016: 226 members
• workers’ compensation only
• Approx. 90k employees; $3.3B payroll; $26M contributions
WHAT IS NURSE TRIAGE?

• Fast, comprehensive assessment of injury/illness
• Telephonic nurse triage
BENEFITS OF NURSE TRIAGE

Employee

• Provides injured employee with immediate access to nurse to assess appropriate level of care
• Minimizes unneeded wait times at healthcare facilities
Benefits of Nurse Triage

Employee / Employer

• Minimizes lost income and productivity for injured workers able to treat at home
• Facilitates more timely claims reporting and handling
BENEFITS OF NURSE TRIAGE

Employer

• Minimizes need for member staff to make medical treatment judgments
• Decreases administrative responsibility for claim reporting
DECISION: BUILD OR BUY?

- Alliance nursing and other staff remaining the members’ first point of contact
- Choice of triage software and ability to customize
DECISION: BUILD OR BUY?

• Hiring decisions: staffing in-house triage program with qualified telephonic and QA nurses
• Control over program development and implementation
DECISION: BUILD OR BUY?

• Ability to obtain after-hours and multi-lingual services needed for 24/7 triage operation

• Control over program analysis, results
IMPLEMENTING NURSE TRIAGE

Phase 1: Triage Tools

- Triage software and customization
- Phone recording software and call storage
- After-hours/weekend triage coverage
- Multilingual triage services
IMPLEMENTING NURSE TRIAGE

Phase 2: Quality Assurance Protocols

- Hiring qualified phone nurses and QA manager
- Development of triage workflow, procedures, and practices
NURSE TRIAGE WORKFLOW

INJURED EMPLOYEE AND SUPERVISOR CALL THE TRIAGE NURSE

INJURED EMPLOYEE IS PROVIDED WITH AT-HOME CARE ADVICE

TRIAGE ENCOUNTER REPORT IS SENT TO DISTRICT CLAIMS CONTACT, NOTIFYING CONTACT THAT THE CALL TOOK PLACE

INJURED EMPLOYEE IS REFERRED TO DISTRICT PREFERRED MEDICAL FACILITY

TRIAGE ENCOUNTER REPORT IS SENT TO DISTRICT CLAIMS CONTACT; FORM 101 IS COMPLETED AND SENT TO DISTRICT

CLAIM ADJUDICATION PROCESS BEGINS
IMPLEMENTING NURSE TRIAGE

Phase 3: Analytics

• Baseline data analysis prior to program implementation
• Establishing evaluation methodology
IMPLEMENTING NURSE TRIAGE

Phase 4: Communication & Training

- Program implementation and training
- Pilot program to full implementation
- Webinars, in-person training, PowerPoint, triage-related posters
IMPLEMENTING NURSE TRIAGE

The Alliance
The Arizona School Alliance for Workers’ Compensation, Inc.

On Call Nurse Triage Program
If you sustained an on-the-job injury, and your injury is not life threatening or does not require immediate medical attention, get with your supervisor or site nurse and contact the Alliance on-call triage nurse.

Available 24 hours a day, 7 days a week

1 (888) CLAIM-89
(1-888-252-4689)
Press 2 for the on-call triage nurse

If you are an injured employee and have already received medical treatment, call the number above and press 3 to report the claim.

If you have an injury that does not require medical attention, please complete the Supervisor’s Incident Report with your supervisor or site nurse and retain it for district record.

If you have questions regarding the Alliance on-call triage nurse program, please call 1 (800) 266-4911 and press 4 for Member Services, or go to www.azschoolalliance.org.
Implementing Nurse Triage

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If you sustained an on-the-job injury, and your injury is not life threatening or does not require immediate medical attention, get together with your supervisor or site nurse and contact the Alliance on-call triage nurse.

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DISTRICT: ______________________
POLICY NO.: 1963-SA-AZ- ______________________
EFFECTIVE: JULY 1, 2015 UNTIL CANCELLED

If you have an injury that does not require medical attention, please complete the Supervisor’s Incident Report with your supervisor or site nurse.

If you are an injured employee and have already received medical treatment, call 888-252-4689 and press 3 to report the claim.

The district's work comp coverage & claim adjudication are provided by:
The Arizona School Alliance for Worker’s Compensation, Inc.
P.O. Box 33037, Phoenix, AZ 85067 (888) CLAIM-89 (P) (602) 200-9600 (F)
IMPLEMENTING NURSE TRIAGE

Ongoing

• Member training
• Continued program improvement, enhancements, and QA oversight
PROGRAM DATA

Overall Data

• 167 of 226 districts have used telephone triage
• 9,442 triage calls
• 3,869 triage calls, or 41% of calls, resulted in home care advice*

*Approx. 3% of these eventually receive medical care
PROGRAM DATA

Average of Triage Calls

- Annually: 3,700
- Monthly: 310
- Monthly by nurse: 90
- Calls to Alliance nurses: 85%
- Average call length 18–23 minutes
- Call volume by day and hour
PROGAM RESULTS

• Member and caller feedback
• Impact on claims: “Compared to what?”
• Evaluation underway: preliminary indications of savings on medical claims
LESSONS/KEYS TO SUCCESS

• Finding the triage software that meets your needs
• Finding qualified triage staff (nursing + office skill sets)
• Establishing and testing call recording functionality
LESSONS/KEYS TO SUCCESS

• Initial and ongoing education of members (when to call)
• Extra steps for 24/7 coverage: additional contract/partner for overflow triage and/or multilingual services
• Establishing and documenting the process for evaluating program success before implementation
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