SHOULD I STAY OR SHOULD I GO?

A Nurse Triage Success Story from a Workers’ Compensation Pool

March 7, 2016
PRESENTERS

Shelley Hall,
Claims Manager

Michelle Weaver, RN, BSN, MBA, COHN-S,
Triage Nurse
AGENDA

• Overview of the AZ School Risk Retention Trust pools
• What is nurse telephone triage?
• Why did we implement it?
• How we implemented it
• Data and results
• Lessons learned/keys to success
OVERVIEW OF THE TRUST

The Arizona School Risk Retention Trust, Inc.

- established in 1986; growth from 5 members to 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; growth from 17 members to 226 members
- workers’ compensation only
ORIGINS OF TRIAGE

- Evolved from military battlefields
- Emergency departments
- Telephone triage
- Quality, safety, speed, cost-effectiveness
CONCEPT OF TELEPHONIC TRIAGE

- Fast, comprehensive triage assessment of injury/illness
- Schmitt-Thompson triage guidelines: decision support tool for telephone care providers
- Operating within the nursing scope of practice
TRIAGE PROCESS

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
DECISION TO MOVE FORWARD

• Control over program development and implementation
• Hiring decisions: staffing in-house triage program with qualified telephonic and QA nurses
DECISION TO MOVE FORWARD

- Additional value-added service for members/member employees
- Alliance nursing and other staff remaining the members’ first point of contact
- Choice of triage software and ability to customize
DECISION TO MOVE FORWARD

- Ability to obtain after-hours and multilingual 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

• Development of triage workflow, procedures, and practices
• Hiring qualified phone nurses and QA manager
• Fonemed clinical educator and clinical supervisor: additional resources
IMPLEMENTING NURSE TRIAGE

Phase 3

• Baseline data analysis pre-program implementation
• Establishing measures of program results
IMPLEMENTING NURSE TRIAGE

Phase 4

- Program implementation training plan and documents/tools
- Pilot program with three member districts: 8/1/13
- Rolled out in groups of 25–30 members
- Full implementation: 6/30/14
IMPLEMENTING NURSE TRIAGE

Phase 4 (cont.)

- Communication with/education of members
- Webinars, in-person training, PowerPoint, triage-related posters
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 (888) 266-4911 and press 4 for Member Services, or go to www.azschoolalliance.org.
The Alliance
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1 (888) CLAIM-89
(1-888-252-4689)
Press 2 for the on-call triage nurse

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)

CELEBRATING 30 YEARS
The Trust
EST. 1986

ASHTON TIFFANY
IMPLEMENTING NURSE TRIAGE

Ongoing

- Member training
- Continued program improvement, enhancements, and QA oversight
TRIAGE NURSE QUALIFICATIONS

- Registered Nurse
- Experience: critical care, emergency department, occupational health, orthopedic
- Critical thinking skills and ability to quickly assess, and prioritize
TRIAGE NURSE QUALIFICATIONS

• Excellent verbal and written communication skills
• Documentation skills
• Office skills: proficiency with data entry, telephone skills, multi-tasking
• Bilingual preferred
TRIAGE NURSE DUTIES

- Nurse Practice Act
- Triage of clients
- Documentation
- Follow-up calls
- Quality control
QA SUPERVISOR QUALIFICATIONS

- BSN or higher
- Experience
- Teacher/mentor
- Customer service
- Leadership
QA SUPERVISOR DUTIES

- Evaluation of triage nurses
- Making changes and improvements to protocols
- Education/research to triage nurses
- Compliance
- Liaison
BENEFITS OF NURSE TRIAGE

Employee

• Provides injured employee with immediate access to nurse to assess appropriate level of care
• Minimizes lost productivity and lost income for injured workers able to treat at home
BENEFITS OF NURSE TRIAGE

Employee (cont.)

- Minimizes unneeded wait times at healthcare facilities
- Facilitates more timely claims reporting and handling
BENEFITS OF NURSE TRIAGE

Employer

• Reduces number and cost of workers’ comp claims
• Minimizes loss of workforce productivity
• Minimizes need for member staff to make medical treatment judgements
BENEFITS OF NURSE TRIAGE

Employer (cont.)

- Facilitates timely claim reporting and handling
- Decreases administrative responsibility for claim reporting
PROGRAM DATA

Overall Data

- 164 of 226 districts have used telephone triage
- 9,037 triage calls
- 3,727 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%
- Calls to Fonemed nurses: 15%
PROGRAM RESULTS

- “Compared to what?” problem
- 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 analytics to measure program success before implementation
CONTACT INFO

Shelley Hall
Claims Manager

333 East Osborn Road
Phoenix, AZ 85012

shelley.hall@ashtontiffany.com
Tel 602.200.2457