A patient-centric approach to symptom triage support

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URL for audience response participation
Impacting Primary Care Access and Patient Satisfaction through 24/7 Centralized Nurse Triage and Treatment across a large Health Care System

Objectives: After attending this presentation, the attendee should be able to:

• Identify three strategies for nurses to impact clinic access through standardized acute symptom management in primary care.

• Evaluate criteria necessary to ensure successful adoption of a new model of care supporting the primary care practice.
Palindrome

Today’s Medicine

AONE 2016.mp4
Population Health in a Nutshell

Demand for healthcare ↑
Supply of resources to meet demand ↓

Our pay will be based on \[ \text{VALUE} = \frac{\text{Outcomes} \times \text{Service}}{\text{Cost}} \]

We need to utilize our staff wisely through TEAM BASED CARE

Identify opportunities to impact health earlier & act on those opportunities

ANALYTICS  DISEASE MGMT  CARE MGMT SYSTEM
PREVENTION

We need to think differently about how to activate our patients and communities

And how we interact with them

ACCESS  PALLIATIVE CARE  PATIENT ENGAGEMENT
CARE COORDINATION  CARE TRANSITIONS  COMMUNITY ENGAGEMENT
WELLNESS
Community Care Domains

A construct based on patient experience.

Patients move throughout the four domains.

Community Care needs to provide the most appropriate service at the right time and place.

Support for patients to thrive in self-care
“Time to see the doctor……” Video

Hey_Buddy.mp4
Nurse Triage – Safety, Satisfaction and Access

- Single standard of nursing practice
- 24/7 triage and treatment
- Right level of care

Affordable, accessible, high-quality care
Mayo Clinic Health System Nurse Line

- Primary Care Clinics
- Multi-state integrated health system
- 24/7 centralized RN support
- Telework
Nurse Call Line Strategic Goals

1. Standardize Nursing Practice:
   - Incorporate evidence-based knowledge into triage practices
   - Utilize decision support tool – leverage clinical expertise
   - Enhance operational efficiency – standardize work flow
   - Metrics for analysis – practice trends, nurse performance

2. 24/7 Access to RN
   - “Right patient, right care, right time, right location”
   - Increase access for pt. who needs to be seen
   - Increase self-care management
   - Provide pt. education and support
   - Implement treatment protocols resulting in prescription

3. Care Team Collaboration
   - Extend access to care team
   - Document plan of care in EHR – support Medical Home
   - Positive clinical and financial outcomes
Convenience Care

• Support non-visit care access
• Help patients utilize the most appropriate care option
• Provide patients with timely care options
• Maximize care team time/appointments
• Provide cost effective care
## Level of Care Re-direction

<table>
<thead>
<tr>
<th>Level of Care</th>
<th>Call count</th>
<th>Call (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance</td>
<td>1,122</td>
<td>4.3</td>
</tr>
<tr>
<td>Emergency care</td>
<td>3,796</td>
<td>14.5</td>
</tr>
<tr>
<td>Urgent visit</td>
<td>5,059</td>
<td>19.3</td>
</tr>
<tr>
<td>Acute appointment</td>
<td>5,464</td>
<td>20.8</td>
</tr>
<tr>
<td>Routine appointment</td>
<td>2,740</td>
<td>10.4</td>
</tr>
<tr>
<td>Provider advice</td>
<td>2,290</td>
<td>8.7</td>
</tr>
<tr>
<td>Home care</td>
<td>4,925</td>
<td>18.8</td>
</tr>
<tr>
<td>Treatment</td>
<td>864</td>
<td>3.3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>26,262</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

### Level of Care for Completed Symptom Assessment and Emergency Calls

The Recommended level of care represents the highest recommended level of care for the call and represents the final endpoints after the nurse agrees or disagrees with the ExpertRN system.

![Pie chart showing the distribution of different levels of care](chart.png)
## Nurse Advice Impact

<table>
<thead>
<tr>
<th></th>
<th>Ambulance</th>
<th>Emergency department</th>
<th>Urgent visit</th>
<th>Acute appointment</th>
<th>Routine appointment</th>
<th>Home care</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance</td>
<td>25</td>
<td>221</td>
<td>242</td>
<td>455</td>
<td>54</td>
<td>70</td>
<td>1,067</td>
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<tr>
<td>Emergency care</td>
<td>6</td>
<td>533</td>
<td>1,010</td>
<td>1,604</td>
<td>272</td>
<td>228</td>
<td>3,653</td>
</tr>
<tr>
<td>Urgent visit</td>
<td>2</td>
<td>216</td>
<td>1,591</td>
<td>2,577</td>
<td>278</td>
<td>292</td>
<td>4,956</td>
</tr>
<tr>
<td>Acute appointment</td>
<td>1</td>
<td>135</td>
<td>1,014</td>
<td>3,505</td>
<td>369</td>
<td>352</td>
<td>5,376</td>
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<tr>
<td>Routine appointment</td>
<td>1</td>
<td>62</td>
<td>267</td>
<td>1,325</td>
<td>773</td>
<td>247</td>
<td>2,675</td>
</tr>
<tr>
<td>Provider advice</td>
<td>1</td>
<td>76</td>
<td>362</td>
<td>1,111</td>
<td>211</td>
<td>439</td>
<td>2,200</td>
</tr>
<tr>
<td>Home care</td>
<td>1</td>
<td>99</td>
<td>754</td>
<td>2,573</td>
<td>235</td>
<td>1,154</td>
<td>4,816</td>
</tr>
<tr>
<td>Treatment</td>
<td>0</td>
<td>1</td>
<td>135</td>
<td>565</td>
<td>17</td>
<td>144</td>
<td>862</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>37</td>
<td>1,343</td>
<td>5,375</td>
<td>13,715</td>
<td>2,209</td>
<td>2,926</td>
<td>25,605</td>
</tr>
</tbody>
</table>

- **7,725** (30.2%) Caller intent and recommended level of care the same
- **8,710** (34.0%) Recommended level of care is higher than caller initial intent
- **9,170** (35.8%) Recommended level of care is lower than caller initial intent
## Office Access Gained

<table>
<thead>
<tr>
<th>Recommended of Care Level</th>
<th>Ambulance</th>
<th>Emergency</th>
<th>Urgent</th>
<th>Acute</th>
<th>Routine</th>
<th>Home</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Care</td>
<td>Visit</td>
<td>Appointment</td>
<td>Appointment</td>
<td>Care</td>
<td></td>
</tr>
<tr>
<td>Higher than intended</td>
<td>17%</td>
<td>23%</td>
<td>34%</td>
<td>44%</td>
<td>56%</td>
<td></td>
</tr>
<tr>
<td>Same as intended</td>
<td>68%</td>
<td>40%</td>
<td>29%</td>
<td>26%</td>
<td>35%</td>
<td>44%</td>
</tr>
<tr>
<td>Lower than intended</td>
<td>32%</td>
<td>44%</td>
<td>47%</td>
<td>41%</td>
<td>21%</td>
<td></td>
</tr>
</tbody>
</table>
Results and Outcomes

- 10% increase in patient access for those who need face-to-face visits.
- 22% of patients are redirected from an office or urgent care visit to home care.
- 36% of patients are redirected to a lower level of care than they intended to seek.
- 99% of patients report high levels of satisfaction with the triage experience.
Results and Outcomes

- Increased level of service to patients - 24/7 access

- Increased RN assessment, intervention, patient support and education, documentation of plan of care

- Decreased MD utilization for low acuity issues; after hours support

- Positive financial impact
  - Cost per call
  - Increased marketability
Patient Satisfaction

Peace of Mind:
“Knowing I have immediate access to an RN at 2:00 a.m. meant the world to me! My mother and I were able to receive the support I needed with my 3 day old during difficulty breastfeeding.”

Being in Charge:
“I like the easy access that I have to my care team 24/7. I was able to be treated for a UTI without an office visit!”
What do consumers want from Primary Care?

1. **Convenience** is king
2. **Same-day appointment** trump walk-in/wait
3. **Evening or weekends?** Depends on age
4. Clinic near errands or work? They’d rather **meet you online**!
5. A **one-stop shop** is worth the drive
6. **Convenience** over credentials and continuity
7. **High-tech** beats high-quality
8. Don’t rely on **brand**
9. Talk about money- trade access for **bill info**
10. Know your **target population**- age
Criteria Supporting Successful Adoption

- ADKAR
  - Awareness of the need for change
  - Desire to participate and support the change
  - Knowledge of how to change
  - Ability to implement required skills and behaviors
  - Reinforcement to sustain the change

- Readiness Assessment

- PDSA cycle - Continuous Improvement philosophy

- Leadership support
Strategies to Impact Clinic Access

- Adopt patient triage approach – staffing model and tools
- Integrate role/functions with care team model
- Data, Data, Data – volumes, access, outcomes
- Communicate, Communicate, Communicate
Significant Opportunities for Nurse Leader

- Provide leadership role in development and adoption of nurse triage program

- Develop a significant specialty role supporting team care in ambulatory settings

- Demonstrate value of nursing care in ambulatory practices through data and outcomes

- Provide high quality, cost-effective care for patients which meets need for convenient care solutions now and in future
Future State
Resources


Contact Information

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#AONE2016