



IntellaTriage

Improving Quality, Increasing Growth

Hospice Brazos Valley's Growth Journey

Partnering with IntellaTriage helped Hospice Brazos Valley strengthen its workforce, improve patient care & quality measures, and position itself for sustainable growth.

For the past decade, Hospice Brazos Valley has partnered with IntellaTriage as part of their overall care strategy, achieving outstanding quality scores. This long-term collaboration showcases the impact of outsourcing nurse-first triage, which allows the agency to focus on direct patient care without the burden of managing after-hours calls.

Look at what's possible when triage support seamlessly integrates into care delivery as an extension of your clinical team:



Gain More Referrals from Increased Speed to Nurse and a Better Patient Experience

With IntellaTriage, patients and families reach a nurse quickly, resolving concerns efficiently. High patient satisfaction translates into improved quality scores. At Hospice Brazos Valley, higher ratings led to increased referrals, which the agency could accommodate with a larger, more stable nursing team.



Become the Employer of Choice and Increase Nurse Retention

A stronger nursing workforce allows for increased patient admissions and agency growth. Because Hospice Brazos Valley was no longer handling after-hours triage, field nurses could focus on bedside care without burnout from overnight calls, which also made the agency more attractive to new hires.



Optimize Your On-Call Process for More Efficient Visit & Triage Functions

IntellaTriage's licensed nurses can triage up to 80% of incoming hospice calls and document directly in your EMR. When Hospice Brazos Valley restructured its on-call system, separating triage from visit functions, the result was better efficiency, improved ratings, and ultimately, more referrals.

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Currently, our satisfaction scores for evenings and weekends are **around 85%**. When you look at the national data and the scores of our competitors in our market, we exceed both.

-Hospice Brazos Valley Executive

IntellaTriage helped Hospice Brazos Valley achieve quality ratings on CMS Care Compare sets them apart from other agencies:



Communication
with family

**+6%
above**



Getting timely help



**+9%
above**



**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.
intellatriage.com