

## CASE STUDY: Meeting the Needs of Patients and Clinicians

### *A Hospice Triage Overhaul*



#### The STORY.

With a growing census and large geographic footprint, Trustbridge's internal clinical call center was answering and triaging patient calls over nights and weekends, but leadership was dissatisfied with this center's performance. Staffing this call center was proving increasingly difficult and expensive to operate. Add to that, patient and nurse experiences were beginning to suffer, as evidenced in long patient wait times, increased nurse attrition, and reported compassion fatigue.

Trustbridge evaluated two strategies to create positive change: either a complete overhaul of their internal team or outsourcing triage to an expert third party provider.



#### The SOLUTION.

Trustbridge meticulously assessed potential triage suppliers and ultimately chose IntellaTriage to take over its internal clinical call center operations. They subsequently instituted round-the-clock direct access to nurses, ensuring continuous expert coverage.



"Partnering with IntellaTriage is one of the best decisions we have made. Call wait times have become non-existent, as have family complaints. The triage team works to solve problems that do not need a visit which has been a huge help to our clinical team. The partnership has helped us place nurses back in the field where we need them. The partnership has resulted in cost savings, happy nurses and improvement in the quality of care we give our clients; what more could you ask for!"

**-Tarrah Lowry, COO, Trustbridge**

#### PAIN POINTS ADDRESSED



##### PATIENT EXPERIENCE

- Long wait times, averaging ~4 minutes and as long as an hour.
- 14.7% of patient visits dispatched by call center were cancelled by visiting nurses.
- Problems with quality went unmanaged due to lack of performance data.



##### EMPLOYEE SATISFACTION

###### RN Turnover

- Annual turnover was at a record high due to frustration and burnout.
- Animosity between field and internal triage center teams led to field nurse turnover

###### Employee Satisfaction

- 61 different Trustbridge employees answered calls at the internal call center over just 5 months.
- Call center call-offs created administrative burden and ripple effects throughout the organization.



##### FINANCIAL PERFORMANCE

- Increasing call center overhead hurt profits.
- Out of control recruiting expenses to replace nurses.
- Referral stream at risk due to after-hours challenges.

## CASE STUDY: Meeting the Needs of Patients and Clinicians

### *A Hospice Triage Overhaul*



### The IMPACT.

Trustbridge has seen significant improvements with IntellaTriage's outsourced triage model. In addition to delivering a superior patient experience and improving their employees work-life balance, overhauling their on-call strategy resulted in improved operational efficiency and **annual savings of over \$1 million.**

#### IMPROVED PATIENT EXPERIENCE



Patients now reach a nurse in an average of  
**32 seconds**

#### IMPROVED CLINICIAN EXPERIENCE



**73%**  
First-call resolutions, up from 22.5%

**110k+**



Calls answered annually by IntellaTriage nurses.

- Significantly reduced annual turnover.
- Staff self-report improved job satisfaction.
- Improved teamwork between triage and visiting nurses.
- Eliminated call-off ripple effects.

#### REDUCED COSTS

- Eliminated overhead costs to support internal clinical call center
- Removed internal call center administrative burden and overhead.
  - IT support
  - Call center managers
  - Supervisors, etc.
- Eliminated call center nurse wages (rates were comparable to field nurse rates)

**IntellaTriage**

The leading provider of nurse-first triage solutions, **IntellaTriage** leverages the largest team of nurses nationwide to provide compassionate, round-the-clock care and telehealth services 365 days a year.

[www.intellatriage.com](http://www.intellatriage.com)

LEARN MORE:

