



New Staff Orientation

TriageLogic Group



Overview

- ▶ About TriageLogic and Company structure
- ▶ Why we are passionate about nurse triage and telehealth?
 - ▶ Benefits to patients and providers
- ▶ Additional information to help in your job

TriageLogic Founders



▶ **Charu G. Raheja, PhD**

- ▶ Financial economist with experience in creating efficient processes, data analysis, and documenting financial implications.
- ▶ Taught Finance undergraduate and MBA students: NYU, Vanderbilt University, Wake Forest University
- ▶ Community Health Charities Board Member



▶ **Ravi K. Raheja, MD**

- ▶ Pediatrician with expertise in nurse triage, call center software and telephone medicine workflows



Core Values and Expectations from You

1. Excellence aspire to do your best, grow, and learn something new every day
2. Reliability provide consistent good quality and step in when there is a need
3. Collaboration - work with others for our common goal of excellence in patient care and telemedicine. Be part of the Team
4. Integrity We have the responsibility to ethical behavior, and to do the right thing
5. Compassion when providing patient care and in customer service. Care about each other and our customers



What can you expect from Managers?

1. Openness/honesty
2. Listen and Value your opinion
3. Treat you fairly and with respect
4. Challenge you to learn, improve and grow
5. Educate



TriageLogic Expertise

▶ **Nurse Triage Support**

- ▶ Nurses assess patient symptoms over the phone using standardized computerized guidelines
- ▶ MYNURSETRIAGE – app that allows patients to directly message nurses and request phone calls
- ▶ My247Healthcare – telehealth service for businesses, organizations and students

▶ **Call Center Software**

- ▶ Secure software that supports nurse triage

▶ **Daytime Triage Software**

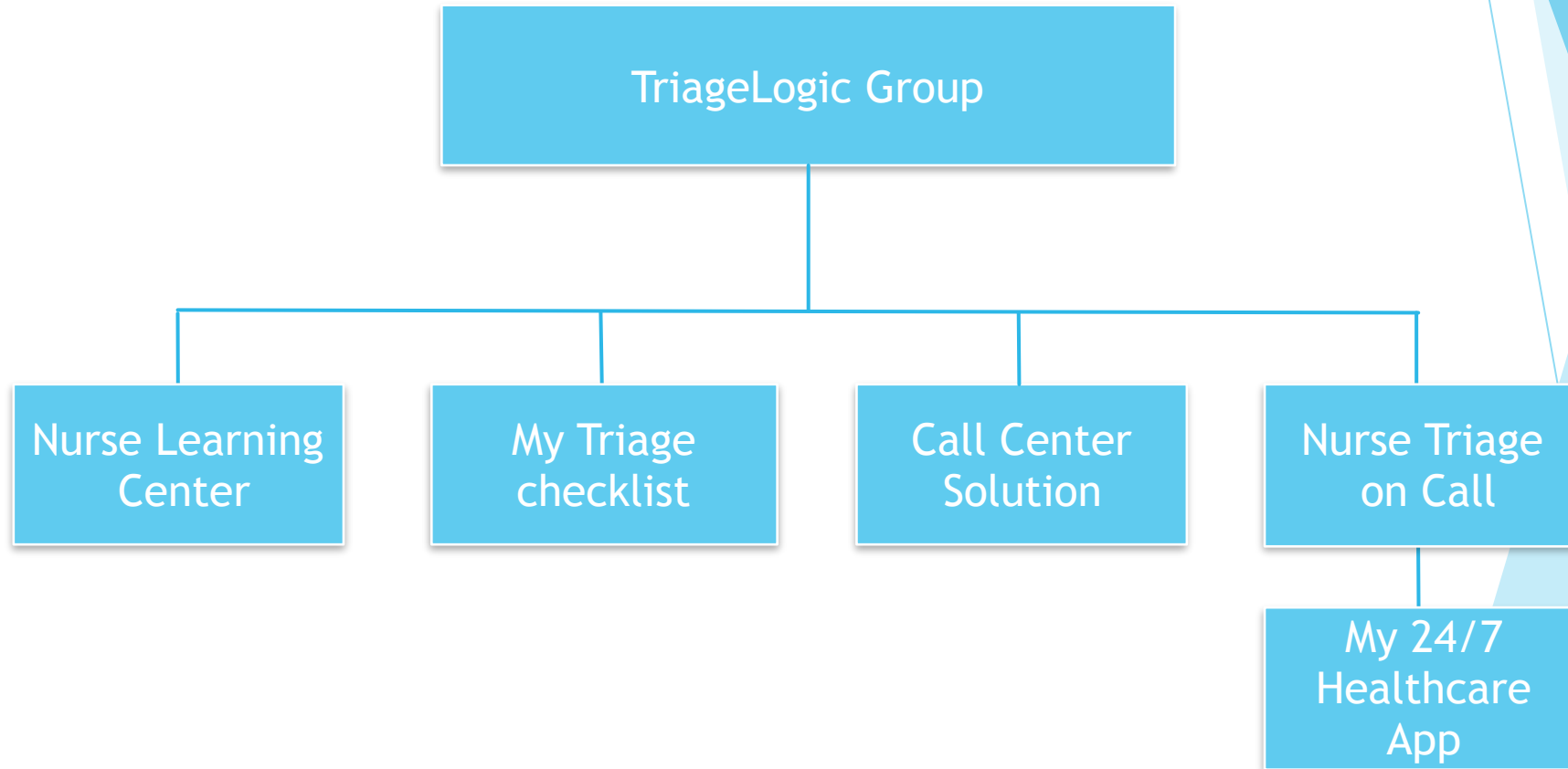
- ▶ MyTriageChecklist – Used by Doctor office nurses during the day time

▶ **Research, ROI studies, Articles and blogs**

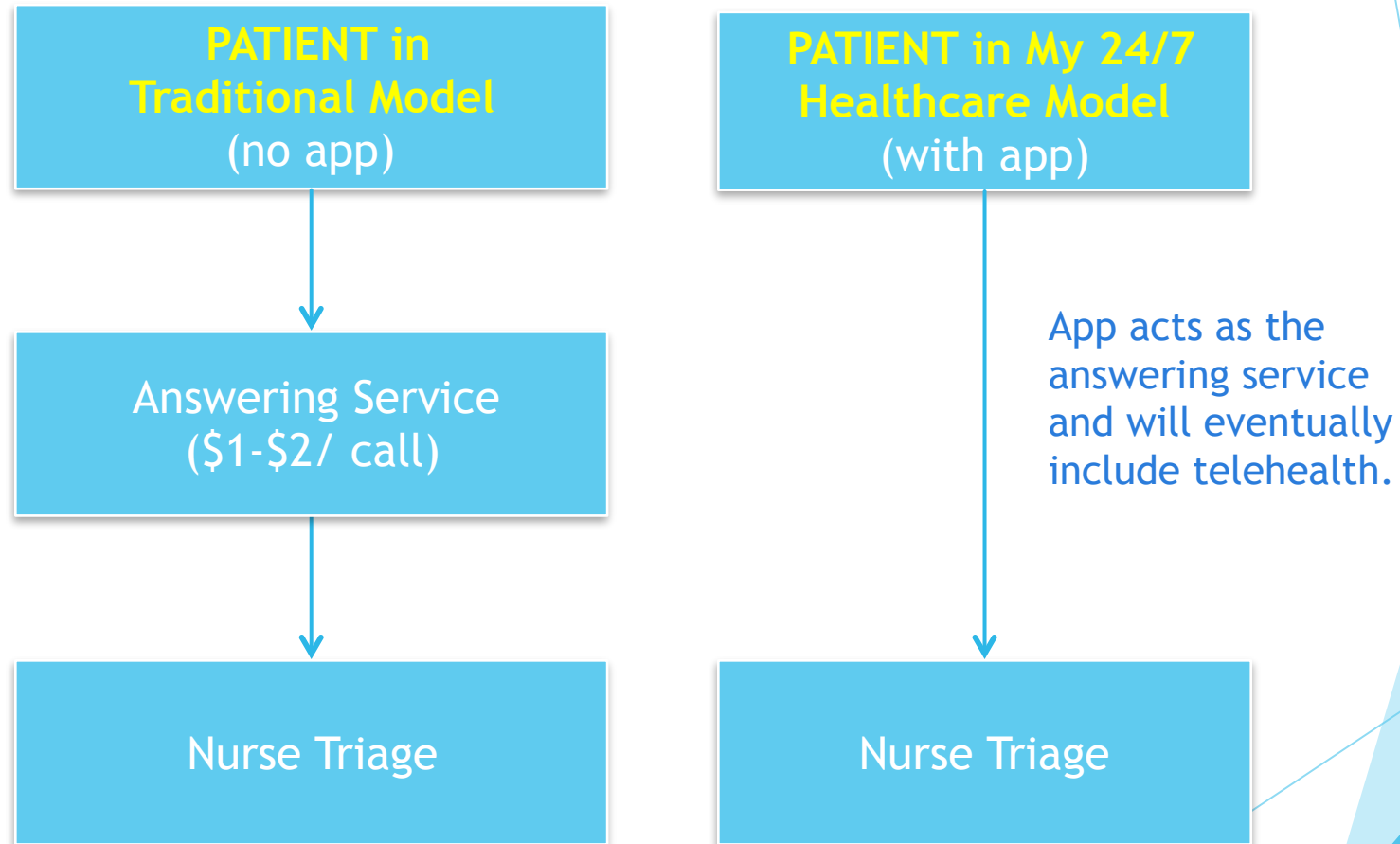
- ▶ Learning Center for Nurses

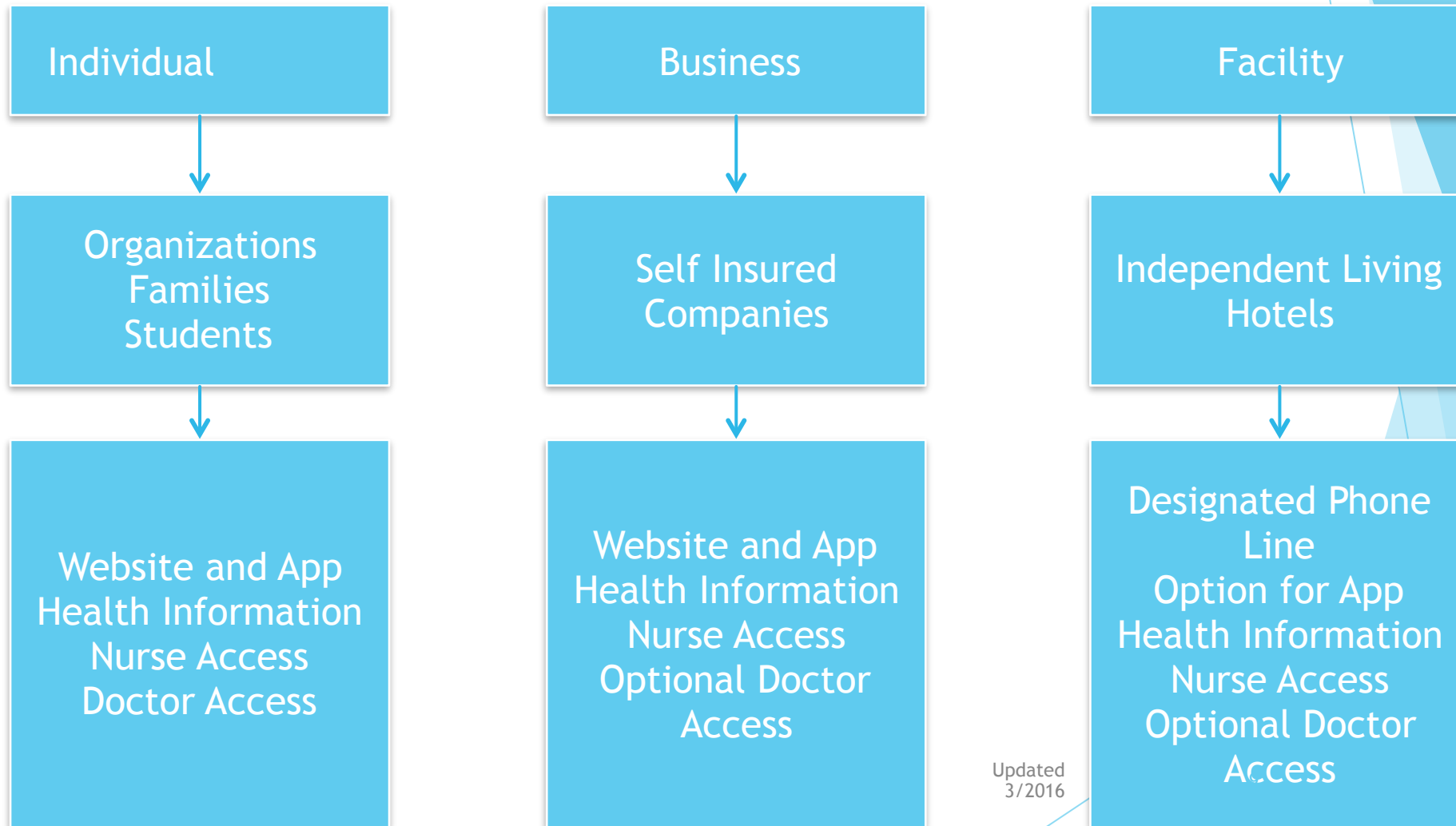


TriageLogic Group Structure



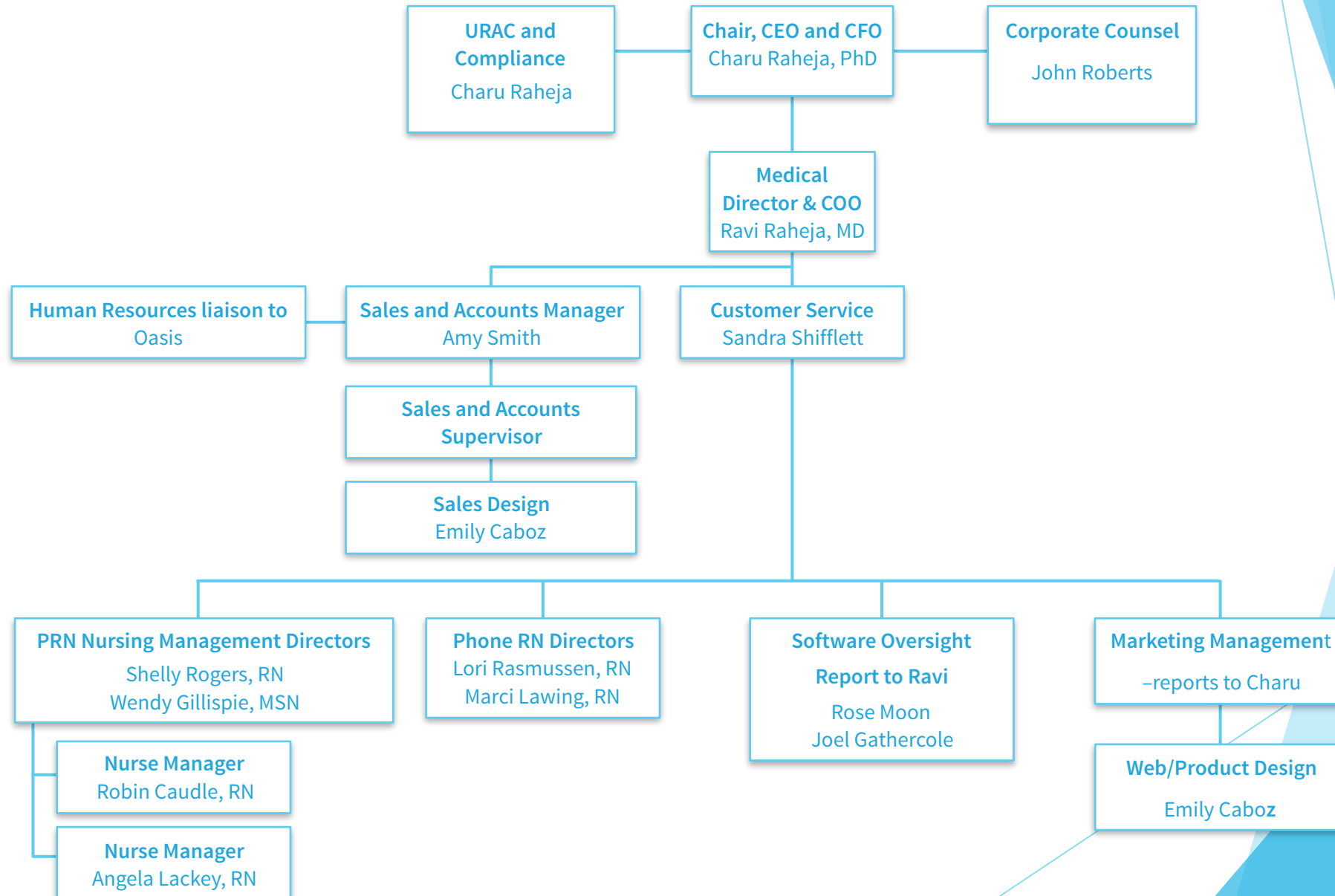
What is the My 24/7 Healthcare App?



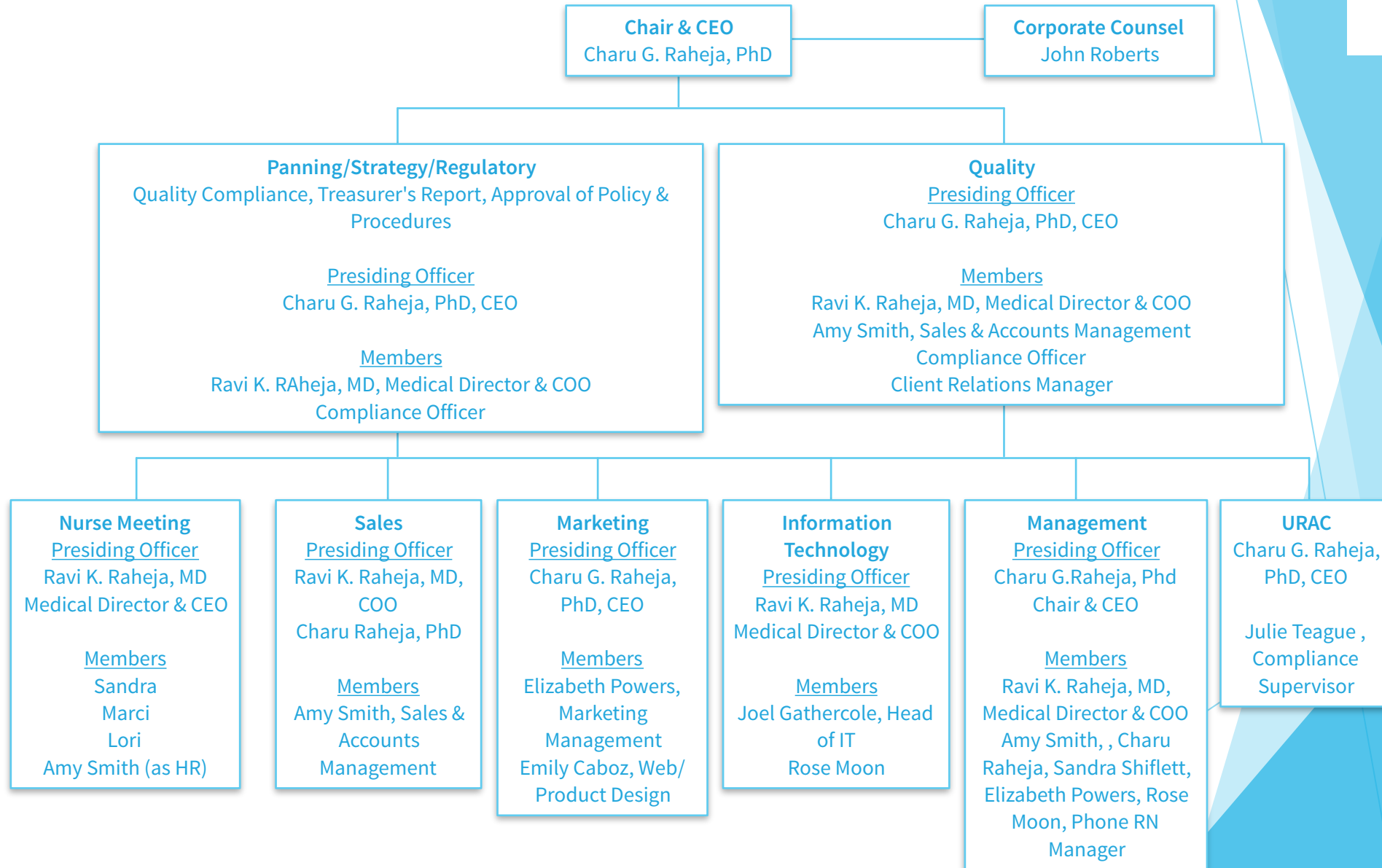


Updated
3/2016

TriageLogic Management Structure

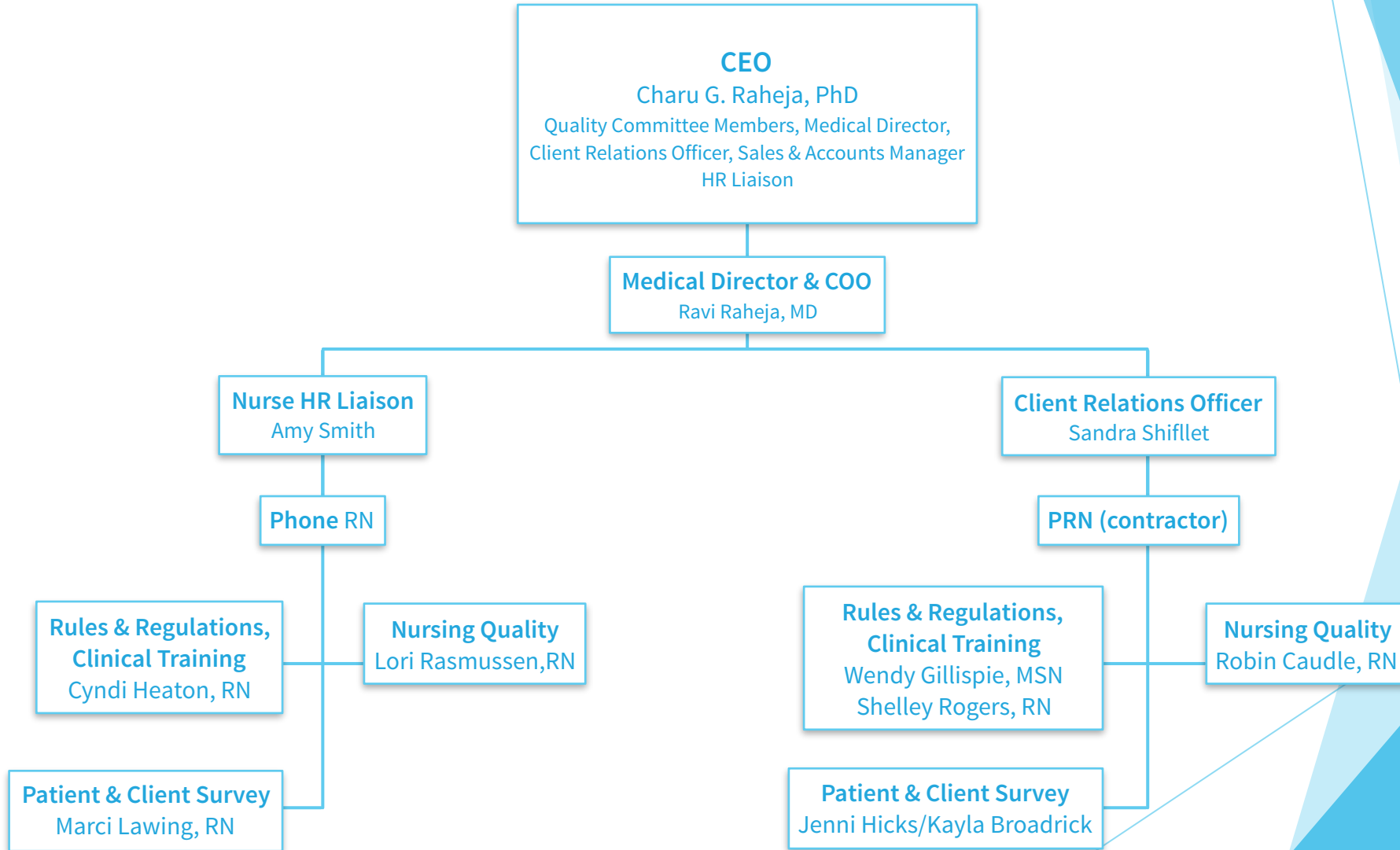


TriageLogic Meetings





Oversight Process





What is Nurse Triage?

- ▶ Subspecialty most frequently practiced by Registered Nurses.
- ▶ Involves the safe, appropriate and timely evaluation of patient symptoms over the phone by specially trained personnel.
- ▶ Nurses use algorithms to assess the severity of patients symptoms and together the nurse and patient agree on a plan of action (ranging from calling EMS to giving home care advice).
- ▶ Goal: To direct the patient to the most appropriate level of care in a safe and timely manner.

Historical Overview of Telephone Nurse Triage



- ▶ Late 1960's
 - ▶ First nurse triage call center was established
- ▶ Mid 1980's
 - ▶ Computerized guidelines and documentation became available
- ▶ About 10 years ago
 - ▶ Internet access started the concept of remote nursing agents
- ▶ Today
 - ▶ Fully cloud based and remote nurse triage systems
 - ▶ Integrated call recording
 - ▶ Full integration with practice electronic medical records (EMR)

Founders of Modern Nurse Triage



Bart Schmitt, MD, FAAP -

- Professor of Pediatrics at the University of Colorado School of Medicine
- Medical Director of the Pediatric Call Center at Children's Hospital Colorado since 1988
- Author of Pediatric Telephone Triage Algorithms for after-hours triage/advice nurses (1994-2012)
- Author of more than 100 articles and books for physicians, nurses, and parents



David Thompson, MD

- Part-time faculty attending in the Northwestern Memorial Hospital Emergency Department
- Author of Adult Telephone Triage Algorithms for after-hours triage/advice nurses (2001-2012)
- Author of numerous medical articles, with several in patient satisfaction and chief complaint coding



Why do the Schmitt-Thompson protocols work?

- ▶ Symptom-based protocols
- ▶ They cover over 99+% of all symptom calls
- ▶ Reviewed by a panel of nurses, consultants, medical directors, primary care providers, specialists and ER physicians annually
- ▶ Updated annually using the most current evidence based research
- ▶ Used by over 90% of nurse triage centers



Why Does Nurse Triage Improve Care?

1. Gets patients to the right place at the right time
 - ▶ Better continuity of care
 - ▶ Decreased morbidity and mortality
2. Enables appropriate use of health care resources
 - ▶ Decreased use of physician resources
 - ▶ Decreased inappropriate ER usage

Traditionally:



Step 1: Patient calls operator -collects information and relays to nurse

Step 2: Nurse reviews medical history and symptoms with caller

Step 3: Nurse assesses the appropriate level of care using appropriate protocol

Step 4: Nurse documents call

Step 5: Information relayed to physician



Updated
3/2016

Future Technology



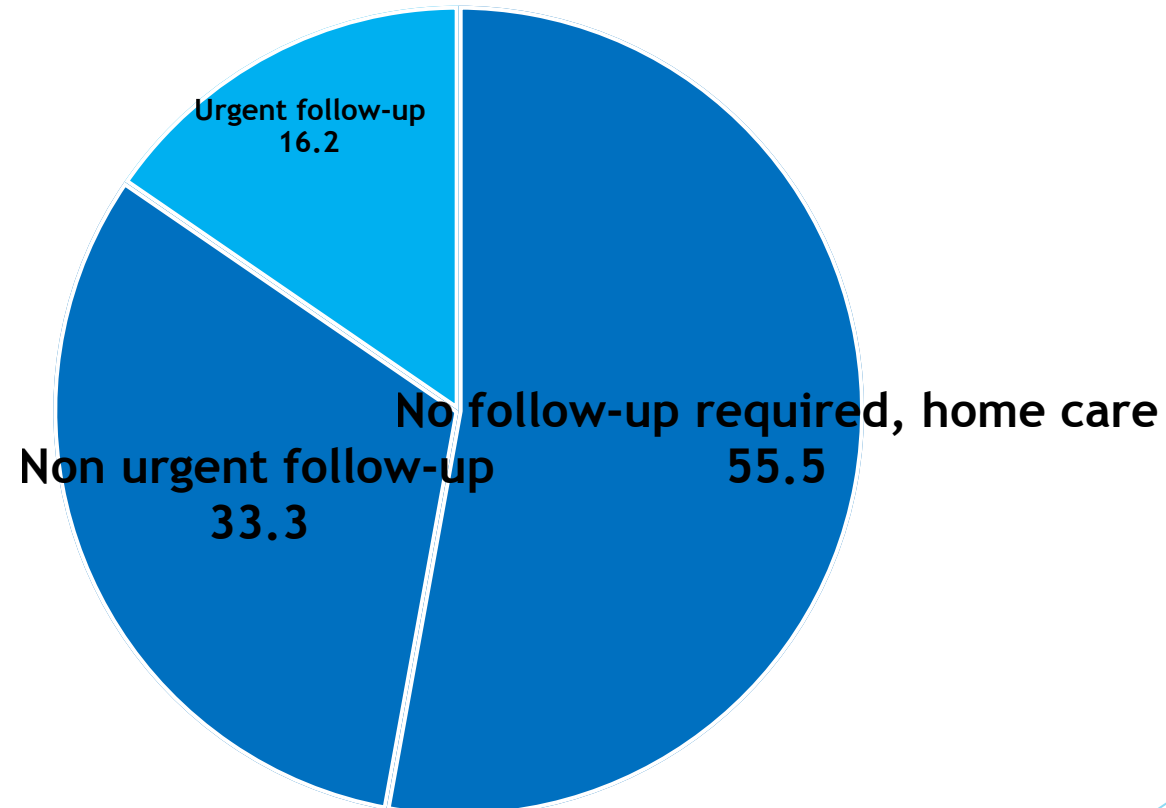
Why People Call

- Abdominal pain or constipation
- Cold, cough or sore throat
- Earache or ear infection
- Fever 3 months or older
- Headache or head injury
- High blood pressure
- Immunization reactions
- Medication question
- Rash or redness, widespread and localized
- Vomiting with diarrhea

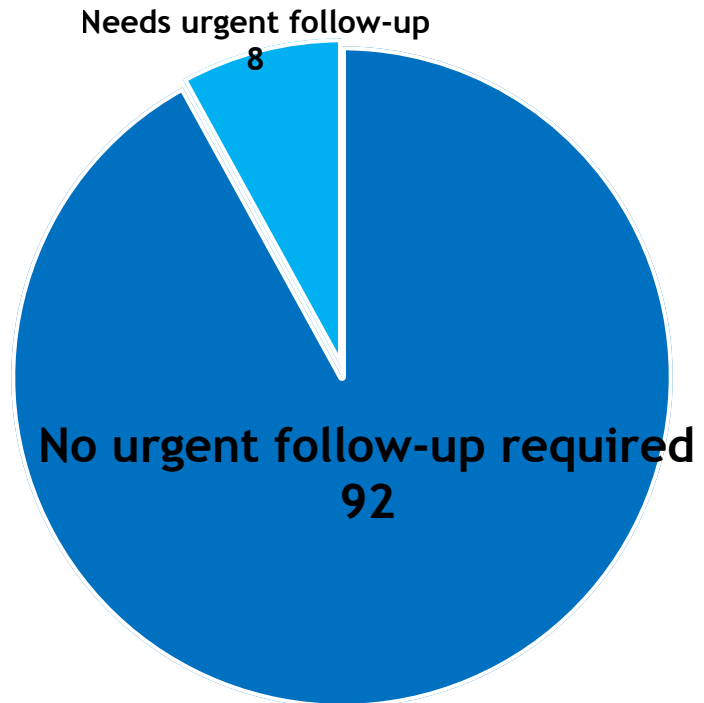


How Effective is Telephone Triage?

What did Nurses Tell Patients to do?
Data from July 2015 (10 -12 k Calls survey)

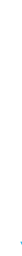


How Effective is Tele-Triage? Results from Patient Surveys



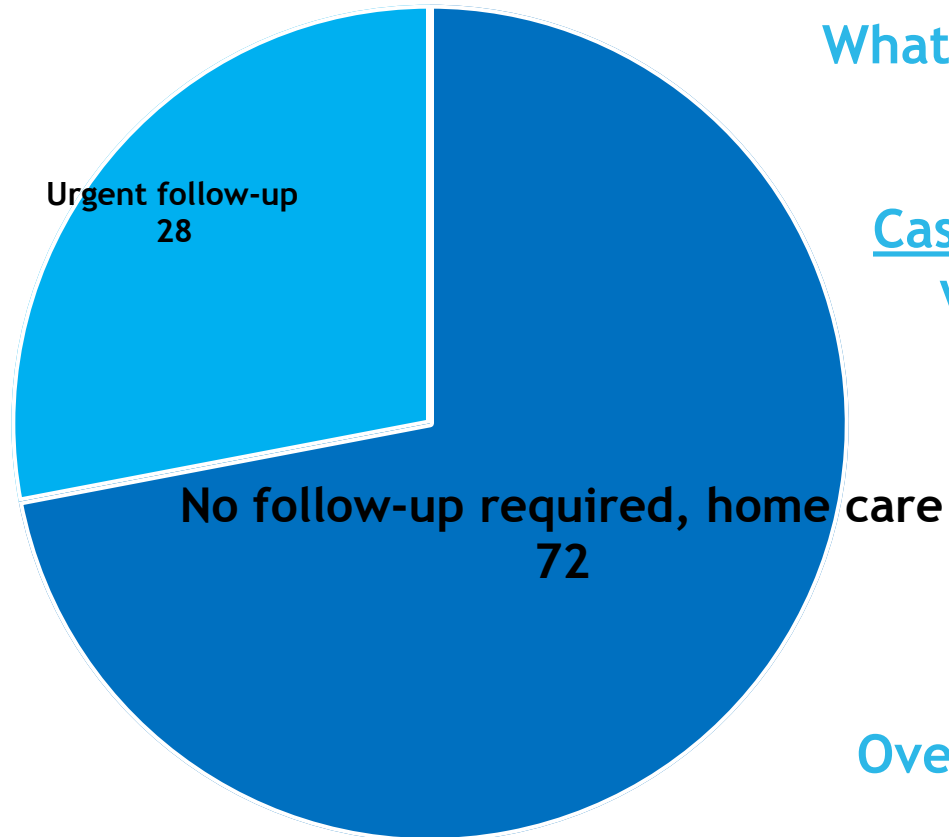
What is did Triage nurse tell patients to do following call?

Case 1: 22,273 of people surveyed were planning to stay home



Conclusion:
Nearly 10% Downplay Their Symptoms

How Effective is Tele-Nurse?



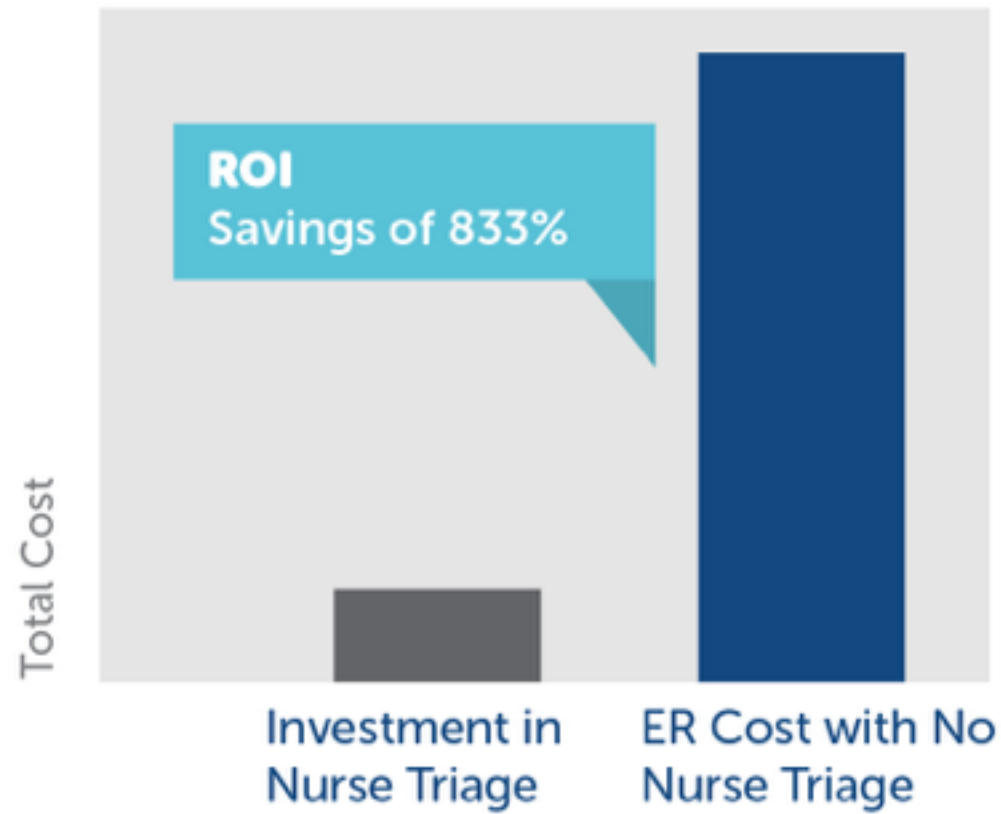
What did Triage nurse tell patients to do following call?

Case 2: 11,135 of people surveyed were planning to go to and ER



Conclusion:
Over 70% of ER visits can be avoided

Cost Saving from Nurse Triage





Conclusion Benefits of Nurse Triage

- ▶ Standardized and reliable protocols
- ▶ Gets patient to the right-place at the right-time – saves patient lives, and money
- ▶ Allows for data collection and analysis
- ▶ Potential for real-time disease surveillance and early warning systems



Working for TL: What are the requirements?



Before Day 1

- ▶ Review process for reporting working hours
- ▶ License and State Regulations that apply to my position
- ▶ URAC Standards that apply to my position
- ▶ Review HIPAA “Are you HIPAA Safe?” slides
- ▶ Get a copy of TriageLogic Policies and Procedures – available in human resources folder
 - ▶ Copy of Call Center Policy if it applies to your position



Information for New Staff

Work area/office- if working from home (nurses), you must have designated work area with door for HIPAA compliance.

Staff Phone List

- ▶ This can be acquired from your supervisor and is very helpful.

Information Technology

- ▶ Username and password
- ▶ Voice mail
- ▶ Internet Address and access
- ▶ Computer security
- ▶ E-mail

Probationary periods (new employee)

- ▶ 3 month review by supervisor for all new staff



Patient Data Policy

▶ **The TriageLogic platform is a web based system.**

- ▶ Data remains on the secure servers
- ▶ Requires appropriate role based access
- ▶ User name and password required to access the data.
- ▶ Users are NOT PERMITTED to print any information

➤ **Written notes**

- ▶ Should include Note Number Only
- ▶ No PHI should be written down.

▶ **Email correspondence**

- ▶ Note Number only
- ▶ No PHI should be included in any email correspondence



Patient Data Policy

▶ Printing PHI:

- ▶ Director of Nursing/Nurse **manager is the only one** that is permitted to print information from the system with PHI
- ▶ Management staff who are permitted to print PHI have a crisscross shredder at their desk and are to immediately shred the information after use.

▶ Computer Security:

- ▶ In the event that a computer that has PHI needs to be replaced or a user leaves the company:
 - ▶ The IT relations manager will coordinate a WebEx with a member of the IT team. The IT representative will access the users computer and remove all relevant data based on the latest standards of IT security.



Conflict of Interest

Conflict of Interest: Occurs when an employee has competing interests or loyalties that either are, or potentially can be, at odds with each other. A conflict of interest causes an employee to experience a struggle between diverging interests, points of view, or allegiances.

Examples:

- ▶ An employee who works for TriageLogic but has personal interests that compete with their employment.
- ▶ A persons position at TriageLogic conflicts with his or her interests in another organization.
- ▶ Employment at TL causes conflicting responsibilities.



Conflict of Interest (cont'd)

- **Conflicts of interest are generally forbidden by Triage Logic's standard of conduct.**
- Please ask your supervisor if you are unclear about a situation that may result in a conflict of interest.
- You may also contact the compliance officer if you have a conflict of interest or if you need clarification about one of your activities



Other Examples of Conflict of Interest

- ▶ A lawyer represents a client in a civil dispute while accepting fees from litigants who hold the opposing point of view.
- ▶ An employee starts a company that provides similar services to similar clients as those of her full time employer.
- ▶ A member of the employee selection team fails to disclose that he is related to a job candidate whom the company team is considering for a position.
- ▶ A manager provides paid consulting services on the weekend to a company customer or supplier.



What do we need from you?

Employees

1. Resume
2. Signed Employment agreement, please review
 - Working hours
 - Job description in agreement
 - Vacation and sick days
3. Signed HIPAA agreement (review HIPAA safety slides)
4. Signed employee confidentiality and inventions agreement
5. Register with Oasis for payroll and learn about benefits
 - ▶ Direct Deposit Sign-Up. Form W4



What do we need from you?

Contractors

1. Resume
 2. Signed contractor agreement, please review
 - Working hours
 - Job description in agreement
 - HIPAA agreement in the contract (review HIPAA safety slides)
 - Confidentiality and inventions agreement
-
1. Proof of license or insurance as required in your contract
 2. Register with Oasis for payroll
 - Payroll is monthly
 - TL does not withhold taxes for contractors



What do we need from you annually?

1. Update of Licenses and State Regulations that apply to my position
2. Updated resume
3. Proof of renewed liability insurance
4. Update URAC Standards that apply to my position
5. Updated HIPAA safety agreement
6. Review updates of TriageLogic Policies and Procedures – available in human resources folder or on The Learning Center
 - ▶ Review updates of Call Center Policy if it applies to your position
 - ▶ Annual Review



Questions?

Please sign orientation checklist once you have completed this orientation and received all the information you need

WELCOME TO TEAM TLC!