

Children's Mercy Hospitals and Clinics Contact Center

Primary Contact:

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Is this after hours call center affiliated with a hospital? YES

If yes, please list the name of the hospital:

CHILDREN'S MERCY HOSPITALS AND CLINICS

Is this after hours call center affiliated with a managed care plan? NO

What services does your call center provide?

Pediatric triage and advice for physician offices: YES
Pediatric telephone triage and advice for the general public: YES
Adult triage and advice for physician offices: NO
Adult triage and advice for the general public: NO
Physician referral services: YES
Outbound calls for hospitals: YES
Appointment reminder calls: YES
Telephone case management: YES

States in which the after hours service operates: KS and MO

In what year was the service started? 1991

Which triage guidelines and/or vendor protocols are used by telephone triage staff? BARTON SCHMITT

Total number of clinical patient calls handled in 2008? 140,059

Total number of pediatric clinical patient calls (age 0-17) handled in 2008? 140,059

Number of physicians served in 2008? 800

Number of medical practices served in 2008? 32

Who answers clinical patient calls? REGISTERED NURSES

Describe training program for triage staff:

One week hospital orientation, four weeks assigned to a registered triage nurse preceptor (completion of developmental and age appropriate competencies, computer and medical informatics competencies, additional orientation as required)

Are telephone triage staff certified by the AACN in telephone triage?
33% of RN's are certified in telephone triage or as Certified Pediatric Nurses by NNC, AACN, or PNCB.

Who supervises telephone triage staff?
REGISTERED NURSES AND PHYSICIANS (MEDICAL DIRECTOR AND PHYSICIAN ADVISORY BOARD)

Is the after hours service accredited by URAC? NO
Name of your Medical Director? KEN WIBLE, MD, FAAP, SOTC
Is the Medical Director board certified? YES
If yes, in what specialty? PEDIATRICS
How do patients access triage and advice services at your call center?
BOTH INBOUND CALLS FROM PARENTS AND OUTBOUND CALLS FROM NURSES

Describe your program quality assurance program:

The Contact Center works with a Quality Assessment and Improvement Schedule benchmarking various aspects of care indicators. The rationale for review of specific indicators may be based on high volume, high risk, high cost, problem prone indicators or any combination of the above. Indicators are scheduled for review anywhere from two to twelve times/year.

Quarterly Quality Assessment and Improvement Summary Reports Indicate the specific monitor and description (including quantitative data) and whether established threshold, external benchmarks, or calculated averages over time are used as markers to determine level of performance.

The TEAM(Think, Establish, Analyze, Make recommendations) Reporting Tool is used to establish new improvement projects and indicators.

Date Information submitted: 1/2009

St. Louis Children's After Hours Program

Primary Contact:

Name: **Suzanne Wells, BSN, RN**
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Is this after hours call center affiliated with a hospital? **Yes**

If yes, please list the name of the hospital: **St. Louis Children's Hospital**

Is this after hours call center affiliated with a managed care plan? **No**

What services does your call center provide?

Pediatric triage and advice for physician offices: **Yes**

Pediatric telephone triage and advice for the general public: **Yes**

Adult triage and advice for physician offices:

Adult triage and advice for the general public:

Physician referral services: **Yes**

Outbound calls for hospitals: **Yes**

Appointment reminder calls:

Telephone case management:

States in which the after hours service operates: **Missouri and Illinois**

In what year was the service started? **1996**

Which triage guidelines and/or vendor protocols are used by telephone triage staff? **Barton Schmitt guidelines/LVM Systems software**

Total number of clinical patient calls handled in 2008? **113,949**

Total number of pediatric clinical patient calls (age 0-17) handled in 2008? **113,949**

Number of physicians served in 2008? **233**

Number of medical practices served in 2008? **75**

Who answers clinical patient calls?

Medical Assistants:
Licensed Practical Nurses:
Registered Nurses: **Yes**
Physician Assistants:
Resident Physicians:
Other:

Describe training program for triage staff: **Three days classroom training; ten shifts with preceptor; close observation by assistant nurse managers for 4-6 months including review of call documentation, listening to call tapes, frequent check-ins with new nurse to provide feedback.**

Are telephone triage staff certified by the AAACN in telephone triage?
Yes

Who supervises telephone triage staff?

Nurses: **Yes**
Nurse Practitioners:
Physician Assistants:
Physicians:
None:

Is the after hours service accredited by URAC? **No**

Name of your Medical Director? **Randall Sterkel, MD, FAAP, SOTC**

Is the Medical Director board certified? **Yes**

If yes, in what specialty? **Pediatrics**

How do patients access triage and advice services at your call center?
Call center provides both inbound and outbound calls

Describe your program quality assurance program:
Random documentation audits by QI coordinator, medical director and peers. Self-audits of taped calls. Call tape audits by QI coordinator, software reports on filled fields and other documentation metrix; monthly staff education opportunities.

Date Information submitted: **1/2009**