

Name of Call Center: **After Hours Resource Line / Kids Care**

Primary Contact: Director: **Cindy Pumphrey**

Name: **Marilyn Cecil**

Title: **Office Manager**

Address: **1 Children's Way, Little Rock, AR 72202 Slot 851**

Phone: **501-364-2466**

Fax: **501-364-3266**

E-mail: **CecilMR@archildrens.org**

Is this after hours call center affiliated with a hospital? **Yes**

If yes, please list the name of the hospital: **Arkansas 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: **No**

Adult triage and advice for physician offices: **No**

Adult triage and advice for the general public: **No**

Physician referral services: **No**

Outbound calls for hospitals: **No**

Appointment reminder calls: **No**

Telephone case management: **No**

States in which the after hours service operates: **Arkansas, Texarkana, TX**

In what year was the service started? **1995**

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

Total number of clinical patient calls handled in 2008? **50,000**

Total number of pediatric clinical patient calls (age 0-17) handled in 2008? **50,000**

Number of physicians served in 2008? **189**

Number of medical practices served in 2008? **38**

Who answers clinical patient calls?

Medical Assistants: **No**

Licensed Practical Nurses: **No**

Registered Nurses: **Yes**

Physician Assistants: **No**

Resident Physicians: **No**

Other:

Describe training program for triage staff: **Min 50 hrs preceptor training, ongoing continuing telephone triage education, 20hrs hands on with supervision.**

Are telephone triage staff certified by the AAACN in telephone triage? **No**

Who supervises telephone triage staff?

Nurses: **Yes**

Nurse Practitioners: **Yes**

Physician Assistants: **No**

Physicians: **No**

None:

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

Name of your Medical Director? **Dr. Larry Simmons**

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?

Contracted Clinic answering service/medical exch

Describe your program quality assurance program: **Audits: 10%, Staff 100% documentation competency testing, satisfaction studies.**

Date Information submitted: **1/2009**

Name of Call Center:

Night Nurse (Pediatric After-Hours Triage Service)

Primary Contact:

Name: Tami E. Regan, RN, CHT

Title: Director, Nursing Triage Services

Business Mail Address: P.O. Box 5434 Wayland, MA 01778

Call Center Address: 47 Franklin St. Framingham, MA 01702

Website Address: www.nightnursetriage.com

Phone: 508-650-0022

Fax: 508-650-9781 / 508-879-2226

E-mail: info@nightnursetriage.com tami@nightnursetriage.com

Is this after hours call center affiliated with a hospital?

No (Non-Subsidized). Hospitals, Clinics, Practices, and individual pediatricians are Night Nurse subscribers.

If yes, please list the name of the hospital:

Reference list of our subscribing health care facilities available upon service inquiry request.

Is this after hours call center affiliated with a managed care plan?

No. (Non-Subsidized)

What services does your call center provide?

Pediatric triage and advice for physician offices:

Yes. Night Nurse also provides triage services for Hospitals, Medical Centers, Practice Groups, Healthcare Clinics, College/University Health Services and individual pediatricians.

Pediatric telephone triage and advice for the general public:

No. Service restricted to patients of Night Nurse Subscribers.

Adult triage and advice for physician offices:

No. Night Nurse is exclusively engaged in pediatric triage. RNs/NPs are all experienced pediatric professionals.

Adult triage and advice for the general public: No.

Physician referral services: No.

Outbound calls for hospitals: No.

Appointment reminder calls: Yes.

Telephone case management: No.

States in which the after hours service operates:

Night Nurse triage service is presently available to health care providers in the following 25 states:

AR, AZ, CO, CT, DE, ID, IA, KY, MA, MD, ME, MS, NE, NH, NM, NC, ND, NY, RI, SC, SD, TN, TX, UT, VA, and WI.

In what year was the service started? 1999

Which triage guidelines and/or vendor protocols are used by telephone triage staff? Dr. Barton D. Schmitt Pediatric Telephone Protocols.

Total number of clinical patient calls handled in 2008?

Over 84,000 patient related calls.

Total number of pediatric clinical patient calls (age 0-17) handled in 2008? Approximately 82,000.

Balance of calls from patients over 17 years of age continuing to be seen by their pediatrician.

Number of physicians served in 2008? Over 700 pediatricians.

Number of medical practices served in 2008?

Over 80 hospitals, clinics, practices.

Who answers clinical patient calls?

Medical Assistants: No.

Licensed Practical Nurses: No.

Registered Nurses:

Yes. All clinical triage calls are answered by properly credentialed, pediatric RNs, NPs and advanced practice PNs. [Nurses must have minimum five years pediatric clinical experience for employment consideration].

Physician Assistants: Yes.

Resident Physicians: No.

Other: No.

Describe training program for triage staff:

Training period is based upon individual telephone triage experience in addition to clinical experience. Standard is two weeks on-site observation [head set listening-in to triage calls] followed by period of monitored triage call encounters. Evaluation and QA encounter report review by DON/ADON prior to schedule/coverage assignment. Nurses receive full rate compensation while in training to insure non-pressured orientation until satisfactory completion.

Are telephone triage staff certified by the AACN in telephone triage?

No. Although some nurses are previously AACN certified, all of our triage staff must complete Night Nurse training before triage assignment. All nurses are required to hold current multi-state license & fulfill CEU requirements. Night

Nurse pediatric professional staff average 15 years direct nursing care experience obtained at pediatric practices, Pediatric ER/NICU/PICU/PACU/Pediatric Units and School Nurse settings.

Who supervises telephone triage staff?

Nurses: Nursing shift supervisors, with periodic QA audit monitoring of triage encounters, ADON/DON is available 24/7 for real-time triage encounter reviews. Three Medical Directors are available on-call via DON for consultation.

Nurse Practitioners: Same as RN's

Physician Assistants: Same as RN's

Physicians: N/A

None: N/A

Is the after hours service accredited by URAC?

No. We believe Night Nurse standards exceed URAC criteria for approval. Our internal policy and procedures include: selective hiring requirements, excellent call volume to staff ratios (compared to national call center standards), additional scheduling of on-call nurses for call volume surges, continuous triage performance monitoring, investment in operational systems designed to assure prompt call response times, nurses given ample time to empathetically provide safe, accurate triage care advice within protocol guidelines, result in our consistently high parent/caregiver and subscriber satisfaction ratings. Adherence by Night Nurse to exceptionally high, self-imposed standards, supported with advanced system technology, produces good patient outcomes and affordable services.

Name of your Medical Director?

We have three Medical Directors:

Peter D. Rappo, MD, FAAP

Richard H. Ringel, MD, FAAP

Paul C. Schreiber, MD, FAAP

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

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

How do patients access triage and advice services at your call center?

Answering service relays patient/caregiver calls to Night Nurse Call Center by facsimile which are immediately prioritized for urgency. Advanced operational systems are attended by trained personnel who superintend incoming triage calls for dispatch to pre-assigned/scheduled triage nurses. Emergent calls are

answered within 5 minutes, urgent calls within 10 minutes, all other non-urgent calls in less than 30 minutes on average. Emergency procedures are in place to shield against blackouts or weather conditions. [[Night Nurse never shut-down or temporarily discontinued service since 1999](#)].

Describe your program quality assurance program:

Regular evaluation of system generated Triage Encounter Report detail data, nursing performance review, monitoring response times, call volume to staff coverage ratios, in-service/mandatory CEU courses, protocol review and up-dates by Medical Directors, physician/subscriber interface, hiring only experienced pediatric professionals, continuous systems operational support, subscriber/staff medical community news/information alerts; seriousness of purpose and high level of individual dedication demonstrated by Night Nurse management, professional and administrative team.

Date Information submitted: 1/2009