

MGH Charlestown



Improving Satisfaction with Enhanced Telephone Access

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Improving Satisfaction with Enhanced Telephone Access



- Nurse Partners Pediatric Telephone Triage Program
- Use of ACD Telephone reports to understand peak and function calls

Nurse Partners Pediatric Telephone Triage Overview



- Initiated in November 1996
- Program dedicated to neonatal, pediatric and adolescent nurse triage
- Program managed through the Department of Nursing at MGH

Nurse Partners Pediatric Telephone Triage Overview



- Calls managed from a centralized location, not at the HC
- Calls triaged according to the Barton Schmitt Pediatric Telephone Protocols
- Call Center open weekdays 5PM-8:30AM and 24 hours/day weekends and holidays
- Fee schedule for physicians

Nurse Partners Pediatric Triage Services



- Telephone triage by pediatric nurses
- Follow-up phone calls for additional education/support
- Prescription call-in
- Encounter form faxed to PCP
- Customized referral management
- Customized newborn and hospital admission notification
- AT&T Language line
- ED/Urgent Care approval

Nurse Partners Pediatric Triage Monitoring



- All calls recorded for quality assurance
- Regular random review of calls
- Call volume, call waiting time and abandonment rate tracked
- Follow-up of inquiries re: previous phone calls
- Annual physician satisfaction survey

Improving Telephone Access Using ACD Statistics



- Call volume for a two week period in August across two teams studied, Team A and Team B
- Calls were tracked by coming in the morning or the afternoon

Improving Telephone Access Using ACD Statistics Results



- Monday is the busiest day for phones
- Team A has more calls
- Patients were waiting too long in queue
- Patients abandoned calls
- Telephone access standards are being considered

Improving Telephone Access using ACD Statistics Recommendations



- Discontinue teams for phones
- Tweak telephone menu – remove option for referrals
- Staff up beginning of the week
- Need at least 3 people answering phones during peak times
- Staff training on the phone system
- Supervisor training – reports and monitoring



Questions?