



**Public Schools Risk  
Institute  
Summer-Discovery Festival**



***The Right Call for Workplace Injuries®***



## Today's Presenters

### **Dorothy Antic**

- Registered Nurse, Scottsdale Injury Hotline.

### **Dennis Chandler**

- Director of Injury Management Programs, Company Nurse

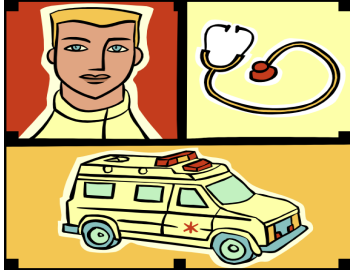


## A PROVEN SOLUTION TO SAVINGS: NURSE HOTLINE/TRIAGE ON THE DAY OF INJURY

Dennis Chandler

Director of Injury Management Programs

*The Right Call for Workplace Injuries®*



## Injury Hotline's Objective

**Leverage the Day of Injury**....within minutes of an injury, a triage nurse makes important medical decisions that optimize care for injured workers and maximize savings for your program. You benefit from all the right factors:

- ***Right Time.***
- ***Right Care.***
- ***Right Results.***





## Injury Reporting Challenges

- Many injured employees do not report their injuries until they become worse
- Supervisors may be delayed in filling out and submitting proper forms
- Injured employees and supervisors not experienced or trained in medical decisions and capturing the right injury information
- Late reporting triggers a chain reaction of setbacks in optimally managing the injury, claim, care, and return-to-work (RTW) outcomes



# Injury Hotline Center

## Nurse Hotline

Staffed 24/7 365 days

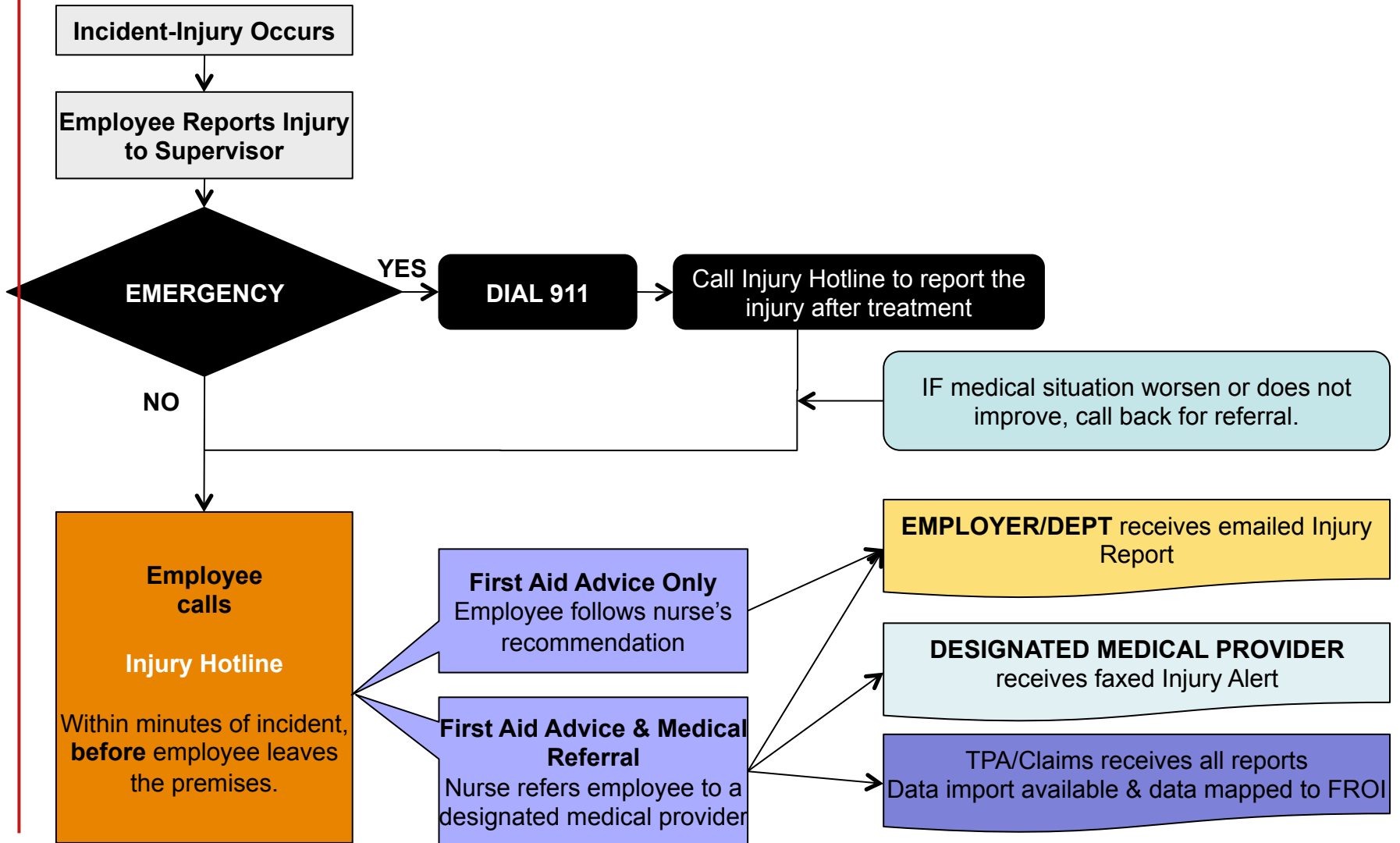
Registered Nurses

Medical Triage Service

- Nurse Advice
- Medical referral to treatment facility
- Document incident- collect the facts
- Immediate reporting to all parties.



## RN Triage Injury Reporting





# Immediate Nurse "Report of Injury"

- Sent, via email, to the District, Clinic/Physician and TPA within 5-7 minutes
- Not to be confused with the Employer First Report of Injury

Company NURSE Report of Injury		Company NURSE Report of Injury	
<p>Call Confirmation #B3022460 Time : 06/16/2010 09:34:51 Employee: Test</p> <p>To: Test Company- Dept Location            Primary Contact : MaryJane Johnson            Phone : 333-333-3331            Alternate Contact : Jenay Hae 333-333-3332            Employer Address : Test Corporate Name 8553 Test Street            Scottsdale AZ 85258</p> <p>Re: Test Employee</p> <p>Dear Employer:            Please find attached an injury report for an incident which occurred on 09/28/2009 08. The following information was provided to Company Nurse 0 days later on 09/28/20. Your employee was treated by a nurse and will seek or has sought treatment.</p> <p>Treatment facility:            Test Clinic            123 Main St            Any City AZ 85001            Phone : 480-222-0800 Fax : 623-321-1511</p> <p>A Provider Alert has been faxed to the above number with the Employer's Name, Name &amp; Address, Details of the Injury, and a Work Status Report that the medical complete and return to your designated recipient.</p> <p>If your company mandates POST-ACCIDENT DRUG/ALCOHOL TESTING &amp; RETURN-TO-WORK program and you have notified Company Nurse of these included this information on the fax to the provider. If you would like more info please contact your Company Nurse Customer Service Representative or notify 888-817-9282 or service@companynurse.com.</p> <p>Please contact the medical facility to obtain drug/alcohol test results and employ Claims/Medical Billing Information (if a treatment facility is populated above, we have for Test Insurance            9512 Chama St Suite 1526            Phoenix AZ 85001            Phone : 666 666-6666 Fax : 666 666-6667</p> <p>Home care/first aid advice provided by Company Nurse does not constitute authorization. This injury report is being forwarded as a service to your organization; you may want</p> <p><small>CONFIDENTIALITY NOTICE - This document may contain information that is confidential or legally privileged, recipient, or a person responsible for delivering it to the intended recipient, you are hereby notified that you distribute or use any of the information contained in this document. If you have received this document in error, please notify the sender at 888-817-9282 or service@companynurse.com and destroy this document in its entirety. Thank you.</small></p>		<p>Call Confirmation #B3022460 Time : 06/16/2010 09:34:51 Employee: Test</p> <p><b>Employer Information</b>            Test Company- Dept Location: TEST1            Test Corporate Name: 8553 Test Street            Scottsdale AZ 85258            Phone : 333 333-3331</p> <p><b>Employee Information</b>            Employee: Test            Address: 11245 Home Blvd Apt C125            Phone: 480-374-2450            Test Employee: Test Supervisor</p> <p><b>Date, Time, and Place of Incident/Report</b>            Date: 09/28/2009 08:00:00            Time: Monday 09:28:2009 09:05:00            Location: 4658 Test Location Blvd, Suite 5            Phoenix AZ 85011</p> <p><b>Injury and Treatment</b>            Injury: CUTS, LACERATIONS, SCRAPES, PUNCTURES            Location: Hand Right            Report Only (NO TRIP) <input type="checkbox"/>            Case-Make Claim <input type="checkbox"/></p> <p><b>RN Triage</b>            Medical Condition: OCC Health Next Office Hours            Patient Response during Medical Evaluation: any wound (including superficial) and last tetanus booster &lt; 5 years ago? - Yes <input type="checkbox"/>            Patient Outcome: Patient Understood <input type="checkbox"/>            Patient Compliant <input type="checkbox"/></p> <p><b>URGENT</b>            4. OCC HEALTH NEXT OFFICE HOURS (MUST BE WITHIN 72 HOURS)            Call back to Company Nurse if symptoms worsen, new symptoms occur or questions arise.            24. Keep wound clean and dry. OTC analgesics as needed, may return to duty in meantime, may apply ice or heat to wound for comfort, maintain injured part</p>	
<p>position of comfort.</p> <p><b>Triage Notes</b>            1. Please describe your medical complaint.            1' laceration to palm of right hand.            2. How did the accident happen? (Please state all details)            Employee was cutting lettuce and cut her hand.            3. Please specify machine, tool, substance or object most closely connected with the accident.            Knife            4. What was the employee doing when accident occurred?            Cutting lettuce for student lunches.            Medical History:            Other:            6. Essential Nursing Notes:            TEST REPORT TEST REPORT TEST REPORT TEST REPORT TEST REPORT TEST REPORT</p>			



# Why Does Triage Work?



**Dorothy Antic, Registered Nurse**  
**CN Injury Hotline-Scottsdale**

*The Right Call for Workplace Injuries®*



# An Effective Injury Triage Approach

- Focus on medical needs of injured worker as the patient
- Algorithms target common on-the-job injuries and ailments
- Focused on appropriate timing and level of care, with emphasis on early RTW objectives
- Use “emergency medicine mentality” of going from worst-case scenario to routine cause of patient complaints
- Reserve ED referrals for “true emergencies,” although sometimes timing and location push patients toward ED usage, which in these cases, are not “inappropriate”
- When appropriate, provide advice for simple first aid and self-care guidelines

# Nurse Hotline



Incoming Call

Initial Triage

Care Advice

Disposition

Reporting & QA/QC

- **Phone Menu- 24/7 “Live”**
  - Injury requiring RN care advice and/or medical referral.
  - Injury does not require RN advice. Use for minor incidents, late reports, call backs, medical treatment prior to calling and after 9-1-1-emergency incidents.
- **Translation Services**
  - English, Spanish or other language translation services available upon request.



## Proven Savings

- **Southern California Schools-Nurse** injury reporting, medical triage and day of injury return to work program reduces WC claims by 30% and decreased overall WC program costs by 20%
- **Albuquerque Public Schools-** reduced workers' compensation costs by 33%
- **Schools nationwide-** average 35-42% of all calls are non-referred to medical treatment



## Benefits for Employers

- 24/7 Injury Reporting System
- Comprehensive incident data gathered by medical professional
- Reduced reporting lag time
- Lower claims frequency/severity:
  - ER visits reduced
  - 35-42% non-referral rate for most clients
- Supervisor removed from making uncomfortable treatment decisions
- Documented conversations – calls recorded and stored for 5 years

*Right Time...*

*Right Care...*

*Right Results...*

*The Right Call for Workplace Injuries®*



## Benefits for Employees

- Immediate Access to RN for medical knowledge, triage and first aid
- Nurse care, “Peace of mind”
- Independent medical evaluation, Supervisor removed from “biased” decision
- Access to RN for follow up and questions as needed
- Referral to physician/clinic as needed

*Right Time...*

*Right Care...*

*Right Results...*

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# Transformative Results

Late Reporting of Injuries

High Medical Costs,  
Inappropriate Care

Incomplete & Inaccurate  
Injury Data

Manual, Paper-based  
Processes

Supervisors Make  
Medical Decisions

Disgruntled Employees

Unnecessary ER Usage

Prompt Reporting of Injuries

Cost-Efficient & Appropriate  
Level of Care

Comprehensive Injury  
Information

Report via Hotline Initiates  
Coordinated Response

Trained Nurses Make  
Medical Decisions

Satisfied Employees

Appropriate ER Usage

Nurse Hotlines &  
Injury Triage

# Questions & Answers



## Contact Info

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Website: [www.companynurse.com](http://www.companynurse.com)

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