

Improving Access Through Improved Messaging Bowdoin Street Health Center

The Problem

- Challenges continue with messaging related to calls from sick patients, outside physicians, and other agencies regarding patient care.
- Nurses are not consistently responding to pages.
- Messages from sick patients are sent via email and may not be identified and responded to in a timely fashion.
- Text messages to beepers not consistent . Important information not always included– not able to identify what issue is or who called.

Aim/Goal

To improve and standardize method of notifying nursing staff of urgent sick calls from patients or calls from outside physicians/agencies regarding urgent patient care and to ensure timely responses from nursing staff to urgent messages.

The Team

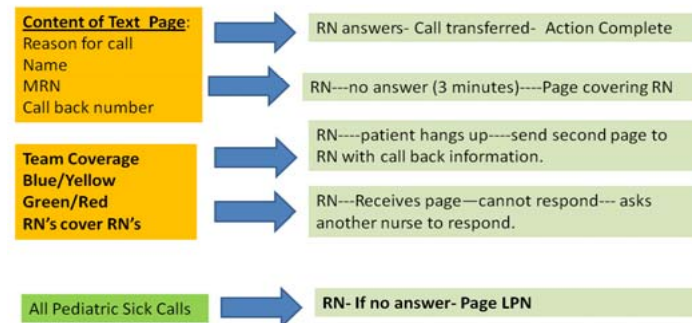
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The Interventions

- Review with nurses information necessary to assess urgency of page, patient information and call back number.
- Develop short scripts to use for text pages that relay important information. le. Asthma Attack MRN Patient call back information.
- Develop script for call center staff :
 - To get call back information early in conversation.
 - To offer a call back or to remain on line while nurse paged.
 - To advise patient to keep phone on and stay at phone location until called back
- Develop backup strategy if nurse does not respond to page.
- Review scripts with call center staff.
- Nurses carry beepers at all times.
- Pilot for two weeks and reassess.

The Results/Progress to Date

Page RN for the Following conditions:	
•Chest Pain	High fever
• Shortness of Breath/Difficulty breathing	Falls with injury
•Bleeding (more than 10 minutes)	Signs of stroke- weakness one side,
•Severe nausea/vomiting/diarrhea	slurred speech, blurred vision
•Seizures	Severe flu symptoms
•Sudden confusion or altered mental state	



Guidelines Developed for Messaging Urgent Patient Calls

Lessons Learned

Standardizing process and expectations for call center and nursing staff improve content of message and rate of response to urgent patient phone calls. After two weeks increased satisfaction expressed by call center and nursing staff. Less patient hang ups and fewer email messages for sick patients received.

Next Steps/What Should Happen Next

- Educate front desk staff in text messaging process.
- Initiate text messaging procedures for OB GYN clinicians.
- Discuss messaging process for mental health phone calls and establish procedures.
- Establish guidelines for agency/physician calls
- Continue to evaluate and assess additional areas for improving all messaging from patients.