

CHS Re-envisioning Initiative Update

NYC Board of Correction Meeting
July 14, 2020



Intake:

- Nurses, backed by telehealth providers, conduct intakes
 - VCBC, RNDC, and MDC (6AM-11AM & 4PM-8PM)
 - AMKC and RMSC intakes continue around-the-clock

Sick Call Triage:

- Sick call triage represents a new supplemental pathway to access CHS
- Sick call triage allows patients to directly call CHS nurses about their concerns and have them addressed telephonically or during an in-person sick visit appointment

Team-Based Medical Care:

- Primary care teams are responsible for the care of the whole patient and are accountable for that care over time

Intake

- In December 2019, the mean time to complete an intake was 5.8 hours
- Following the implementation of CHS' new intake workflow, the mean dropped by 28%

	Baseline	Post Implementation
Mean (hours)	5.8	4.2



Sick Call Triage

- A total of 6,488 calls were placed during the scheduled hours of 5AM-10AM
 - 82% answered live
 - 18% voicemail
- A total of 4,424 calls were placed during unscheduled hours
- As of Monday, the hours were extended to 12PM to minimize calls going to voicemail
- All voicemails are addressed within 24 hours on weekdays and within 48 hours on weekends



Sick Call Triage Outcomes

- 44% of calls were resolved over the phone
 - Includes over the counter services, medication renewals, and requests for glasses or contact lenses, medical records, after care letters, and non-sick call appointments
- 55%* of calls were scheduled for an in-person sick visit appointment
 - 92% completed within 24 hours
 - 7% completed >24 hours

*1% of patients excluded due to discharge



Team-Based Care Roll-Out

- Dec - March (prior to COVID):
 - Development of new workflows for team assignment
 - Planning for IT Dashboard
 - Facility meetings to plan for effective teams
 - Planned team coordination structures (team huddles, educational conferences)
- COVID: Facility opening and patient transfers related to COVID made implementing team based care unfeasible between March and June.



Planned Next Steps for Team-Based Care

- August 2020
 - Pilot Team-Based Care at select non-intake facilities
 - Track quality measures, adapt workflows and IT tools

- September/October 2020
 - System wide implementation
 - Increase interdisciplinary coordination over time

