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%.

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<th>Baseline</th>
<th>Post Implementation</th>
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<td>Mean (hours)</td>
<td>5.8</td>
<td>4.2</td>
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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