

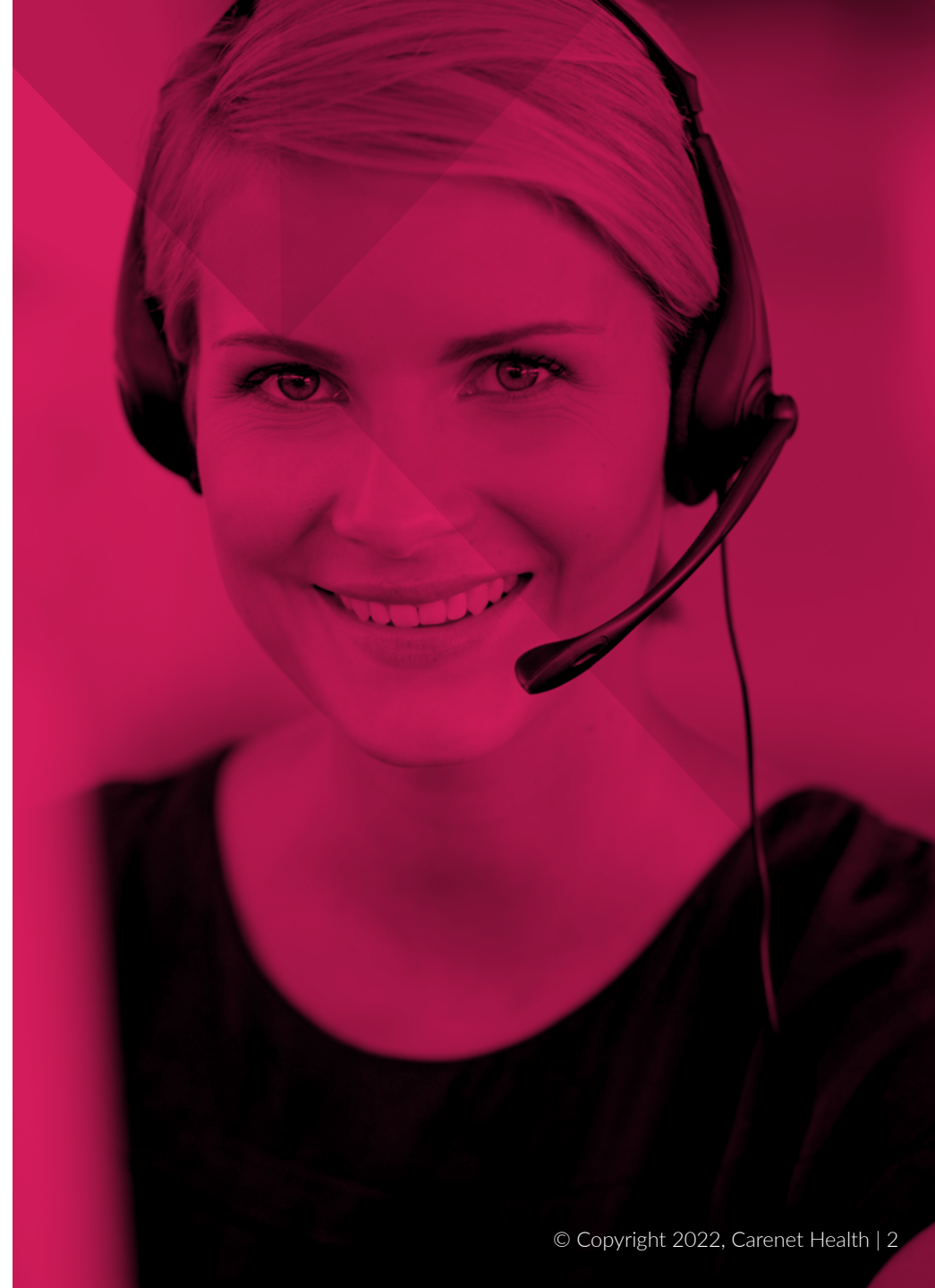
TELEHEALTH CASE STUDY

## **Nurse Triage Partnership Helps Scripps Health Respond to Emerging Needs and Improve the Patient Experience**



# The Big Picture

- Scripps Health—an integrated healthcare system serving California’s second-most populous county—wanted to improve the patient experience and meet the demand for high-quality, around-the-clock care and information.
- The system turned to Carenet Health to outsource 24/7 nurse triage capabilities, serving up best-in-class clinical engagement and enabling Scripps to stay focused internally on growth and additional improvement initiatives.
- The partnership has grown to include five patient-centric nurse triage lines, supporting Medicare, Medicaid, pediatrics and other specialty populations, as well as a unique, concierge-level virtual care solution.
- The telehealth services consistently deliver 99% patient satisfaction, divert unnecessary care from busy clinics and campuses, and help save at least 2,000 lives annually via emergency care recommendations.





A man with glasses and a white t-shirt is sitting up in a hospital bed, looking down at a smartphone in his right hand. A laptop is open on his lap. The background is dark with a geometric pattern. The entire image has a red overlay.

*Roll over for  
more information*

# Challenge

## A complex patient ecosystem and an increasing demand for 24/7 care and information

As a \$3.1 billion integrated healthcare system, **San Diego-based Scripps Health** is a regional healthcare leader—and regularly recognized as one of the top 15 health systems in the nation. The multifaceted organization consists of hospitals, medical centers and thousands of affiliated clinics, serving a population of over 3 million.

Patient expectations were evolving, including the desire for around-the-clock access to care and treatment guidance. To take the patient experience to the next level, the system would need to not only offer high-quality, 24/7 nurse triage services, but also ensure the services would meet the needs of its diverse patient universe, ranging from Medicare and Medicaid members to patients of specialty clinics.

Another issue in play: How to direct patients to the most appropriate care setting, which could help with resource and patient volume management.



*Roll over for  
more information*

# Solution

## Outsourcing success based on quality, flexibility and thinking outside the box

Scripps turned to Carenet Health as a flexible, 24/7 nurse triage partner that could problem-solve and adapt quickly to emerging patient and clinical needs.

Over several years, the close partnership has resulted in the creation of multiple patient-centric nurse advice lines, supporting individual geographic areas, as well as Medicare, Medicaid, pediatrics and other specialty populations. Carenet also provides an on-demand, concierge-level information and triage service for a large regional employer on behalf of the health system.

Each triage service has different requirements and protocols for its distinct populations. For instance, an Advanced Care Clinic triage service leverages a nurse-first telehealth model to offer the fastest connection between elderly patients and a registered nurse.

Some services have the ability to page physicians directly or refill standing-order prescriptions; all can help patients find a doctor or healthcare facility close by, anytime day or night.



# Results

The long-term partnership has consistently delivered a best-in-class patient experience, whether nurse advice is needed at noon on Wednesday or 3 a.m. on Saturday. Plus, with 24/7 nurse triage handled by a trusted vendor, Scripps has been able to focus on its exponential growth and continuity of care. Following is a snapshot of program results.

46,000  
patients served

2021  
to  
2006

from  
1 to 6  
nurse  
triage lines



average patient  
satisfaction after  
nurse interaction

at least  
25%

of nurse triage calls  
solved with at-home  
treatment, diverting  
unnecessary care  
from busy clinics  
and campuses

2,000

patient lives potentially saved each  
year via nurses' ED and 9-1-1  
care recommendations





“Carenet is an amazing partner. I especially appreciate their flexibility and willingness to collaborate on added features, and the ability to effectively implement those features quickly. It has been an effortless partnership; I know I can always count on their leadership.”

Monica LaJoie, RN  
Manager, Clinic Operations  
Scripps Health

# Learn More

## About us

Carenet Health is the nation's premier healthcare clinical and consumer engagement partner—providing 24/7 telehealth, engagement, clinical support and advocacy solutions on behalf of 250+ health plans, providers, health systems and Fortune 500 companies. More than 65 million healthcare consumers have access to our teams of engagement specialists, care coordinators, RNs and other licensed healthcare professionals each year.

Our goal is to share insights and best practices from our work across the industry and our experience from outside of healthcare to help our clients truly transform the healthcare experience.

## How can we help your organization?

Email us today at [marketing@carenethealthcare.com](mailto:marketing@carenethealthcare.com), call 800.809.7000 or learn more at [carenethealth.com](https://carenethealth.com).

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