

# How to Staff After-hours:

A Review of the Most Common  
After-Hours Care Models

# Agenda

## **Most common models of post-acute afterhours triage staffing:**

1. Non-clinical answering service
2. Internal nurse team
3. External nurse team

## **Five key tradeoffs:**

1. Employee (RN) satisfaction
2. Cost
3. Control
4. Growth
5. Patient experience

## **Metrics**

What is impacted and what to consider

# Today's presenters



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*Chief Operating Officer*



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*Executive Director*



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*Chief Executive Officer*



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Massachusetts

# Most common models

1. Non-clinical answering service
2. Internal nurse team
3. External nurse team

# Trade-offs

1. Employee (RN) satisfaction
2. Cost
3. Control
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5. Patient experience

# Your After-hours Triage

What to consider

Organization size and program mix

Speed to nurse

Speed to visit

First call resolution

Biggest employee dissatisfiers

RN turnover with after-hours team

## CAHP Scores

National averages:

Communication with family

**81%**

Getting timely help

**78%**



**Questions?**



# THANK YOU!



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*We Bring Caring Home*



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