

Who You Gonna Call?! OneCall!

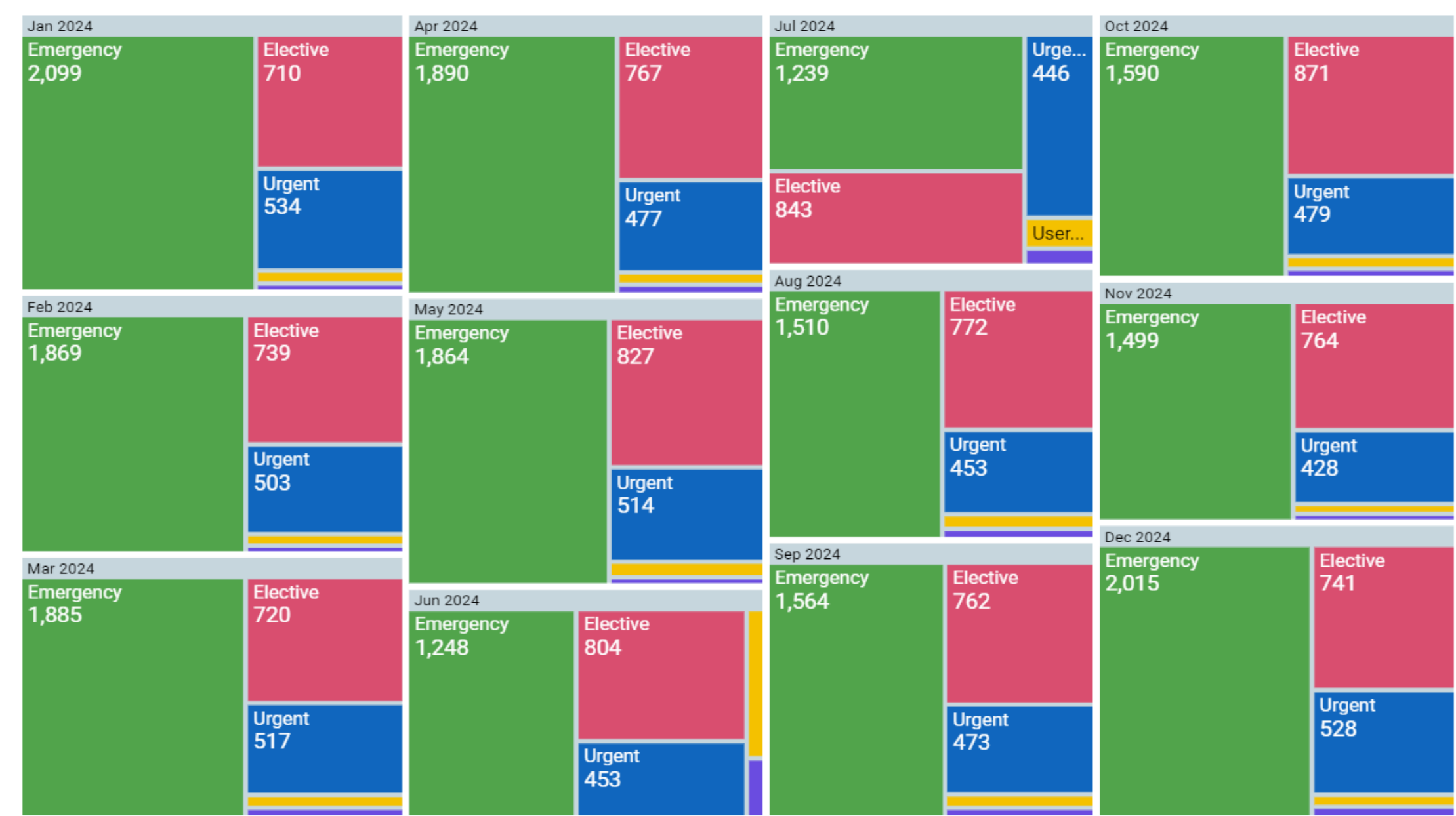
Beth Carroll BSN, RN, CPN, AE-C – Children's Hospital Colorado



Children's Hospital Colorado

Utilizing Specialized Pediatric Nurses Through OneCall to Efficiently Facilitate Transport and Patient Placement to Children's Hospital Colorado

Total Number of Admissions
Between 1/1/2024 and 12/31/2024 by month



Description
Yellow is Unknown Listed Reason for Admission
Purple is Newborn Admissions

All About Our Nurses & Calls

Years of Nursing Experience: Total of 745! Longest of 40 years, shortest of 10 years

Average daily call volume: 175; **Average per month:** 4000

Total Calls in 2024: 131,292 offered, **Abandonment rate:** 1.8%

Average time to answer call: 11 seconds

Average handling time per call: 4 minutes 36 seconds

Staff: We have 26 nurses hired in OneCall (PRN, part & full time)

Respiratory Seasons we usually add an extra RN day and night shift

Hear Ye, Hear Ye!

What do community & CHCO providers say about OneCall?

"Thank you for the unbelievable job this entire respiratory season. I've been marveling at how you all work patient flow when there's little wiggle room in the hospital. Thank you for your truly heroic efforts in making this all work."

"This is the most amazing service. Please don't change a thing. This is what gives me the confidence to work out here in the Wild West as the only pediatrician in the entire county. I appreciate you all so much."

"Everyone is so lovely and helpful. The best service you guys provide!"

"I wanted to say thank you for all of the tremendous work the OneCall RN team has done for Geo Cohorting! Your team has truly been instrumental to this project and we so appreciate you."

Patient Placement (PP) Nurse Role (Created in 2019)

Average shift call volume: 17 **Average taken per month:** 2,100

Total Calls in 2024: 13,191 offered; **Abandonment rate:** 10.6%

Average time to answer call: 16 seconds

Average handling time per call: 4 minutes 14 seconds

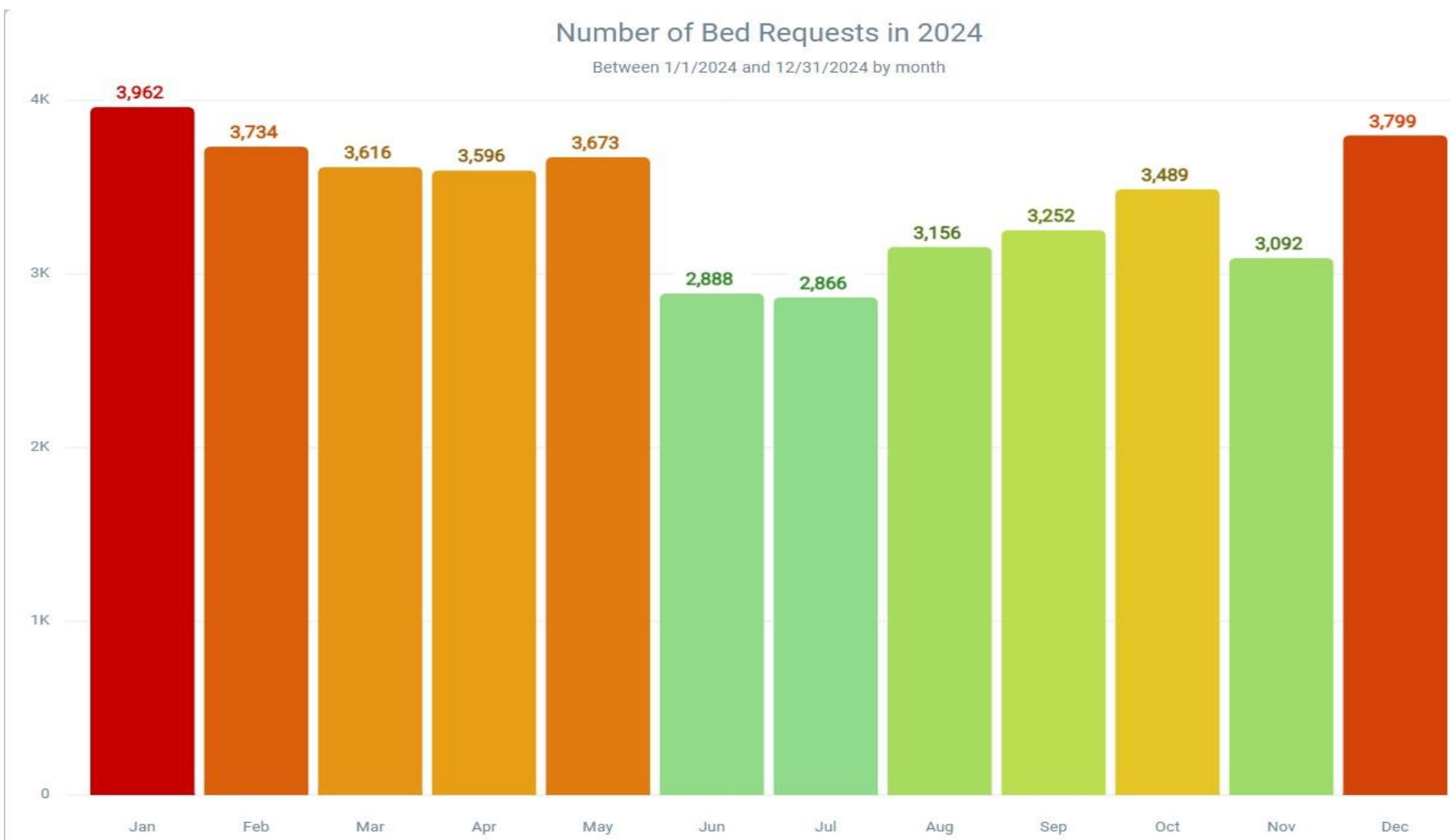
1 dedicated RN day shift and night shift for patient placement

PP RN is responsible for overseeing and placing admissions (planned and unplanned) for all 4 admitting CHCO campuses

PP RN manages placement for 11 hospital medicine teams across 3 units with our new Geo Cohorting process as well as specialty services

PP RN uses secure chat via Epic throughout their shift for constant communication with all Charge RNs, House Supervisor RNs, & multiple providers across the system of care

The OneCall team has 3 chats through Microsoft Teams that the **PP RN** utilizes to keep track of what other calls or needs there are at any given time.

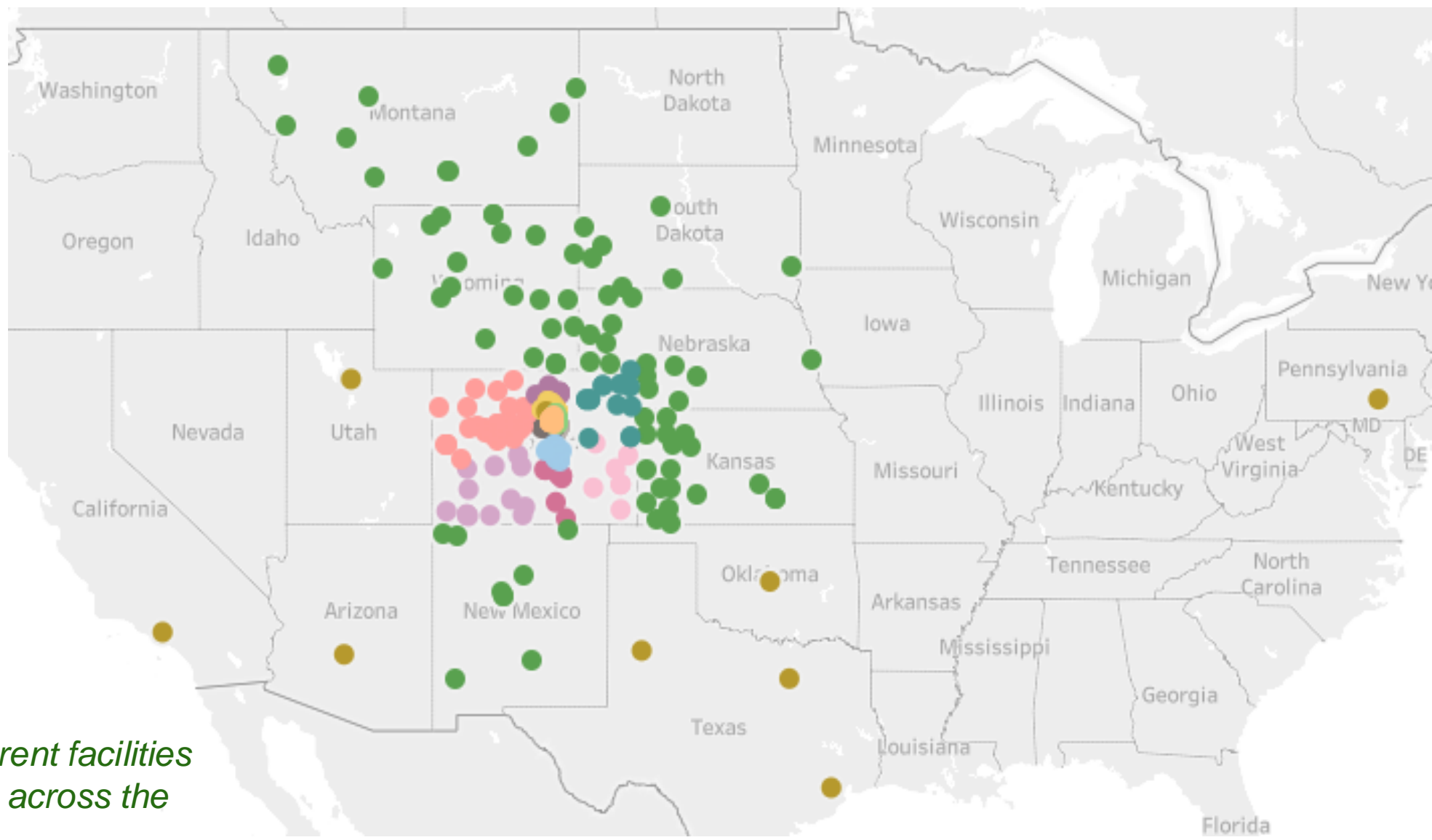


Number of OneCall RN Requests by Type
Between 1/1/2024 and 12/31/2024 by month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ED Expected	1,859	1,749	1,632	1,783	1,782	1,386	1,328	1,513	1,604	1,593	1,424	1,644
Direct Admit	534	494	523	502	512	450	464	470	484	498	422	520
NOC Transfer	362	287	303	292	294	218	222	258	305	314	280	349
Consult	234	205	182	193	202	195	183	182	180	182	157	198
Total*	2,989	2,736	2,641	2,770	2,790	2,249	2,197	2,424	2,573	2,587	2,283	2,711

7 State Region Served by CHCO

Colorado
Montana
South Dakota
Wyoming
Nebraska
Kansas
New Mexico



This map represents all the different facilities we have taking admissions from across the country!

Protocols and Levels of Care

- ❖ 2 Pediatric Urgent Cares plus 4 campuses with ED and Inpatient units
- ❖ 618 total inpatient beds across 4 campuses
- ❖ Denver Metro area includes 3 campuses:
 - Level 1 Trauma ED, PICU, NICU, CICU, CPCU, and 7 Med/Surg units
 - Multiple sub-specialty care clinics throughout
- ❖ Colorado Springs campus:
 - Level 2 Trauma ED, PICU, NICU, 2 floors for Med/Surg, and SPARC-E (short stay post-op unit)
 - Multiple sub-specialty care clinics
- ❖ Multiple Sub-Specialties available for consultation 24/7, and the most popular include:
 - Hospital Medicine, Peds Trauma/Surgery, Ortho, ENT, Cardiology, Hematology/Oncology, Critical Care, Neonatology, Pulmonary, GI/Liver, Colorectal, Nephrology, CPT, Endocrinology
- ❖ Protocols OneCall RNs follow:
 - Trauma: Ortho vs Peds Surg, Stroke alerts, which campus is most appropriate?
 - Does patient need to go through ED or can they be a direct admission?

Critical Care Transports

(Partnering with Communication Specialists to set up, dispatch, & track transports)

- Cause Analysis performed in 2021
- CCT specific goals and needs addressed
- Focus group with a team of OneCall RNs, Communication Specialists, and their leadership was formed
- Goal: To decrease the time it takes to request CCT by 10% from 135.54 minutes to 121.98 minutes.
 - (This time was measured from the time a referring provider makes their 1st call to OneCall until the time the request for CCT was submitted)
- Created a formal standardized request with 2 parts as notes to initiate transport faster.
- Result: We reduced the variation in time to request CCT all the way to 63.96 minutes, which is 53%!
- Our OneCall team took around 2,500 CCT requests for patients coming in to CHCO just in 2024! (verified with Flight Vector software)

Access Center Future

- Does your facility use an RN house supervisor and/or a patient placement RN to determine level of care and best placement for your patient?
- Does your facility have an access center to help coordinate transport needs based on acuity of patient to reach the level of care they need quickly and safely?
- What kind of experience and education would you require to staff your access center?
- Would you allow your team to work remote? What IT capabilities would you need?
- Are you interested in learning more about how your hospital can develop an access center? If so, please reach out!

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