

Sample 90-Minute Oral Proposal

On-Call Solutions for PALTC: Enhancing Care, Achieving Value-Based Outcomes, and Improving Provider Satisfaction

Category: Practice Management

Keyword: Communication

Education Need: On-call responsibilities are among the top dissatisfiers for PALTC providers, contributing to recruitment/retention challenges and burnout. The on-call process is also a key contributor to high hospitalization and re-hospitalization rates for PALTC patients. For these reasons, our industry needs a better understanding of the issue and effective solutions. Various considerations are relevant to defining any on-call strategy. First involves the approach to the call group structure itself, including the familiarity of covering providers with the specific SNF and patients, and the use of call centers. Second is the use of technology beyond the telephone, including video and biometric devices as well as other forms of telemedicine. Third is the professional level of the on-call provider who initially responds to the outreach, ranging from RNs to APRNs to physicians. And fourth is the definition of appropriate success metrics, such as provider satisfaction and hospitalization avoidance. We will explore these approaches and will present the results of an industry-wide survey of PALTC providers. This will reveal trends in current practice, and will also provide visibility into the impact of these strategies. Survey findings will be placed into the context of a literature review on the topic, which reveals a relative dearth of published information. Although on-call duties have been demonstrated to be among the greatest work stressors for medical providers, contributing to medical errors and lower well-being, evidence regarding optimal solutions continues to evolve. This session will build upon the limited data that are available, and provide a framework for future study. Our presentation will also include panelists from a variety of perspectives, reflecting the diversity of on-call strategies in use nationally today. The panel will react to the survey data and engage in dialog with the audience over the learnings, and opportunities to innovate further.

Session Summary: On-call responsibilities are among the top dissatisfiers for PALTC providers, and the on-call process is a key contributor to high hospitalization rates among PALTC patients. For these reasons, our industry needs a better understanding of the issue and effective solutions. This session will review the factors that go into defining an on-call strategy, review the literature, and provide examples of different approaches. Attendees also will hear the findings of an industry-wide survey of PALTC providers regarding current on-call practices and the impact of different solutions.

Learning Objectives:

- Explain the connection between on-call processes and important outcomes, including hospitalizations and re-admission rates.
- Define the impact of on-call processes on provider satisfaction, retention, and turnover.
- Describe the primary considerations and decisions that need to be addressed in establishing any on-call strategy.
- Summarize the results of an industry-wide survey of current on-call practices.

References:

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