

CONTRA COSTA
HEALTH



cchealth.org

5.4.1 Advice Nurse Unit Update

Presented by:
Patricia Munoz-Zuniga, RNC
Advice Nurse Director

- Provide 24/7 telephonic medical advice to CCHP members and county residents without private insurance
- Advice Nurses (Registered Nurses) perform a telephone assessment and determine the most appropriate and safest level of care - home care to calling 911 when medically necessary
- First line of contact during emergency/disaster situations- H1N1 (influenza A), measles outbreak, COVID-19.
- Provide information regarding evacuation, shelter-in-place, and other instructions during health-related incidents.

Key Accomplishments

- Handled a total of 168,205 calls in 2024 with average ASA 56 seconds and 2% abandonment rate
- 1st Qtr. 2025- handled 40,593 calls with average ASA 57 seconds and 2% abandonment rate
- 21.10% of calls handled were given home care advice
- 88% of patients referred to a teleconference call (TCC) had their medical needs met without the need of an in person visit



Level of Care

Level of Care	Jan-March 2025	April-June 2025	July-Sep 2025	Oct-Dec 2025	2025 Average
Call 911	1.10%				
ED disposition ₃	16.50%				
Urgent Care	10.70%				
TCC	13.90%				
Same Day ₁	23.07%				
Seen in >3days	12.08%				
Home Care ₂	21.10%				
RX	0.06%				
Behavioral Health	0.005				
Misc.	1.49%				



- Two vacant Advice Nurse positions- two recently filled.
- Interviews will be completed first week of June 2025 for the 2 vacant positions.
- Goal is to make job offers no later than third week of June.
- List for Licensed Vocational Nurse (LVN) position will be requested



- Difficulty filling vacant LVN positions using the general LVN candidate list
- Loss of experienced Advice Nurse by end of May 2025
- Staffing concerns related to increased call volume from the new Dual Eligible Special Needs Plan (D-SNP)
- Once fully staffed, three new Advice Nurses will require 6–8 months of training and ramp-up time

Reducing Unnecessary Emergency Department (ED) Referrals by Advice Nurses (ANs)

- Identified top 10 ANs with the highest rate of ED referrals
- Compiled top five clinical guidelines most frequently used by these ANs
- Assistant Medical Director and ED Physician will review these guidelines to assess need for updates

Post-ED Discharge Follow-Up Call Pilot

- LVNs will call members recently discharged from the ED to:
 - Review discharge instructions and medications
 - Refer to Care Management as needed
- Patient information will be received via Admission, Discharge, and Transfer (ADT) feed and placed in a Nurse Triage work queue

Staff Development & Training

- Dr. Michael Clery will lead in-services during Advice Nurse staff meetings
- Training will include:
 - Review of top 3 ED referral reasons by ANs: abdominal pain, chest pain, and cough
 - Review of top 5 clinical guidelines used by ANs with high ED referrals



Public Comments

JCC Comments