



595 Center Ave., Ste. 100 | Martinez, CA 94553 | Phone: (925) 313-6000 | Fax: (925) 313-6580
cchealth.org

To: Joint Conference Committee (JCC) Members

From: Patricia Munoz-Zuniga, Health Plan Advice Nurse Program Director

Date: June 6, 2025

Subject: Advice Nurse Unit Update

Purpose

To provide the Joint Conference Committee with a high-level overview of the Advice Nurse Unit, progress, priorities, and challenges.

Department Description

The Advice Nurse (AN) Department supports Contra Costa Health Plan (CCHP) members by offering telephonic nurse triage services. The team assists in coordination of the patient's care within the multidisciplinary health care departments, refers patients to the proper level of care and assists in reducing unnecessary emergency room visits. The department also assists in meeting the patient's medical needs without the need for a clinical appointment by referring to the Telephone Consultation Clinic (TCC).

Key Accomplishments and Highlights

- Maintain an average call answer time of one minute and an average abandonment rate of 2%
- 21.10% of calls handled were given home care advice
- 88% of patients referred to TCC had their medical needs met without the need of an in-person visit

Current Priorities and In-Progress Work

Reviewing calls from AN's with the highest Emergency Department (ED) disposition to determine reason for high ED disposition. The top 10 AN's with highest ED disposition have been identified. We are now in the process of reviewing a percentage of the nurses' calls to determine if ED disposition was appropriate. While reviewing the calls it was noted certain guidelines were being utilized more frequently and resulting in an ED disposition. A list of the top five guidelines used by the AN's with

highest ED disposition will be created. The top five guidelines will be reviewed with our Assistant Medical Director to determine if the guideline should be updated.

Challenges

- Two vacant Advice Nurse positions and three LVN vacant positions.
 - Challenges filling LVN position as we use the general LVN recruitment. The list usually has many new graduates without any experience. This makes it challenging to find candidates that meet the needs of our unit.
 - Concern about meeting the new 30 second call answer time D-SNP (Dual Special Needs Plan) requirement.

Looking Ahead

- Develop pilot- Advice Nurse post ED discharge follow-up calls.
 - AN's will conduct a follow up call to patients who have recently been discharged from ED.
 - The AN will review discharge instructions with the patient, as well as make sure the patient picked up medications.
 - The AN will also answer any other questions and can conduct an assessment if patient is still experiencing symptoms or symptoms have changed.
 - Depending on the outcome of the assessment the AN can schedule an appointment with PCP or TCC if appointment with PCP is not available.
 - With the assistance of Leizl AVECILLA (Director of Case Management), Beth Hernandez (Quality and Health Equity Director) and Jersey Neilson (QM Program Coordinator) we will work on obtaining the names of the patients who were recently seen at the ED.
 - The information is generated by EPIC from ADT feed, and it is sent to a work queue.
- In-Services
 - Dr. Michael Clery, Assistant Medical Director, will begin providing in-services during our AN staff meeting.
 - The first in-service will be reviewing the top three reasons for ED visit for pediatrics and Adults.
 - The next in-service will be reviewing the list of top five guidelines used by AN's with high ED disposition.