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# Introduction of a Yellow Flag List in a Call Center Setting

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# Introduction of a Yellow Flag List in a Call Center Setting



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## Plan

Improve work processes of newly established triage/scheduling call center by creating a nurse driven yellow flag list that supports RN scope of practice, improves access to care, and an overall goal of reducing total cost of care.

## Do

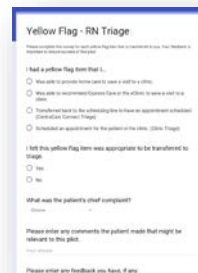
- Create Yellow Flag symptom list consisting of noncritical symptoms that would still require nurse triage prior to appointment scheduling.
- Triage for appropriate disposition, offer home care advice instead of an office visit per protocol



## Study

Using a single clinic site, for one month, the following data was collected:

- #of yellow Flag calls that were transferred to the nurses
- # of calls that were sent BACK to scheduling for an appointment
- Any patient comments
- Any patients refusing to speak to a nurse for a yellow flag symptom
- the triage nurses were also asked to complete a survey for each yellow flag call they took and track dispositions

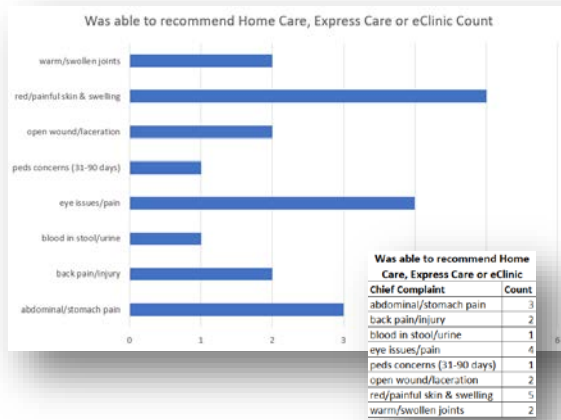


Result:

> 20% of the calls directed to the RN triage team due to being indicated as a yellow flag item were able to be taken care of with home care advice. Therefore, saving an office visit, improving access, and contributing to a lower total cost of care.

Then the Next Step:

analyze chief complaints that had the highest likelihood of having a different outcome, rather than just scheduling an appointment.



## Act

The list below is what was determined to be the list of yellow flag symptoms that we spread to all of our clinic locations and continue to use.

Yellow Flag List:

- Abdominal pain
- Fever
- Skin concerns
- Injury/trauma
- Infants (>90 days)
- Eye concerns
- UTI symptoms

## References

- Schmitt-Thompson Clinical Content. (2018). Triage Guidelines. In *Triage Guidelines*. Retrieved March 12, 2018, from <https://www.stcc-triage.com/>.
- CentraCare Connect . (2016). Triage. In *CentraNet*. Retrieved March 12, 2018, from <http://centranetapp.centracare.com/app/files/public/9212/Ph one-Triage-Policy-Handbook-072016-CCC.pdf>.