

## NurseAdvice New Mexico is a Major Success Story

- ☎ *1<sup>st</sup> state in the nation to create a web-enabled, fully integrated, statewide Health Advice Line through a public and private partnership*
- ☎ *45 New Mexican RNs helping New Mexicans with health care issues, & 4 New Mexican Certified MAs assisting with the phones - keeping jobs and dollars in-state rather than out-sourcing to out-of-state vendors*
- ☎ *15,000 calls handled per month; more than 1.4 million New Mexicans already registered in NANM's system and have access to services, and we've maintained an overall satisfaction rate of 98%.*
- ☎ *Prevents unnecessary ER visits—at least 66% of callers who report that they would have gone to the ER are diverted to a more appropriate, less costly, lower level of care*
- ☎ *Saves an estimated \$3.5-5 million annually in health care costs and has saved an estimated \$28 million since the program's inception*
- ☎ *In October 2014, NANM received Health Information Line Certification from the National Committee for Quality Assurance (NCQA). NANM scored 100% on this survey, with no identified areas for improvement.*
- ☎ *The Centers for Disease Control (CDC) recently conducted a site visit to NANM to perform a case study analysis. The CDC plans to publish the results and have also submitted an abstract to present on NANM at the Preparedness Summit sponsored by the National Association of County and City Health Affiliates, in Atlanta, Georgia in April 2014. The focus of the presentation will be on the NANM model as a best practice model for "the use of nurse triage lines not only as 1) a mechanism for providing people with access to information and care during large-scale health emergencies, but also as 2) an innovative care delivery model to achieve better care for patients, improved health quality, and reduced healthcare costs."*

## Why is NurseAdvice New Mexico So Important?

- ☎ *Improves New Mexico's health outcomes through improved health care access.*
- ☎ *Reduces health care costs by improving access to primary care and providing relief to overcrowded emergency rooms and hospital recidivism rates.*
- ☎ *Helps the uninsured to access appropriate medical care, helping to reduce gaps and disparities in health care services*
- ☎ *Improves the retention and recruitment of physicians to rural New Mexico by providing after hours access to health triage services. For physician groups & clinics using our service for after-hours coverage, NANM is able to handle 95% of calls without having to page an on-call physician.*
- ☎ *Assists with identification of potential public health threats through Syndromic Surveillance software, and improves access to health information for the public during times of health emergencies in the state. As was evidenced during the H1N1 and Hepatitis C outbreaks, the DOH is able to rely on NANM as the 'first line of defense' during outbreaks.*
- ☎ *Through our DOH partnership, NANM also services the statewide Immunization line, answering questions and providing resource information and referrals for flu & other vaccines.*
- ☎ *Provides a sense of security to families and communities throughout New Mexico, and increases self-care abilities.*
- ☎ *Expands collaboration among health care systems.*

## Future Plans and Challenges:

- ☎ *Currently reaching almost 70% of the population, NANM strives to provide access to 100% of New Mexico's residents, and outreach to broaden and increase NANM's customer base continues on an ongoing basis.*
- ☎ *An exciting potential pilot project is in development to work with a local 911 Emergency Dispatch Unit. The goal of this pilot will be to assist with management of the non-emergent calls to 911, which can greatly reduce costly ambulance dispatches when they are not indicated & ensure ambulances are available for true emergencies.*
- ☎ *16% of calls serviced by NANM currently have no funding source. More than the majority of these calls are transferred in by non-partnered hospitals and medical groups, and we continue outreach to and communication with these entities.*
- ☎ *There is a diminishing base of support from Health Plans, as some are forced to use out-of-state corporate lines, others sever partnership to integrate services for their members in lieu of staying with a model that serves broader public interests, and in New Mexico, we have experienced one Health Plan closure.*



## Current NurseAdvice New Mexico Partners

*NANM currently serves as the Nurse Advice Line for the following partners:*

- *Health Plans: New Mexico Health Connections, Presbyterian Health Plan (short term)*
- *New Mexico Department of Health*
- *IHS Service Units in Albuquerque and Santa Fe*
- *University of New Mexico – Hospitals, Clinics and ECHO Program*
- *18 additional private Medical Practice Groups, Community Health Center Groups, Pueblo Clinics, and Hospitals*
- *Other project partners include the New Mexico Primary Care Association and HealthInsight New Mexico.*

### For more information contact:

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- *NurseAdvice New Mexico is a 501 (c) 3 nonprofit organization with the following board members: Bob DeFelice, Art Kaufman M.D., David Antle, Robert Horwitz, Cheryl Lopez, RN, MBA, Michael Marchi, Sam Howarth, Gayle Sumner.*

### Questions?