

A Case Study:

How Implementing a Nurse-Triage Solution Can Decrease Health Care Spend and Increase Employee Satisfaction

“The nurse line has been invaluable for our health plan. Our costs have decreased, and satisfaction has increased. It has been a win-win.”

— Laura Horn, Manager, Health and Welfare Benefits



In today's environment, health systems are not only grappling with higher costs of care per patient but face mounting challenges in the cost for employees due to soaring insurance costs and unprecedented clinical workforce shortages.

To combat this financial pressure, health systems are seeking ways to reduce costs including employee benefits health care spend.

For health systems that manage their own health plan, such as Bon Secours Mercy Health, a health system of 60,000 employees across 7 states, nurse triage has emerged a valuable resource to reduce their health care spend while also increasing employee satisfaction.

How Bon Secours Mercy Health Uses Nurse Triage

Before the implementation of the nurse-triage solution, Bon Secours Mercy Health faced challenges associated with employees uncertain on where to seek medical treatment. This often led to unnecessary emergency department visits, causing a strain on resources and inflating healthcare costs. Recognizing the need for a proactive solution, Bon Secours Mercy Health partnered with Conduit to implement a Nurse Access Line for their workforce.

In non-life-threatening emergencies, employees are directed to call the Nurse Access line prior to receiving care. Utilizing Conduit's nurse-first triage service, employees can access registered nurses who assess their medical condition and provide guidance on the

most suitable level of care within the network whether in the emergency department, urgent care, primary care or self-care.

Additionally, employees appreciated the convenience of accessing qualified healthcare professionals 24/7, leading to increased satisfaction with their health plan.

Bon Secours Mercy Health and Conduit's Partnership

Conduit has also connected with other vendors of Bon Secours Mercy Health, including their healthcare advocacy vendor to help ensure a seamless integration and optimization of resources, aligning with Bon Secours Mercy Health's objectives.

Decrease in Health Care Spend and Increase in Employee Satisfaction

Since 2020, Conduit has managed over 35,500 calls for Bon Secours Mercy Health, demonstrating the effectiveness and demand of the service. Bon Secours Mercy Health has experienced a significant decrease in unnecessary emergency department visits resulting in substantial cost savings. Moreover, employee satisfaction scores regarding healthcare benefits showed a marked improvement, reflecting the success of the nurse-triage system in meeting employees' needs promptly and efficiently.