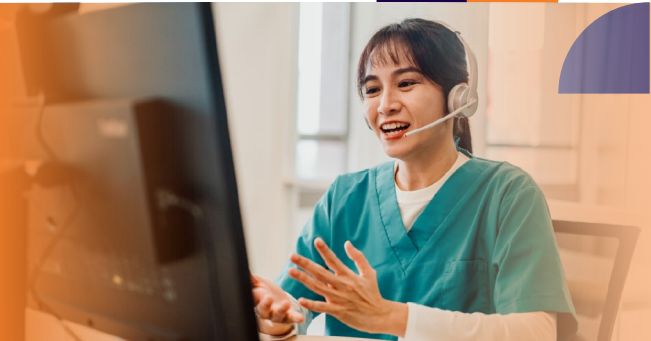


Increasing Access to Care Through Nurse-First Triage: A Partnership Between Hopscotch Primary Care and Conduit Health Partners



The Challenge:

Ensuring Access to High-Quality Care Anytime, Anywhere

Hopscotch Primary Care, dedicated to improving care for seniors in rural areas, embraces an accessible and proactive value-based care model. Their comprehensive care model—tailored to the unique needs of their population—combines dedicated care teams, specialist access, social services, and proactive programs. Yet, even with this robust approach, Hopscotch faced a challenge: ensuring their patients had access to care 24/7/365.

Before partnering with Conduit Health Partners, Hopscotch relied on varying after-hours processes across practices which put a heavy burden on the individual providers. “We had one provider who hadn’t taken a vacation in years,” shared Allison Kobe, Senior Director, Care Delivery and Innovation. “She wanted to continuously show up for her patients and felt she couldn’t close the clinic’s doors.” This approach left providers burned out and highlighted the urgent need for a partner to deliver after-hours clinical support while alleviating the administrative strain on their teams.

The Solution:

A Trusted Partner with a Nurse-First Model

Hopscotch chose Conduit Health Partners for their innovative nurse-first triage model. Unlike other services that rely on callbacks or administrative staff, Conduit connects patients directly with a registered nurse who provides clinical advice in real time.

“We liked that Conduit’s nurses could deliver immediate advice,” said Allison. “It’s great to have a nurse use their expertise to guide patients—whether it’s providing home advice or recognizing when to immediately involve a Hopscotch provider for the next steps.”

Through this partnership, Conduit became a seamless extension of Hopscotch’s care team, ensuring patients received high-quality, timely support. From medication management to navigating transitions of care, Conduit proved instrumental in helping Hopscotch fulfill its commitment to providing accessible care to their patients.

Navigating Crisis:

Hurricane Response

The strength of the partnership between Conduit Health Partners and Hopscotch Primary Care was reinforced during Hurricane Helene, which devastated Asheville, NC—one of Hopscotch’s service areas.

The storm left the community without power and water, and both patients and staff were impacted by the widespread destruction. Hopscotch’s clinics were closed for a short period of time, but the demand for care didn’t stop.

Patients needed urgent support, including access to medications, oxygen, and follow-up care after hospital discharges. Recognizing the critical need, Hopscotch reached out to Conduit to support inbound patient calls during this time

Conduit’s team ensured uninterrupted service, providing immediate clinical guidance and collaborating with Hopscotch to get the patients the care they needed. “Conduit was available to support the most urgent needs and get those to our team so we could work together to find the right resources for each patient,” reflected Allison. “It really showed us that Conduit was as invested in our patients’ care as we are.”

This reliability reinforced Hopscotch’s trust in Conduit as a true partner, capable of supporting them in both routine operations and extraordinary circumstances. “We don’t expect things (like the hurricane) to happen but having the relationship with Conduit was super helpful. When we had to find creative ways to still be available for our patients, we trusted Conduit to step in and be there for them,” shared Allison.



The Results:

Transforming Access, Alleviating Burnout, and Enhancing Patient Experience

The collaboration between Hopscotch and Conduit Health Partners has delivered meaningful improvements, including:

- **Increased Access to Care:** Patients now receive timely clinical advice 24/7, reducing barriers to care and unnecessary ER visits.
- **Higher Patient Satisfaction:** Hopscotch's patients have voiced their appreciation for 24/7 access to care within their patient surveys and reviews, a clear indicator of their elevated care experience.
- **Improved Provider Work-Life Balance:** With Conduit managing after-hours triage, Hopscotch providers can recharge, knowing their patients are in capable hands and will reach out to them when clinically appropriate.
- **Data-Driven Insights:** Conduit delivers monthly reports on call volumes and patient needs, helping Hopscotch make informed decisions. "These data points are invaluable as we look for ways to better meet our patients' needs," noted Allison.

- **A Scalable Solution:** As Hopscotch grows, Conduit scales with them, ensuring consistent support.

Through their nurse-first triage model, Conduit has become an essential part of Hopscotch's mission to transform rural health care. "It's important to surround our patients with a team of care and Conduit is truly an extension of our care team," shared Sarah Duffey, Manager, Growth Strategy.

“We're grateful to have a great relationship and trust in them to provide high-quality care.”

For health care organizations seeking to improve access, reduce provider burnout, and streamline operations, Conduit offers a proven solution that combines clinical expertise with operational excellence. Their partnership with Hopscotch Primary Care exemplifies the power of collaboration in delivering better outcomes for patients and providers alike.

To learn more about Conduit Health Partners, visit conduithp.com or schedule a meeting at 855-605-2855.