



The Key to Measuring Nurse Advice Line Effectiveness

The Nurse Advice Line (NAL) acts as a pressure relief valve by keeping non-emergency issues out of the emergency room. Advice Line nurses provide health care advice, redirect non-urgent issues to the right level of care, and direct patients with urgent care issues to the right facilities. These activities should improve access to care, decrease unnecessary resource use, and reduce costs.

BUMED asked us to examine NAL usage, focusing on call volume, booking success rates, and warm transfer success rates. The analysis helped us paint a picture of Navy-wide NAL usage and pinpoint things like the military treatment facilities that received the most calls, the locations with the highest booking success rates, and those with the highest warm transfer success rates.

This baseline provides BUMED a foundation from which to measure process improvement efforts and set thresholds for booking success rates and warm transfer success rates.

Contact us if you need help measuring process or program effectiveness: usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-haprojreq@mail.mil

