Nurse Navigation Update

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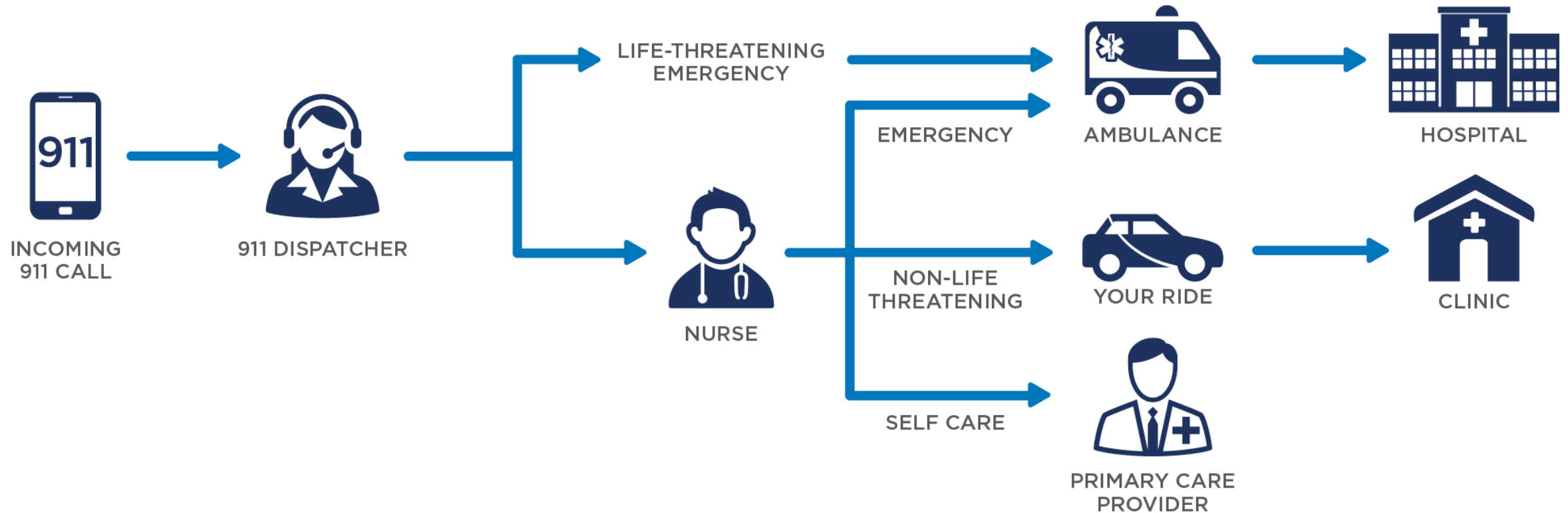
Agenda

- **Call processing**

- **Our provider**

- **Nurse navigation data**

- **Customer satisfaction**

- **EMS system impact**

Call Processing – How We Get to NNL

INCOMING 911 CALL → 911 DISPATCHER

LIFE-THREATENING EMERGENCY → AMBULANCE → HOSPITAL

NURSE

EMERGENCY → AMBULANCE → HOSPITAL

NON-LIFE THREATENING → YOUR RIDE → CLINIC

SELF CARE → PRIMARY CARE PROVIDER

Our Provider

- **Large, multi-state emergency service provider**
  - 33,000 clinicians and support personnel
  - Approx. 3,300 ground vehicles and 370 helicopters
- **In 2024, GMR's Nurse Navigation Line, handled 50,000 calls**
  - One call every 10 minutes
  - Estimated $21 million in savings for patients, EMS systems and payors
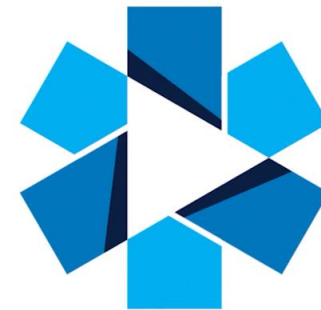
Global Medical Response®

Reasons for Calling 911

- Reasons for calling 911 are varied:
  - 42% perceived a life-threatening emergency.

  - 31% did not know where to get care.

  - 15% had no other transportation.

  - 9% thought they would get seen quicker.

  - 2% had trouble getting an appointment.

NNL Patients – Where Do They Go?

- From 6/1/2024 to 5/31/2025, NNL screened 6,015 patients.

  - 43.3% (2,606) did not require an ambulance.
    - 21.7% (1,269) received self-care and stayed at home.

  - Of those requiring an ambulance 54.4% (3,271) needed a basic life support ambulance

  - Only 2.3% (138) required an advanced life support ambulance after screening by a nurse

Patient Experience

- Patient satisfaction with NNL is high with an average score of 96%.

- Some patients call 911 back to be reconnected with "my nurse" because they were so pleased with the system.

Impact of NNL on the EMS System

- From June 2024 to May 2025 NNL screened 6,015 patients.
    - 43.3% (2,606) did not require an ambulance.
- 2,606 patients represents approximately 2.1% of annual EMS call volume.
- That is a reduction of 7 responses per day

Questions?

WAKE COUNTY
NORTH CAROLINA

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