



**ACCELERATED**  
CARE SOLUTIONS

## NURSE TRIAGE

PROVIDE YOUR NURSES  
WITH MUCH NEEDED  
WORK-LIFE BALANCE



### ■ WHAT IS NURSE TRIAGE?

Our nurse triage support line provides access to clinical resources after-hours, weekends, and holidays with highly-trained, and experienced Registered Nurses.

### ■ NURSE TRIAGE IN ACTION

We improve employee morale and support the resident experience through a nurse triage team designed to support your community members. Key features include:

- ⌚ 123 hours of coverage per week, spanning from: 5pm to 8am weekdays, 24 hours a day on weekends and seven holidays.
- 🎧 State-of-the-art telecom-health platform with HIPAA compliant telephonic and video support.
- 📋 Compliance with AL license training requirements.
- 🤝 Collaboration with hospice and families for after-hours communications.
- 🔍 Deep data analysis of recorded calls and written documentation to:
  - Alert of new revenue opportunities to improve bottom line.
  - Incorporate common triage questions into staff training to support staff morale.
  - Customize reporting to reduce administrative work.

### ■ OUR VALUE DRIVERS



#### RETENTION

Empower your RNs to enjoy work-life balance while ensuring your residents and staff are all well-supported.



#### EXPERIENCE

Provide positive, effective, and competent support for your overnight and weekend staff.



#### REVENUE

Decrease operating expense by increasing retention of front-line care giver staff and licensed clinical staff.



**ACS's Nurse Triage is so effective and impactful, we further expanded across all 11 of our senior communities.**

Marilyn Hanson RN  
Vice President Clinical Operations  
Carefree Living Senior Care



## WHY US?

We help you do more with less so you can get back to doing what you love.

**Accelerated Care Solutions was established to help solve the workforce crisis.**

We will work with your organization to take on strategic clinical and administrative tasks, freeing your clinical team's time to mentor and oversee staff, while providing the best possible care for your residents and their families.

 **ACCESS TO RN RESOURCES AFTER HOURS & WEEKENDS**

 **WORK-LIFE BALANCE FOR PROFESSIONAL STAFF**

 **CONSISTENT SUPPORT FOR FRONT LINE STAFF**

 **IMPROVE EMPLOYEE MORAL**

## TESTIMONIALS

 Since implementing, we are proud to share that we have realized a 75% decrease in turnover amongst our Nurses.

It has been a game-changer for our organization.



**CHRIS KREBSBACH**  
CHIEF OPERATING OFFICER  
**MARQUIS**  
SENIOR COMMUNITIES

 We operate three family-owned Assisted Living and Memory Care communities. Accelerated Care Solutions after hours nurse triage has helped us hire and retain staff as well as show our nurses their value and provide them with the much-needed time away from work that they deserve.



**TRISH MARTENSON**  
LALD, REGIONAL DIRECTOR OF OPERATIONS  
**Personal Care**  
SENIOR LIVING

 The leadership at Accelerated Care Solutions is so passionate, dedicated, genuine, and collaborative that I have rarely worked with any other team that is so focused on making sure that the "other guy" is winning.



**MICHAEL MANUEL, MBA, LNHA**  
CHIEF EXECUTIVE OFFICER  
**NEXT LEVEL**  
SENIOR LIVING

### WHAT'S IN IT FOR THE NURSE?

- **Work life balance:** Nurse Triage covers for the onsite nurse(s) from 5pm to 8am M-F and 24 hours on Saturdays and Sundays. Plus 24-hour coverage on 7 holidays.
- **Peace of mind:** Highly experienced Assisted Living and Memory Care Triage RN's are at the ready supporting the onsite care staff.
- **Identify care staff training opportunities:** Nurse Triage Service gathers critical data related to why the staff is calling, frequency of calls, and specific resident calls. This yields data-rich opportunities for additional staff training, identifying changes in conditions, and increasing the quality of care provided.
- **Quality Improvement:** Additional source of data and trends which can be leveraged in your quality improvement plan.

### WHAT'S IN IT FOR THE EXECUTIVE, PROPERTY MANAGEMENT CO.?

- **Happy and well rested RN's clinical staff.**
- **Work-life balance.** Care staff feeling supported.
- **Reduction in employee attrition.**
- **Reduction in costs.** Nurse recruitment, onboarding, and training costs are reduced.
- **Potential to identify revenue opportunities.**

