

## Maximizing Efficiency and Minimizing Costs

How Bon Secours Mercy Health Leveraged Nurse Triage for Workplace Injury Management



### Challenge:

Bon Secours Mercy Health's employee health team faced a multifaceted challenge: maintaining employee health while managing the complexities of workplace injuries across their vast operations. With a workforce of 60,000 employees across the nation and diverse processes in place, the team grappled with the task of ensuring consistent care and managing costs effectively. The lack of standardized protocols and data insights made it challenging for the employee health team to identify trends and implement targeted injury prevention strategies.

Compounding this challenge was the observation that many employees were utilizing the emergency department for injuries that could have been addressed at lower acuity facilities or self-care. Not only did this strain the emergency department but it also led to increased healthcare costs.

As a result, Bon Secours Mercy Health's employee health team was tasked to reduce workplace injury emergency department visits. They also needed to ensure that the new processes were scalable and easy for their employees and enabled their employees to receive the appropriate level of care for occupational injuries.

### The Solution:

To address these challenges, Bon Secours Mercy Health partnered with Conduit Health Partners, leveraging their nurse-first triage service to manage their work injury line throughout the health system. Utilizing evidence-based decision-support tools (the Schmitt Thompson protocols), Conduit manages the initial report of injury. Conduit's registered nurses serve as an extension of the health system offering support and providing recommendations of care for injured employees. In addition, Conduit provides valuable documentation and data insights enabling Bon Secours Mercy Health to identify and manage workplace health hazards and risks.

### The Results:

The implementation of the work injury line yielded significant results for Bon Secours Mercy Health. Notably, there was a remarkable 32% reduction in workplace injury emergency department visits, resulting in substantial cost savings.

Encouraged by this success, Bon Secours Mercy Health expanded its partnership with Conduit to manage the bloodborne pathogen exposure line which poised staffing challenges for Bon Secours Mercy Health. Due to the established processes and protocols, Conduit was quickly able to step in to provide this additional service.

Equally important for Bon Secours Mercy Health, they have seen an increase in satisfaction from their leaders and employees who appreciate the simplicity of the process and the guidance in care when an injury occurs.

“**The Conduit team is very easy to work with and communicative. Due to their good care model of nurse-first, technology and people, I was confident in extending our partnership to other services to support our employees.**”

— **Elia Stanko**, Director, Associate Health & Safety, Bon Secours Mercy Health