

EMK Consultants

Supporting documentation for request for annual increase in limit for contract.

1. We are conducting 3 call audits/RN/week with individual and team feedback. Eventually we will be utilizing the IAED's percentage to audit for ACE Accreditation which depends on call volume.
 - A. The current staffing model has 4 nurses and a manager. Each will have calls reviewed. The program got approval to hire 3 more nurses.
 - ECNS call audits take approximately 1 hour/call. 3 calls per week per RN are being conducted until satisfactory compliance is achieved
 - Staff feedback takes between 1-4 hours/RN/month
 - Staff individual and team education takes about 4 hours/month
 - ECN-Q support has been quantified with Dr. Fivaz and me using several agencies data
2. As nurses are hired, they must take the ECNS Certification Course. As an in-house instructor for CONFIRE, the cost equals 24 teaching hours plus travel expenses (airline ticket, hotel, Uber or rental car, meals)
3. Support and mentoring for new ECNS manager.
4. Support Leslie with ECNS ACE Accreditation prep and upload
5. Assist with onboarding agencies as they set up transferring low acuity calls to CONFIRE for ECNS process.
6. Assist with customer satisfaction surveys and ECNS data collection and presentation to show effectiveness.
7. Assist with sustainability plan.