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**Telephone Triage Consulting, Inc. (TTC),** owned and operated by Carol Rutenberg, MNSc, RN-BC, C-TNP. is committed to the promotion of Telephone Triage as a specialty in nursing and to providing ambulatory care nurses with the skills and vision necessary to provide optimum care over the telephone. TTC provides telephone triage consultative services to doctor's offices, clinics, call centers home health agencies, college health units, emergency departments, and other small practice settings interested in developing or improving their Telephone Triage services.

TTC's mission is to promote telehealth nursing / telephone triage as a specialty in nursing. This mission is based on the core values of nursing autonomy and professional collaboration in the provision of quality patient care. Carol and her associates endeavor to promote nurse empowerment which is based upon the belief that telephone triage is professional nursing practice. Our vision is one of standardization in the practice of telephone triage, based on the understanding that the fundamentals of practice are common regardless of practice setting or clinical specialty.

Toward this end, TTC provides **CONSULTATION** on telephone triage program design and implementation, risk management, compliance with existing telehealth nursing standards (professional and regulatory), selection and use of protocols, and quality management. TTC associates have also served in a consultative capacity for litigation relative to telephone triage and ambulatory care nursing.

TTC also provides telephone triage **TRAINING** for professional staff which can be customized and delivered at your facility or as a remote video conference.

The previously mentioned training is available online and approved for 21 hours of NCPD (CE) credit for nurses through January 1, 2024. Carol has developed other **PRODUCTS** designed to enhance provision of telehealth nursing services including a customizable Telephone Triage Policy Book / How-To manual on CD, and a manual, *Telephone Assessment of Common Complaints: A Structured Approach for Nurses*. Finally, *The Art and Science of Telephone Triage: How to practice nursing over the phone (Rutenberg & Greenberg, 2012),* endorsed by the American Academy of Ambulatory Care Nursing, provides a comprehensive overview of the nursing practice of telephone triage.

** Carol Rutenberg, MNSc, RN, AMB-BC, C-TNP**, Founder, Owner, and President of Telephone Triage Consulting, Inc.is a nationally recognized expert in the field of telephone triage. She is a frequent speaker on topics relevant to telephone triage at national nursing conferences. She has authored and co-authored several papers and book chapters and is the primary author of *The Art & Science of Telephone Triage: How to practice nursing over the phone,* co-authored by Liz Greenberg published in 2012, and endorsed by the American Academy of Ambulatory Care Nursing.

Carol has been working in the fields of telephone triage and ambulatory care nursing since 1995. She is currently President of Telephone Triage Consulting, Inc., and is a consultant specializing in professional education, program design and implementation, and risk management in telephone triage nursing practice. Her practice is committed to promoting Telephone Triage as professional nursing and providing practicing clinical nurses with the skills and vision necessary to provide optimum care over the telephone.

Carol received her BSN from Baylor University and master’s degree in nursing administration (MNSc) from the University of Arkansas for Medical Sciences College of Nursing in Little Rock. She is an active member of the American Academy of Ambulatory Care Nursing (AAACN), having served on numerous task forces and committees in various capacities. She also holds membership in Sigma Theta Tau, the Arkansas State Nurses Association, and the American Nurses Association.

As Carol moves into semi-retirement, she remains passionate about advancing the practice of telephone triage nursing. To that end, Carol remains active in AAACN, having gifted that organization with her seminar content, which they have developed into an online telephone triage course. Carol also plans to remain active in telephone triage nursing, sharing her rich experience in this practice by mentoring others, continuing to be available to nurses and organizations who wish to discuss issues related to telephone triage, and continuing to publish when the spirit moves her.

**Kathryn Koehne, DNP, RN, AMB-BC, C-TNP,** has over 30 years’ experience in nursing, 20 years of which have been in telephone triage nursing practice. She has worked in inpatient and outpatient settings and spent 10 years working as a telephone triage nurse in call center. In this setting, she led staff development efforts and revised the orientation program. A significant accomplishment in this role included designing the education for the implementation of the electronic documentation system.

Kathryn has provided numerous local and national continuing education offerings related to

telephone triage. Board certified in ambulatory care and certified in telehealth nursing practice, she has been involved at the national level with the American Academy of Ambulatory Care Nursing (AAACN) and has participated in the writing and development of telehealth resources. She was an item writer for the American Nurses Credentialing Center (ANCC) Ambulatory Care Nurse Certification Exam. For over 14 years, she has served as a columnist for AAACN Viewpoint’s Telehealth Trials and Triumphs. Kathryn provides legal consultative services and has served as an expert witness in litigation pertaining to telephone nursing practice. Certified in Health Care Design and trained in Lean Six Sigma methodology, she developed multiple projects at the department and systems level.

Most recently, she led the development and operationalization of a telehealth educational module at a Midwestern health system. Kathryn is currently a director of nursing and operations at Crescent Cove in Brooklyn Center, MN and serves as adjunct faculty at Viterbo University in La Crosse, WI. She is also a Telehealth Clinical Educator at Marquette University in Milwaukee, WI. Kathryn received her Doctorate in Health Innovation and Leadership from the University of Minnesota. Going forward, and subsequent to Carol’s retirement, Kathryn will assume leadership of Telephone Triage Consulting, Inc.

**CONTINUING EDUCATION TRAINING FOR NURSES**

Seminar content is presented in a length and format to meet your needs:

**PROGRAM DESCRIPTION**

The provision of nursing care over the telephone (and patient portal) has become a routine part of the day of an ambulatory care nurse.  However, many, if not most, RNs have never had formal training in this high-risk practice. These seminars are designed to provide insight and direction in the practice of telephone triage.

**TOPICS COVERED**

* Telephone Triage: What it is and what it isn’t
* Standards that direct the nursing practice of telephone triage\*
* Clinical pitfalls and elements of the basic skill set for the telephone triage nurse\*
* Telephone triage theory, critical thinking and decision making\*
* The patient interview
* Patient assessment over the phone
* Documentation and use of decision support tools\*
* Risk management\*
* Must-have organizational policies to reduce risk and improve quality (Two-day only)
* Best practices supporting safe program design and implementation (Two-day only)
* *Asterisked topics are presented with expanded content in the two-day seminar*

**Telephone Triage: How to practice nursing over the phone (ONE DAY In-person)**

This one-day seminar is designed for RNs performing telephone triage in the ambulatory care setting.  The primary emphasis of the day will be on the clinical practice of telephone triage. We will define telephone triage, discuss misconceptions about this practice, and debunk elements of conventional wisdom about telephone triage. Standards will be described, as well as clinical pitfalls that inform the basic skill set for the telephone triage nurse. Critical thinking and decision making in uncertain conditions will be discussed. Practical skills including patient assessment over the telephone, interviewing, documentation, and appropriate use of decision support tools will round out the day. Principles of risk management in telephone triage will be incorporated throughout the seminar.

* **Target Audience:** RNs who triage and manage patients over the telephone

**Telephone Triage as Professional Nursing Practice: Improve quality and reduce risk (TWO DAY In-person)**

The two-day seminar incorporates a more thorough discussion of topics offered in the one-day seminar, especially in the areas of decision making and critical thinking, using real-life examples to illustrate. When bad outcomes occur, they are more often related to poor program design than nurse competency. Content is offered to highlight and address the elements of organizational program design that, if not properly executed, can negatively impact or thwart the delivery of high-quality, safe patient care, increasing the risk not only to the patient, but further exposing the nurse and the organization to liability. The emphasis of the day will be on professional nursing practice and on patient safety and risk management in telephone triage.

* **Target Audience:** 
  + RNs who triage and manage patients over the telephone
  + Administrators, key decision makers, leaders, physicians, and others interested in program design and the legal ramifications of telephone triage

**Telephone Triage: How to practice nursing over the phone: Online Session**

This 8- hour synchronous online course is designed for RNs performing telephone triage in the ambulatory care setting.  The primary emphasis will be on the clinical practice of telephone triage. Topics include: define telephone triage, discuss misconceptions about this practice, and debunk elements of  
conventional wisdom about telephone triage. Standards will be described, as well as clinical pitfalls  
that inform the basic skill set for the telephone triage nurse. Critical thinking and decision making in  
uncertain conditions will be discussed. Practical skills including patient assessment over the  
telephone, interviewing, documentation, and appropriate use of decision support tools will round out  
the day. Principles of risk management in telephone triage will be incorporated throughout the course.

The course can be taught in one session or taught incremental (e.g. one-hour session for 8 weeks)  
• Target Audience: RNs who triage and manage patients over the telephone.

**Fee Schedule**

**Consultation and Seminars**

NOTE: These Prices are Accurate as of Print Date (7/22/2023) but are subject to change

**Professional Fees**

1 day $3750/day

2-4 days $3500/day

5 days or more $3300/day

8-hour on-line course $3200

Phone consultation

(includes meetings, project advice, strategizing) $150/hour

**Note Taking Devices/Manuals** $10-$15 each

(may be produced in your facility if you prefer; master copy supplied at no charge)

**Estimated Expenses for In-person Sessions**

* Roundtrip airfare
* Commute to airport
* Airport parking
* Lodging (including one night before, during and one night after consultation)
* Ground transportation (taxi, shuttle, and/or rental car and gasoline as necessary)
* Per diem for meals & incidentals ($75/day)

**The following products, available online or through our office, are helpful adjuncts to services offered onsite.**

**TEXTBOOK:**

***The Art & Science of Telephone Triage: How to practice nursing over the phone*** (2012) by Carol Rutenberg, MNSc, RN-BC, C-TNP and Liz Greenberg, PhD, RN-BC, C-TNP.

Based on current practice, nursing theory, research and experience, Carol & Liz present a balanced, common-sense, reality-based approach to the practice of telephone triage nursing. This book is a must-read for everyone working in the fields of ambulatory care and telehealth nursing, from manager to educator or front-line nurse.  Physicians, administrators and others involved in the provision of care over the telephone will also find this an invaluable resource in understanding the practice of telephone triage nursing.  This book has been endorsed by the American Academy of Ambulatory Care Nursing (AAACN).

**VIDEO TRAINING:**

***Telephone Triage as Professional Nursing Practice: Improve quality & reduce risk\****

The two-day continuing education seminar is available online. This product may be used by individuals or organizations as an adjunct to orientation or continuing education for the telephone triage nurse.

*\* This nursing continuing professional development activity was approved by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.*

1/23