

Sample 90-Minute Oral Proposal

On-Call Solutions for PALTC: Enhancing Care, Achieving Value-Based Outcomes, and Improving Provider Satisfaction

Category: Practice Management

Keyword: Communication

Education Need: On-call responsibilities are among the top dissatisfiers for PALTC providers, contributing to recruitment/retention challenges and burnout. The on-call process is also a key contributor to high hospitalization and re-hospitalization rates for PALTC patients. For these reasons, our industry needs a better understanding of the issue and effective solutions. Various considerations are relevant to defining any on-call strategy. Although on-call duties have been demonstrated to be among the greatest work stressors for medical providers, contributing to medical errors and lower well-being, evidence regarding optimal solutions continues to evolve.

Session Summary: On-call responsibilities are among the top dissatisfiers for PALTC providers, and the on-call process is a key contributor to high hospitalization rates among PALTC patients. For these reasons, our industry needs a better understanding of the issue and effective solutions. This session will review the factors that go into defining an on-call strategy, review the literature, and provide examples of different approaches. Attendees also will hear the findings of an industry-wide survey of PALTC providers regarding current on-call practices and the impact of different solutions.

Learning Objectives:

- Explain the connection between on-call processes and important outcomes, including hospitalizations and re-admission rates.
- Define the impact of on-call processes on provider satisfaction, retention, and turnover.
- Describe the primary considerations and decisions that need to be addressed in establishing any on-call strategy.
- Summarize the results of an industry-wide survey of current on-call practices.

References:

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