



# CDC Nurse Triage Line Stakeholders Meeting

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# 2-1-1 Network Capabilities



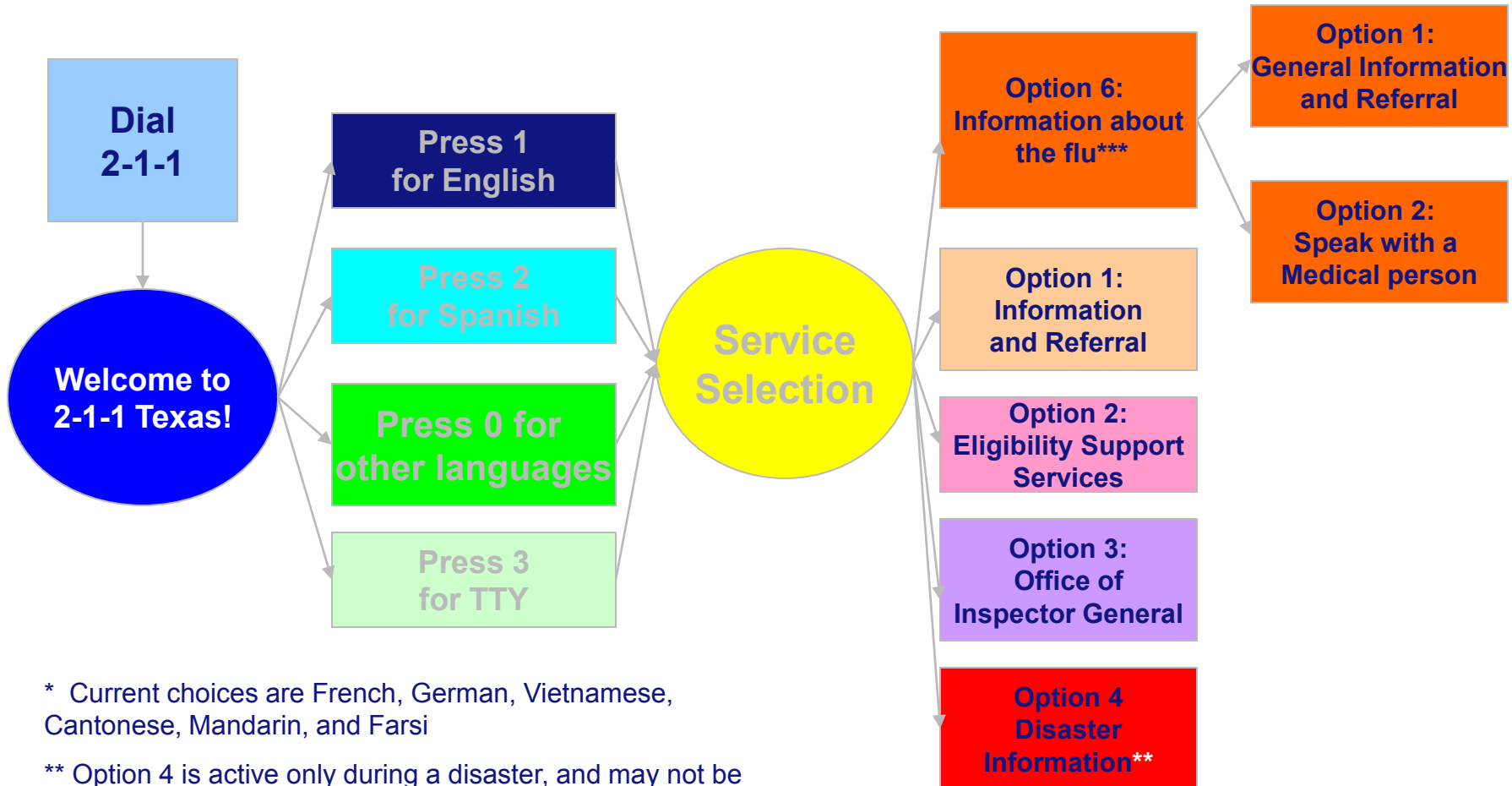
- Local service delivery – demonstrated success all crises since 9/11
- Multi-lingual plus language translation services
- TTY and 7-1-1 relay
- Remote worker technology
- Online resource databases available at [www.211.org](http://www.211.org) or [www.211US.org](http://www.211US.org)
- Reports – caller demographics and unmet needs
- 1-800 line for counties without 2-1-1 coverage for nation-wide projects
- Central management for nation-wide projects
- Quality assurance – accreditation, certification and QA programs
- Training: national & regional conferences, webinars and online training system available through Alliance of Information and Referral Systems
- 24/7 in most communities

# 2-1-1's Responsibilities during H1N1



1. Provide general info to public and assistance with secondary issues in a caring manner based on strict state and local Dept. of Health FAQs
2. Assist in dispelling rumors
3. Seamless connection to medical professionals
4. Increase staff capacity to insure continuity of coordination, data management and training
5. Adjust telephony to support response
6. Disseminate H1N1 messaging through IVR and websites
7. Train all staff on protocols/call processes
8. Provide local surveillance – daily, weekly monthly reports - age, sex, caller and zip code, etc.
9. Monitor web site hits

# 2-1-1 Texas Call Flow During H1N1 Pandemic



\* Current choices are French, German, Vietnamese, Cantonese, Mandarin, and Farsi

\*\* Option 4 is active only during a disaster, and may not be active throughout the state of Texas

\*\*\*Option 6 activated for H1N1

# Lessons Learned



1. One phone number to access all service components, both for H1N1 and seasonal flu, reduces public confusion and simplifies marketing
2. Maintaining the same hours of operation for all Hotline components ensures seamless service for callers
3. “Dry runs” of the Hotline before going live uncovers technical bugs that can be fixed before the start date
4. Recorded information about the flu available from the phone menu (in English and Spanish) cuts down on call load for I&R specialists
5. Staffing capacity and coordination must be gauged to meet potential demand based on outreach and marketing plans



# Where does 2-1-1 fit in Nurse Triage Line Project?



1. 2-1-1 can serve as the front door to the nurse triage coordinated call center project through the use of an easily memorable 3-digit dialing code
2. Deflect visits to doctors and emergency rooms based on accurate and timely information provided by Dept. of Health while providing callers with secondary information such as insurance options
3. Conserve nurses/medical professionals time for those needing health assessment and treatment options
4. Provide trend and surveillance data to inform outreach efforts

# Contact



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Thank you!