

**MEMORANDUM**

TO: Clackamas County Board of County Commissioners  
FROM: Rodney Cook, Direct of Health, Housing and Human Services  
RE: Nurse Navigation Update  
DATE: October 22, 2024

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**Request:** This memo is a report on the progress of the newly-created nurse navigation program from September 17, 2024 to October 15, 2024. This is an informational update only.

**Background:** The Clackamas County Nurse Navigation program began September 17, 2024.

The Nurse Navigation program provides alternative services to low-acuity 911 calls that would normally result in fire and EMS resources being dispatched. Calls forwarded to this program are answered by Oregon licensed nurses who can assist the person calling with things such as resolving their issue over the phone, schedule a clinic appointment and schedule transportation to a clinic appointment at no cost to the caller.

- Eighty-four (84) 911 calls have been diverted to the program, averaging 4 calls per day.
- Twenty-eight (28) of these calls were mitigated by the nurse's self-care instructions.
- Forty-three (43) of these calls were provided basic life support transportation.
- Three calls were transferred back for 911 response due to further medical triage from nurses identifying additional medical need.
- Three calls were identified as needing a non-urgent emergency department visit. Transportation was provided by the Nurse Navigation program.
- Two calls mitigated by an appointment with at home mobile urgent care visit.
- Five calls mitigated with appointments to clinics.
- Satisfaction scores have all been 5 out of 5.

**Recommendation:** No action is requested from the Board at this time.

**Attachments:**

Attachment #1: Geographic Origin of 911 Calls Referred to Nurse Navigation Program

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