



NORTH MEMORIAL HEALTH CARE

Community Paramedicine - Grocer

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IRCP

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Goals for today

- Learn about North Memorial's Community Paramedic group
- Focus on integrating care into a grocery store (CP/ACP)
 - Ground break April 2017-open December 2017
- Discussion welcome and encouraged





NORTH MEMORIAL HEALTH CARE

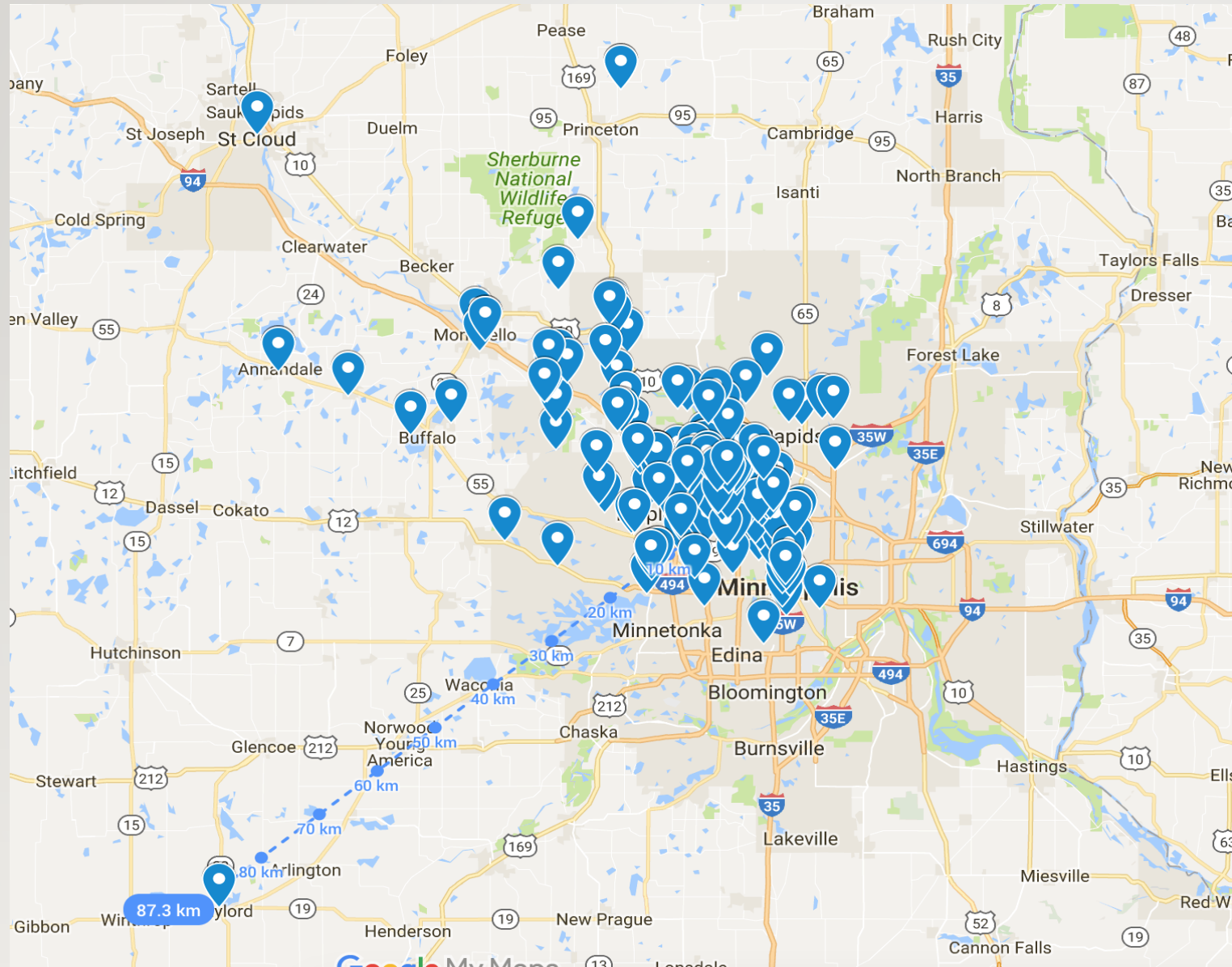
- 600 square mile Hennepin County coverage area
- 50 square miles of lakes and rivers
- 1.5 M residents
- 18 clinics (specific to NMHC)
- Level 1 trauma services
- Multi-state paramedic system
 - Air care division
 - PCP services
 - ICP services
 - ACP services
 - CP services
- 2 hospitals
 - Maple Grove hospital (Maple Grove) 100 bed
 - North Memorial hospital (Robbinsdale) Metro area 350 bed

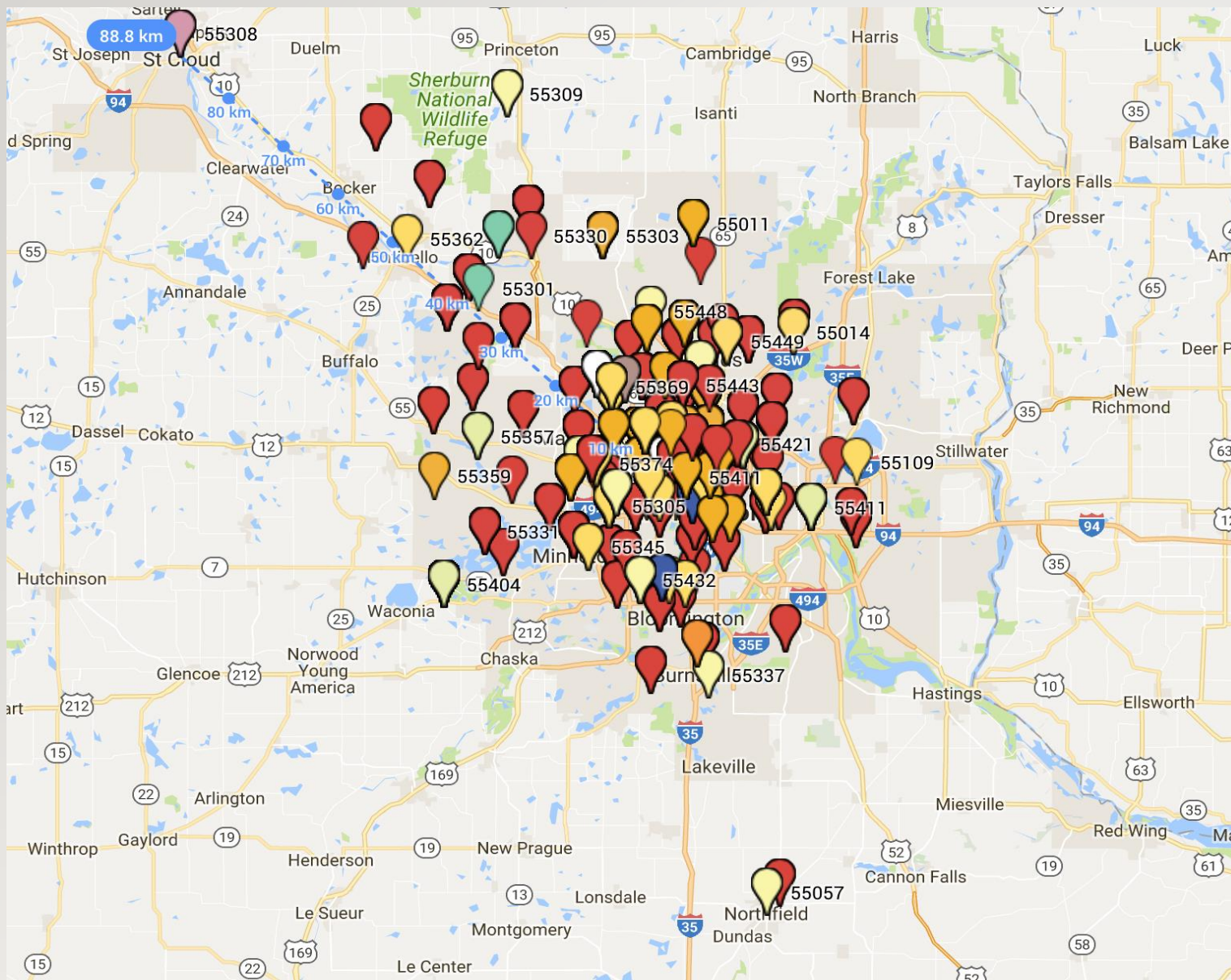


Our approach to care delivery by grouping

- Care transitions
 - ✓ Improved experience
 - ✓ Readmission focus
 - ✓ Increased primary care access
- Chronic disease management
 - ✓ Increased primary care access
 - ✓ In home disease monitoring
- Community engagement
 - ✓ Attribution
 - ✓ Capture
 - ✓ Leakage
 - ✓ Increased primary care access

Where we've been





Where we've been

Equates to 30% of our FTE=windshield time

Action taken to decrease windshield time

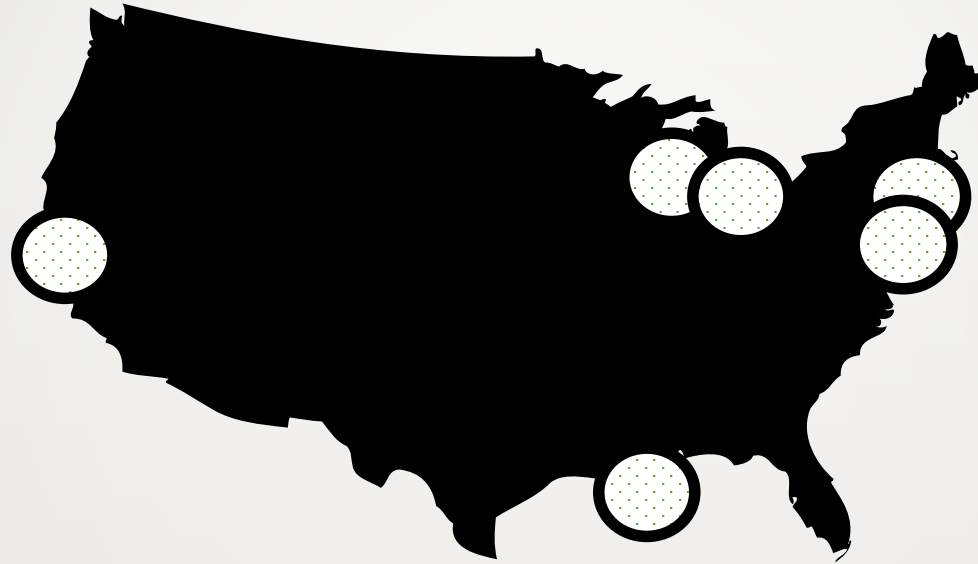
- Zone creation
- Focus on clinics with attribution and low empanelment
- Dedicated sites of operation
 - Chemical dependency center = in operation
 - Mental health clubhouse = in operation
 - Grocery Store = launch 2017

North Market

More than a grocery store.



Who lacks access to healthy food?



23.5 MILLION
(6.5M CHILDREN)



Fresh MEATS
OPEN 9:00 A.M.
8:00 P.M.

LOWRY
Food Mkt.

BROWN CROWN COLA
RC

FRESH
MEATS

SEE

North Minneapolis
is MN's most severe
food desert

67,000
residents

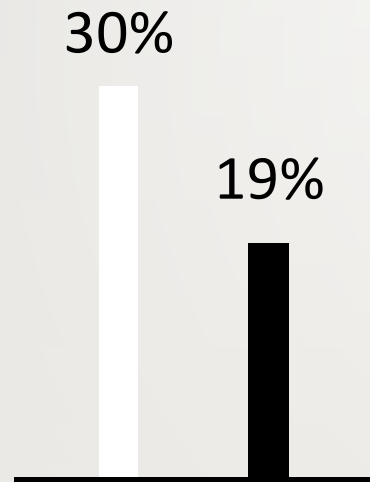
30
convenience stores

1
supermarket

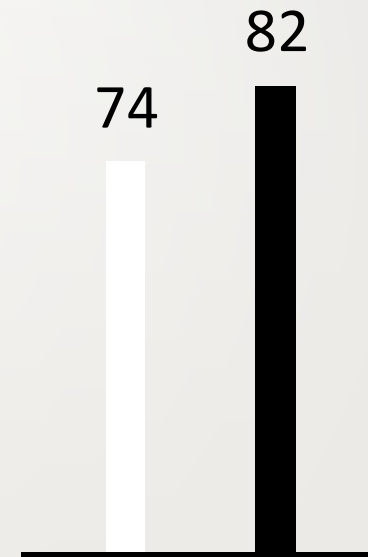


A public health crisis

OBESITY



LIFE EXPECTANCY



NORTH MINNEAPOLIS vs. CITY-WIDE



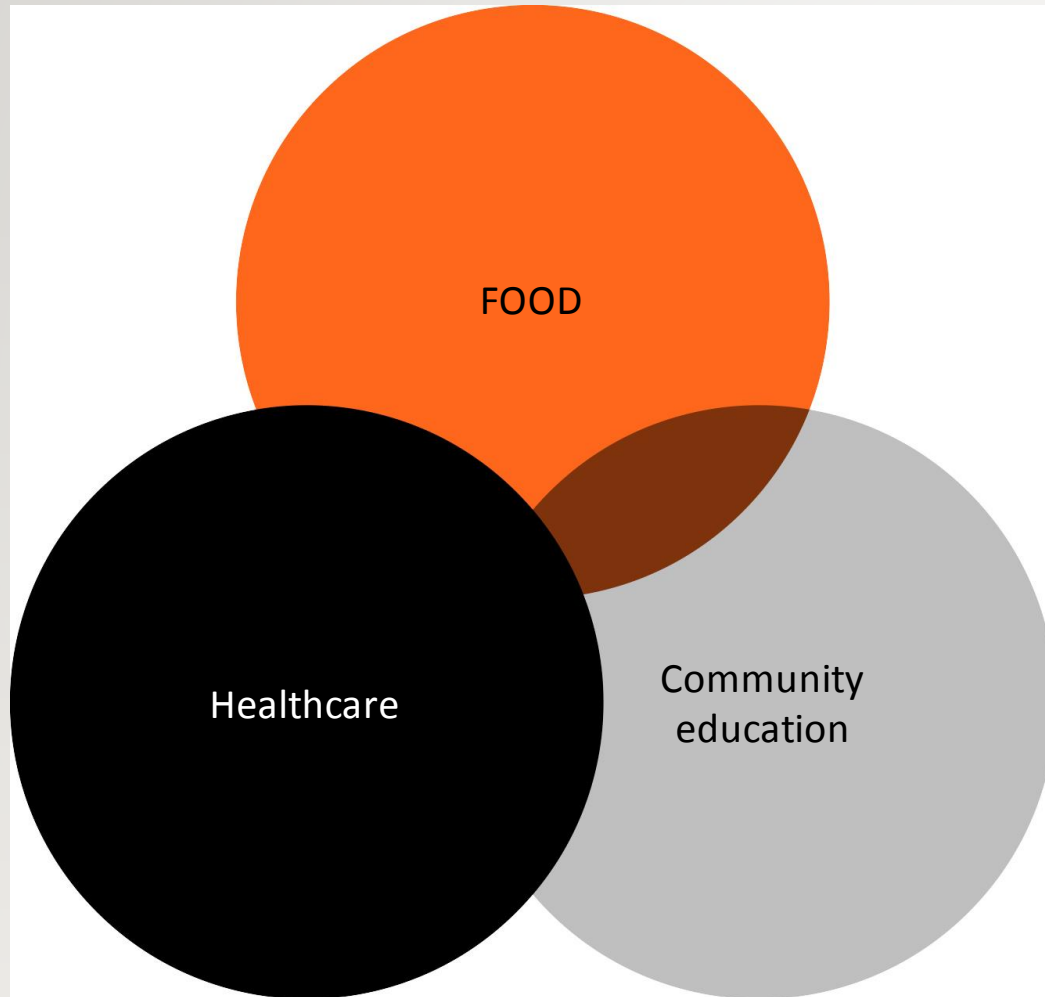
A health system perspective

Intentional collaboration between Pillsbury United Communities and North Memorial Health Care



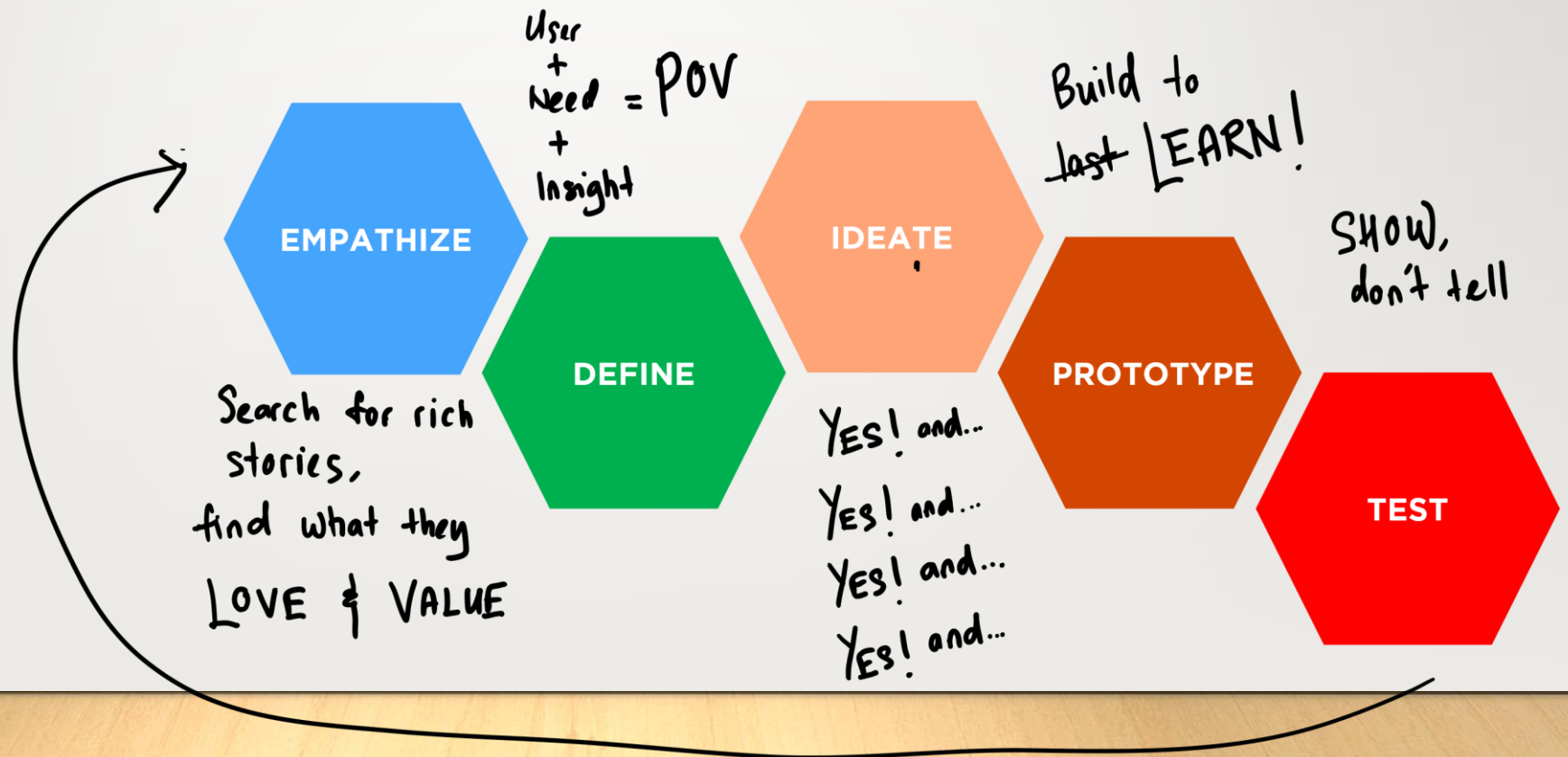
Simple solutions won't fix the problem.

We need a new approach.



Purposeful Integration

Human-centered design, a new way to engage the community



What we heard from the community...

I would like to try some of the things that they recommended at the doctor, like salmon. I don't know how to cook it and that is an expensive mistake to make if you can't eat it.

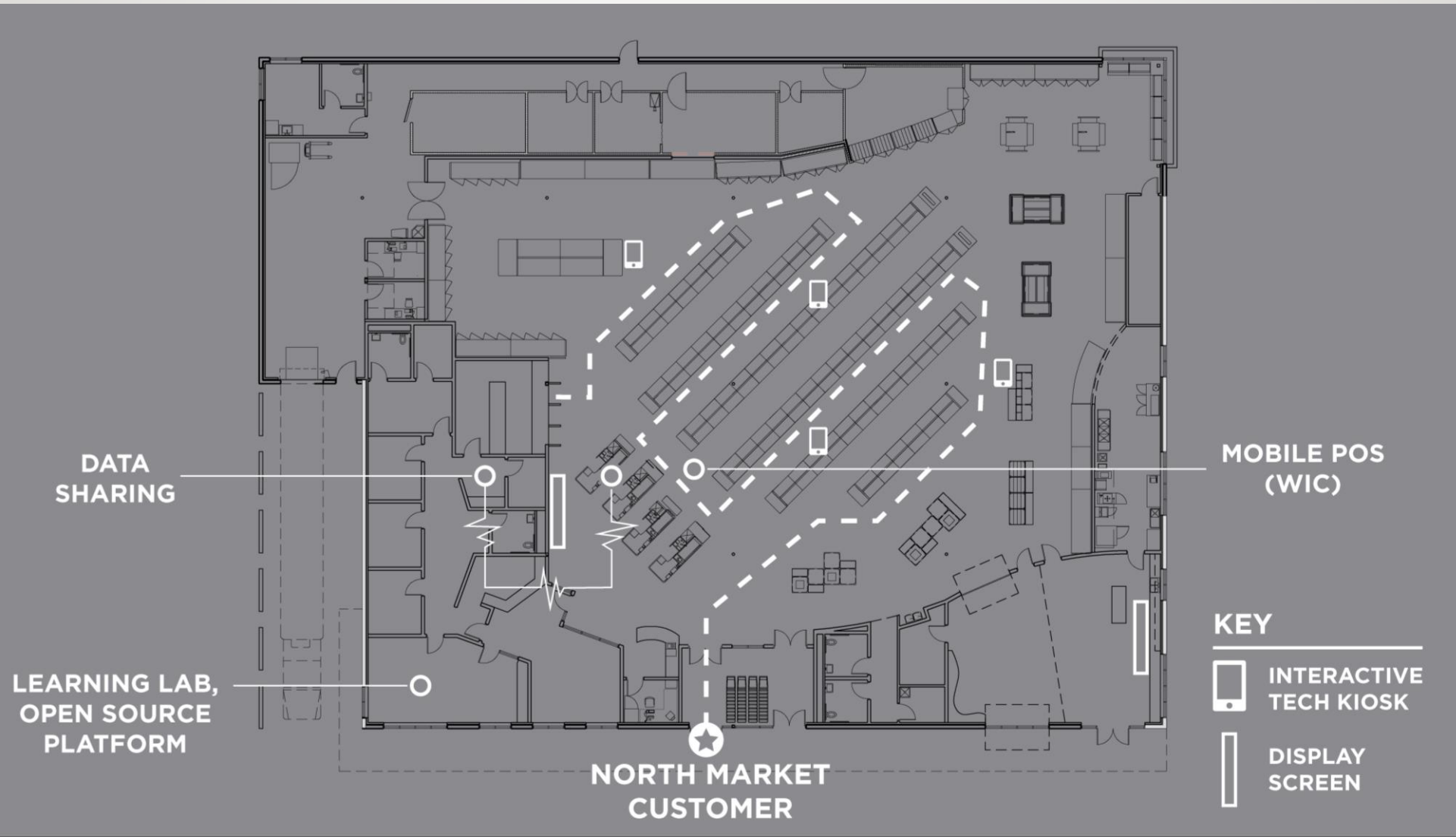
I am working and am on the road a lot. I have some medicines I take for anxiety, but I haven't been going to my therapist because it is hard to get there with my job schedule.

I only get to shop about once a month (that is when my sister can take me to the big store), otherwise I am filling in from the convenience store.

We usually run short of money in the 4th week of the month, so that is the point where I am looking for things that can really stretch my budget. I want to try to eat healthier, but the most important thing is just that we eat.

You know, we've had some experiences with the hospital and they aren't very positive. I feel like they can look down at you.

A²⁰ customer journey map



Services to be provided by community paramedic;

#1 Support healthy eating – improve health literacy



Direct Care

- Wound care
- IV hydration
- Advanced Life Support Assessment
- Resuscitation
- Listening
- Access EMS physician prescription
- Suturing
- Triage

Medication Reconciliation

- Medication education- side effects/indications
- Monitoring for side effects
- Medication error prevention
- Depo injection

Health Screening

- Hypertension
- Diabetes
- STI
- Asthma care and treatment
- Asthma education
- Asthma care and treatment
- mantoux

Lab Testing

- Pertussis
- Strep Throat
- UTI
- INR
- Basic Metabolic Panel/electrolytes
- CBC
- Other labs PRN

Documentation for the patient, by the patient

- Community Paramedic Note

- ~~Home~~ grocer visit on 10/9/2017 was requested by @PCP@
- Reason for visit: {home visit reason:19975}
- Time in: ***
- Time out: ***
- Vitals:
- @vs@
- • Oxygen liter flow per minute : {Oxygen Liter flow:19941::"not applicable"} {Oxygen Status:19943::"not on oxygen"}
- Blood Glucose: {BG results:19057}

Skilled Observation

Cardiovascular: {Findings; ROS cardiac:30506::"negative"}

Respiratory: {Findings; ROS respiratory:30504::"negative"}

Neurological: {Findings; ROS neuro:30532::"negative"}

GU: {Findings; ROS genitourinary:30516::"negative"}

GI: {Findings; ROS gastrointestinal:30513::"negative"}

Musculoskeletal: {Findings; ROS musculoskeletal:30524::"negative"}

Skin: {Findings; ROS skin:19972::"negative"}

Psych: {Psych, Brief Ex:19442::"Alert, oriented x 3; normal cognition, memory and judgement; normal speech, behavior and thought content. "}

Pulses: {Findings; Pulse:14315::"negative"}

Cont documentation

- Diet: {Diet:18884::"normal"}
- Referrals for nutrition: {Nutrition:19058}
- Last BM: {time frame:19982::"today"}
- Past 24 hour diet recall: {adequate/inadequate:112339::"adequate"}
- Physical review of available food in home with patient; fridge/pantry/cabinets
- Living situation: {Living Situation:19945}
- Abuse: {abuse:19977::"no concern"}
- Home safety eval: {Home Safety Eval:19059}
- Functional limitations: {Functional limitations:19944::"none"}
- ADL's: {ADL's:19955::"independant in all areas"}
- Barriers to care: {Barriers to care:19958::"none"}

Medications were reviewed for duplication, effectiveness and potential risks and benefits. The patient {IS:13220} taking her medications as directed.

Barriers to self medication management: {med manage barriers:19959::"none"}

Referral to Medication Therapy Management Services: {YES/NO:10305}

Teaching tool used/given: {teaching tools:19983}, {instruction:19974}

Coordination with: {coordination with:19973::"physician/provider"}

Community resource information/referral given: {community resources:19976::"none "}

Tele-Med/Monitoring resources in possession of or needed: {Telemed resources:19061}

Final documentation-----Q&A

- Community Paramedic listed on the Care Team: {YES/NO:10305}
- FYI tab reviewed: {YES/NO:10305}
- Health Maintenance reviewed, action taken to update all items {HM update:19062}
- Advanced Directive: {Advanced Directive:12455}
- POLST: {STATUS:19960::"not needed"}
- **Assessment/Plan**
- Based on assessment by Community Paramedic @ME@ and with the agreement of the patient, goals have been set/reviewed in the chart. Patient will be followed up in {weeks/months:114137}, number of anticipated visits: {NUMBER:12132}, Next visit, or Phone call scheduled: {YES/NO:10305}
- Care plan is being followed: {YES/NO:10305}
- Thank you for involving our program in your patient's care.
- @ME@
- Community Paramedic
- North Memorial Clinics