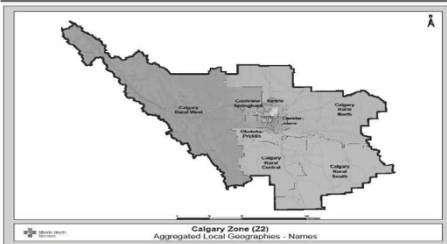


Calgary Zone Community Paramedic Program



Calgary Zone Demographics



Population: 1.4 million
Size – 39,300 square kilometers

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Problem Statement

ACCESS to
healthcare
particularly
PRIMARY and
SPECIALIZED care
is a growing
CONCERN in
Canada

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Healthcare Access

- 51% of Albertans rated access to healthcare services as easy.
- 28% of Emergency Department or Urgent Care Center visits in Alberta were for health conditions appropriate for care in a family physician's clinic.
- 80% of all patients were treated & discharged from ED within 4 hours.
- 51% of Albertans believed they received excellent or good care in ED.

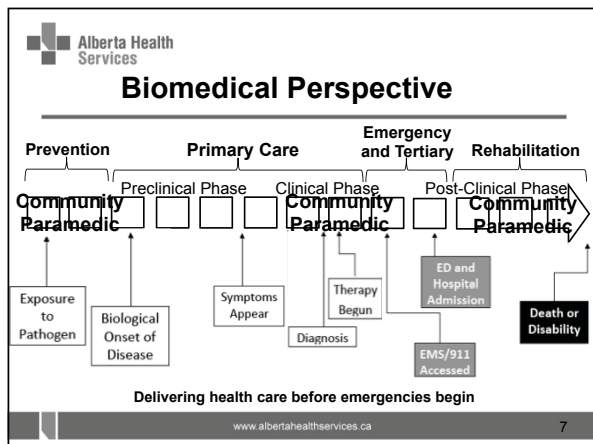
Community Paramedic Opportunity

Our goal is to provide timely access to primary and specialized care through on site assessment, diagnostics, physician consultation, and clinical treatment to ensure the delivery of health care to vulnerable populations in the community

“primary and specialized health care on wheels”

Guiding Principles

1. **Improved access** to immediate healthcare by providing mobility and extended hours to the patient.
2. **Provide patient-centered care** through consultation and partnership with physicians and existing healthcare services.
3. **Patient-centered navigation** by using technology and health information systems to effectively communicate between health care providers.

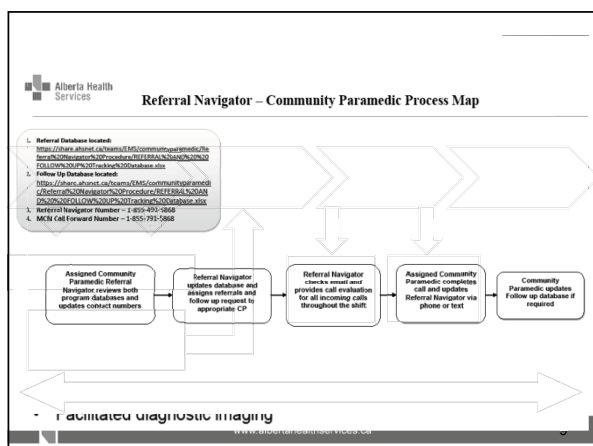


Alberta Health Services

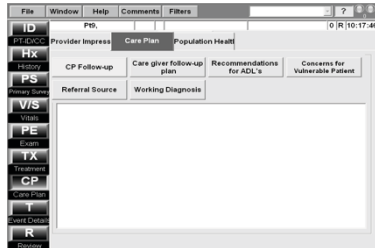
Program Operations

- 10 Community Paramedics
- Operating hours 06:00-22:00, 7 days per week. Peak capacity provides 4 CPs from 10:00-18:00, 2 CPs outside those hours
- Operating since Nov 19, 2012
- 9 weeks additional community health education and clinical rotations with continuing education as required

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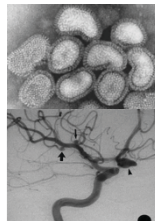
Patient Documentation



Reason for Referral

High Percentage of Referrals

- Infections – UTIs, Pneumonia, GI, etc.
- Exacerbation of Chronic Illness – COPD, diabetes, CHF, etc.
- Patient surveillance or monitoring
- Urgent wound management
 - Facilitate x-ray, sutures, glue
- Urgent pain management
- Environmental scans



Program Partnerships

- ISFL – Calgary Zone
 - Supportive Living (3/4/4D)
 - Long Term Care Sites
 - Personal Care Homes
- Community Lodges
- Home Care
- Contract Service Providers (Silvera, etc.)
- Outpatient Clinics - Complex Chronic Disease Management Clinic & Cardiac Function Clinic
- East Calgary Health Centre – Family Care Clinic (FCC)
- Primary Care Networks (PCN) Foothills
- Rockyview General Hospital Emergency Department
- Rapid Access Unit (RAU) at South Health Campus
- Family Physician Referrals
- Calgary Lab Services (CLS)
- Sheldon M. Chumir Diagnostic Imaging (DI) Department
- AHS EMS & Inter-Facility Transport (IFT)
- Palliative Services
- Public Health (seasonal influenza vaccination campaigns)
- Tom Baker Cancer Centre

Patient Care Events

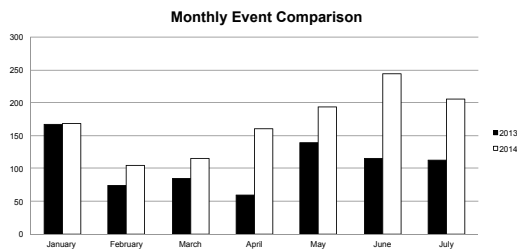
3039 patient care events since start of program
November 19, 2012 – August 15, 2014

131 patient care events November 19 – December 31, 2012

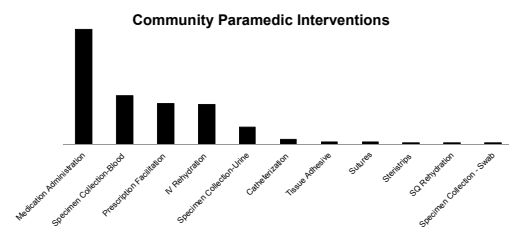
1667 patient care events January - December 2013

1241 patient care events January – August 15, 2014

Events per Month Comparison

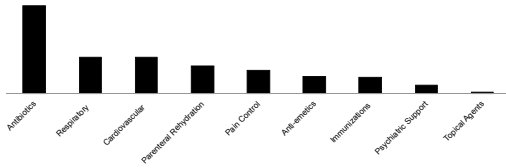


Interventions



Medications

Community Paramedic Administered Medications by Clinical Presentation
January 1 - August 15, 2014



Program Evaluation

2220 EMS and ED avoidances November 19, 2012 – August 15, 2014

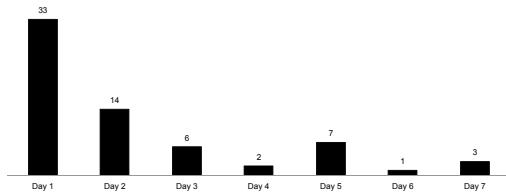
84%* of community paramedic events may directly result in an EMS and/or ED avoidance

Approximately 80% of EMS events are transported to the ED

*case management & flood events were excluded from the denominator for calculating this percentage

Relapse Events

7 Day EMS & ED Relapse Events
n = 66 (5.3%)
January 1 – August 15, 2014



*the relationship between presenting clinical complaint with EMS and CP has not been assessed or determined.

Patient Perspective

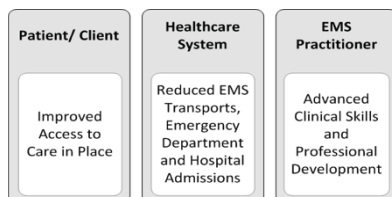
Recent Survey of Community Paramedic Patients

- If the CP resource unavailable **57%** would have call 911 the and the other **43%** would have gone without or delayed care
- **97%** of patients felt it was important to receive care in the home and not a facility
- **100%** of patients would consent to care again by a Community Paramedic

Where Next?

- Continued expansion with health care partners
- Work with local colleges or universities to develop a Community Paramedic curriculum
- Develop third referral pathway for patients appropriate for community paramedic resource who have already accessed 911

Summary



WEBSITE LINK

<http://www.albertahealthservices.ca/9571.asp>
