

Alternative 911 Response CliniCall-

Paramedic Specialist Led Clinical Phone Consultation and Advice for Palliative Care Emergencies



June 16, 2019

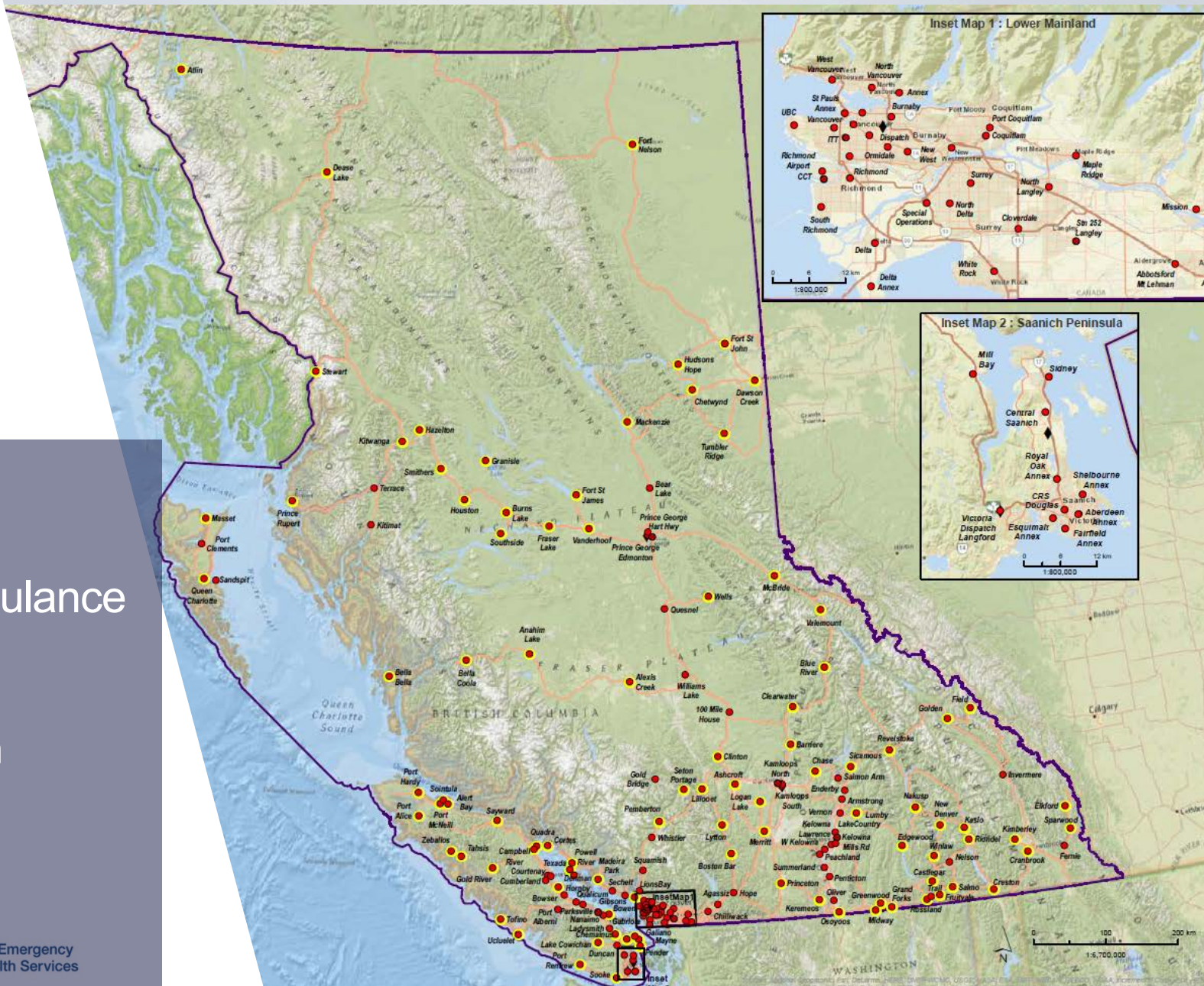
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188 Ambulance
Stations

4.8 Million
Population



A 911 Ambulance call occurs in BC, every minute, of every day.

- 3,900+ paramedics & dispatchers
- > 500,000 911 calls per year



All Paramedic Services?



Growth in calls,
changing complexity
and nature.

Some Options to Manage Change

Double Down?



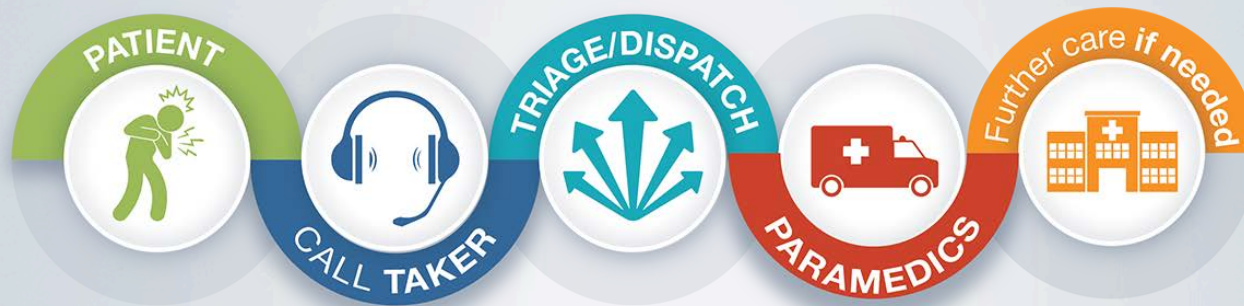


Community Paramedic-

Scheduled Care with Fascinating Results!



BCEHS Action Plan



Ensure the right care is provided to the right patient with the right resource at the right time

Alternative Responses to 911 Calls

Ministerial Orders extended the mandate of BCEHS to enact:

- ☐ Treat and Refer Pathways
- ☐ Conveyance to non-ED Destinations
- ☐ Scheduled Care Service
- ☐ Paramedic-Led Phone Consultation and Advice

CliniCall-Paramedic Specialist

Paramedic Peer Clinical Consultation & Advice

Paramedic Specialists:

ACP or CCP

400 hours of additional training

- ❑ Peer clinical phone consult & advice

24/7

- ❑ >100 calls/day



Abstract

ALTERNATIVE 911 RESPONSE- CliniCall

Preliminary investigation of the effect of providing CliniCall consultation for the treatment of palliative and end-of-life patients.

Palliative Patient Call Flow



CliniCall Preliminary Results

(Disclaimer-Data from CAD & ePCR's and n=65)



DATA



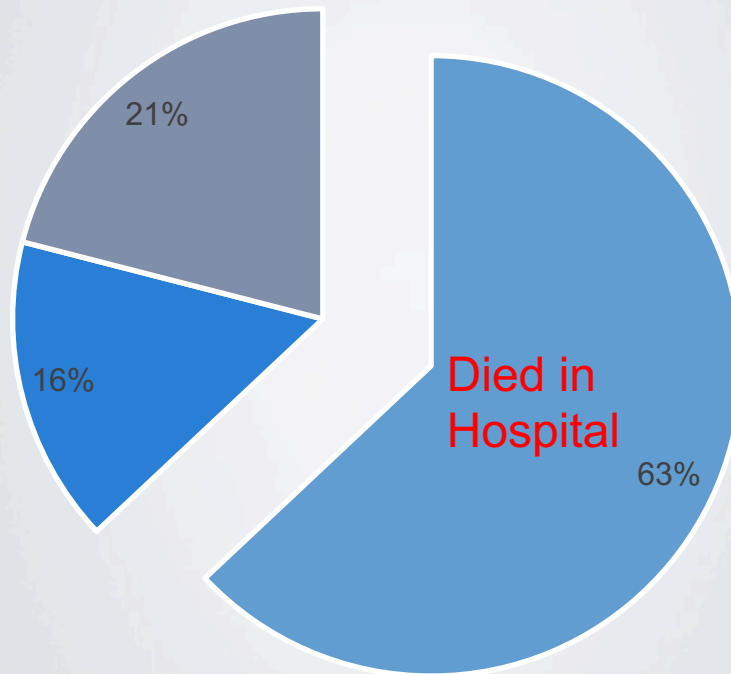
KNOWLEDGE



ACTION

Hospital Disposition of Palliative Patients Transported

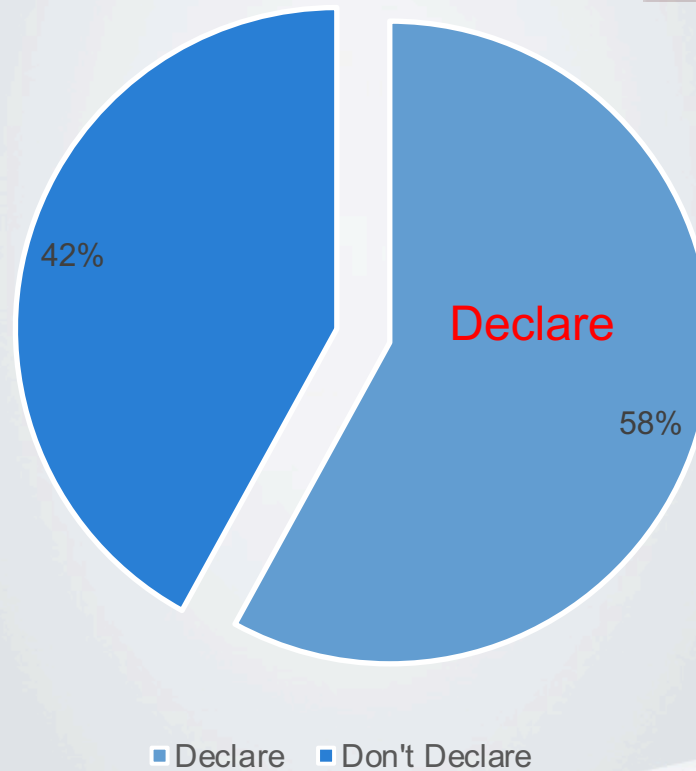
2500 Palliative/EOL Patients
Transported



■ Died ■ Discharged ■ Transferred

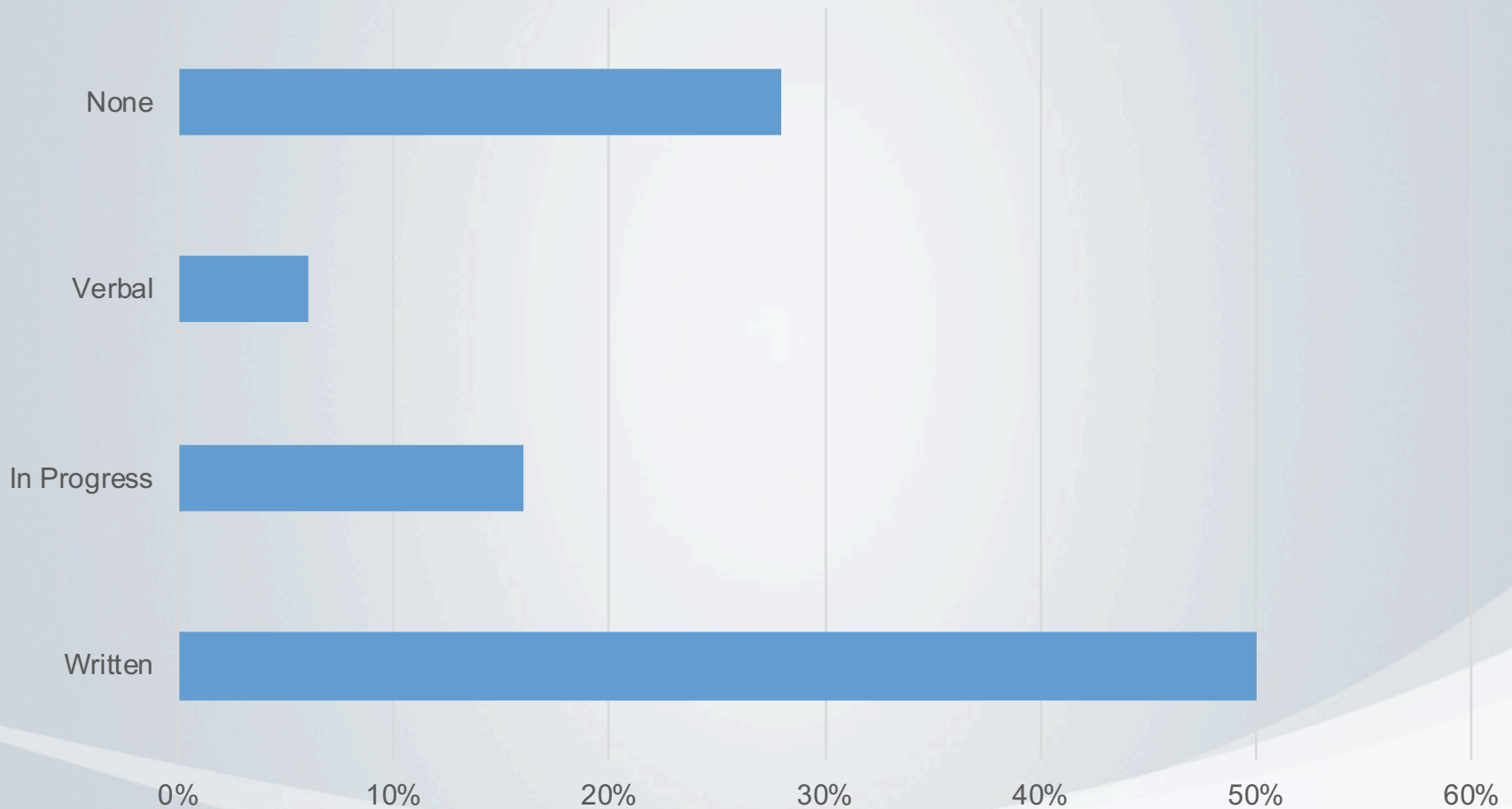
Palliative/EOL Patients Calling 911

Declaration of Palliative Condition



CAD Data (does not include MPDS
Card 33)

Goals of Care- Complex Management

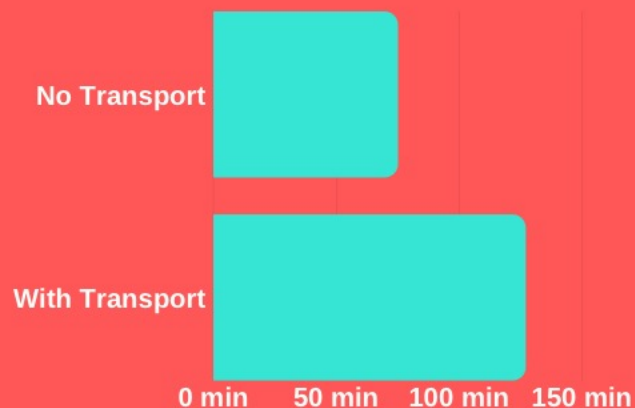


Narrative ePCR

Paramedic Specialist Palliative Peer Consult Outcomes

n=65
Calls documented from March
09 2019- June 04 2019

AVERAGE TIME on TASK



58%



Patient Not
Transported

0%



48-hour 911
Recontact Rate

Reasons for Transport (42% of Palliative Patients Transported)

- ☐ Symptoms not managed due to paramedic scope
- ☐ Treat and refer pathway not in place
- ☐ Patient/family request

CliniCall Outcomes

- ❑ Improved Patient Experience
- ❑ Decreased ED Conveyance
- ❑ Decreased use of Physician Consult
- ❑ Reduced Paramedic Time on Task

Thank You PEI & IRCP.

Such Lovely Potatoes!

