Integrating Technology into Community Paramedicine Programs

John R. Logan, JD, MBA, ACP,
Director of Business Development
HealthCall LLC (USA)

Josh Mehling, BA, ACP
Director
WeCare, Fishers Fire Department (USA)

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Technology

- The practical application of knowledge especially in a particular area
- A capability given by practical application of knowledge
- A manner of accomplishing a task especially using technical processes, methods, or knowledge
- The specialized aspects of a particular field of endeavor

*** Merriam-Webster

Medical Definition of Technology

- The science of application of knowledge to practical purposes
- Applied science
- A scientific method of achieving a practical purpose

***Merriam-Webster

Overview - One Successful CP programs noted inefficiencies, restrictions

- Community Paramedicine program seeing over 500 patients/year

- Program experiencing inefficiencies, restrictions and difficulty in the following areas:
  - Time consumed entering patient information from hospital into our system (Microsoft Excel)
  - Modifying our system for each patients Care Plan
  - Scheduling of patient appointments (using a paper calendar and Microsoft Outlook)

Overview - One Successful CP programs noted inefficiencies, restrictions

- Consistency of patient assessment questions (both in patient interview and entry of responses into system)

- Inability to automatically flag patient metrics that were out of range as determined by primary care physician (Care Plan)

- Difficulty in creating standard and customized reports on patients, patient groups, providers and CP Program

- Labor intensive - Community Paramedics spending time performing administrative functions instead of patient assessments

Overview - One Successful CP programs noted inefficiencies, restrictions

- Inability of third parties to view patient records
- Inability to bilaterally transfer discrete patient metrics between Community Paramedicine program and clinical partners.
- Inability to monitor patient metrics over periods of time (regression charting) to compare actual outcomes to projected outcomes.
- Travel time

CP Program Platform Goals:

Lead Through Quality Outcomes

Align with Hospital Initiatives

Build Stronger Collaborative Relationships

Foster More Consistent Revenue Growth

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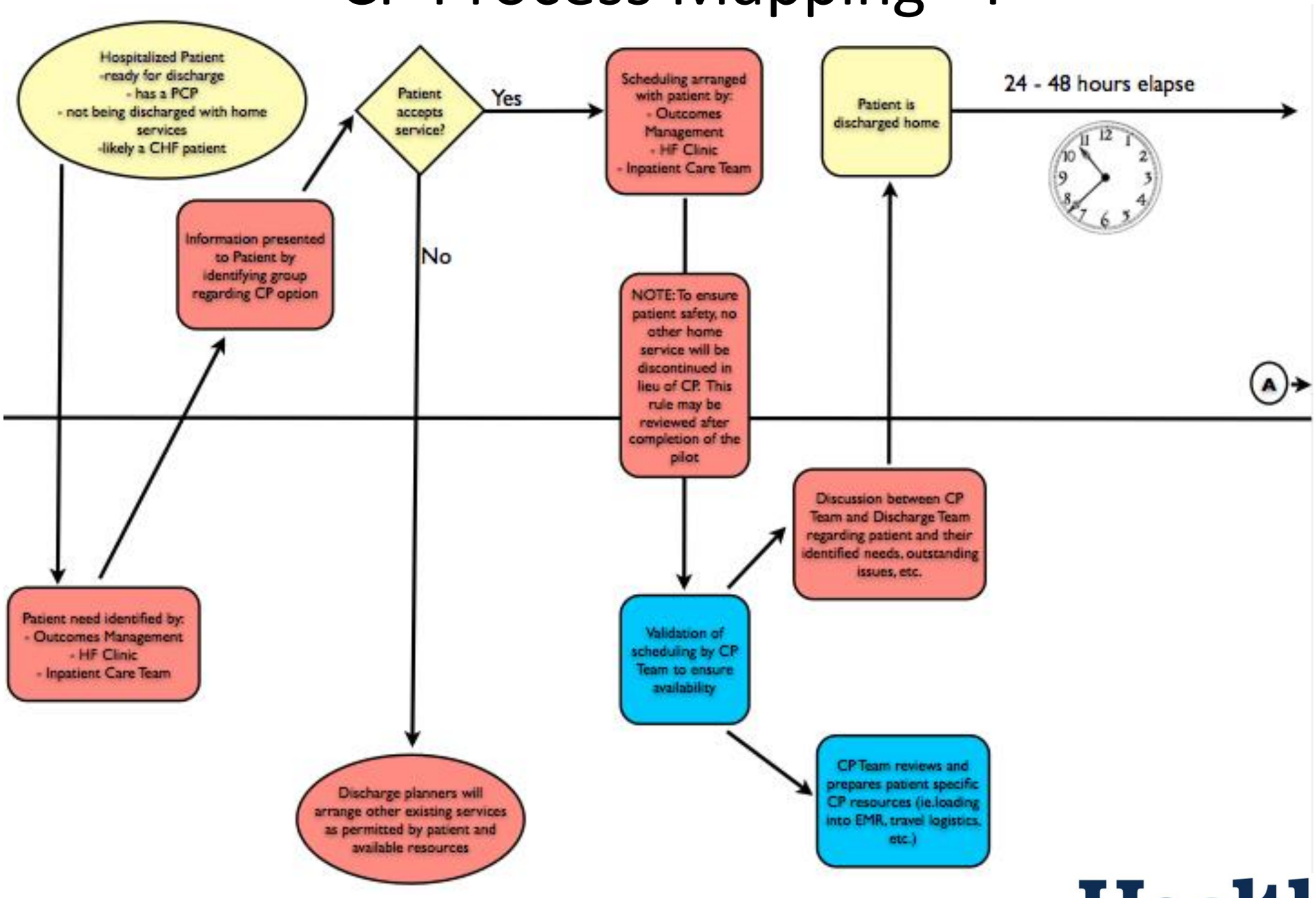
Where to Begin?

CP Process Mapping - I



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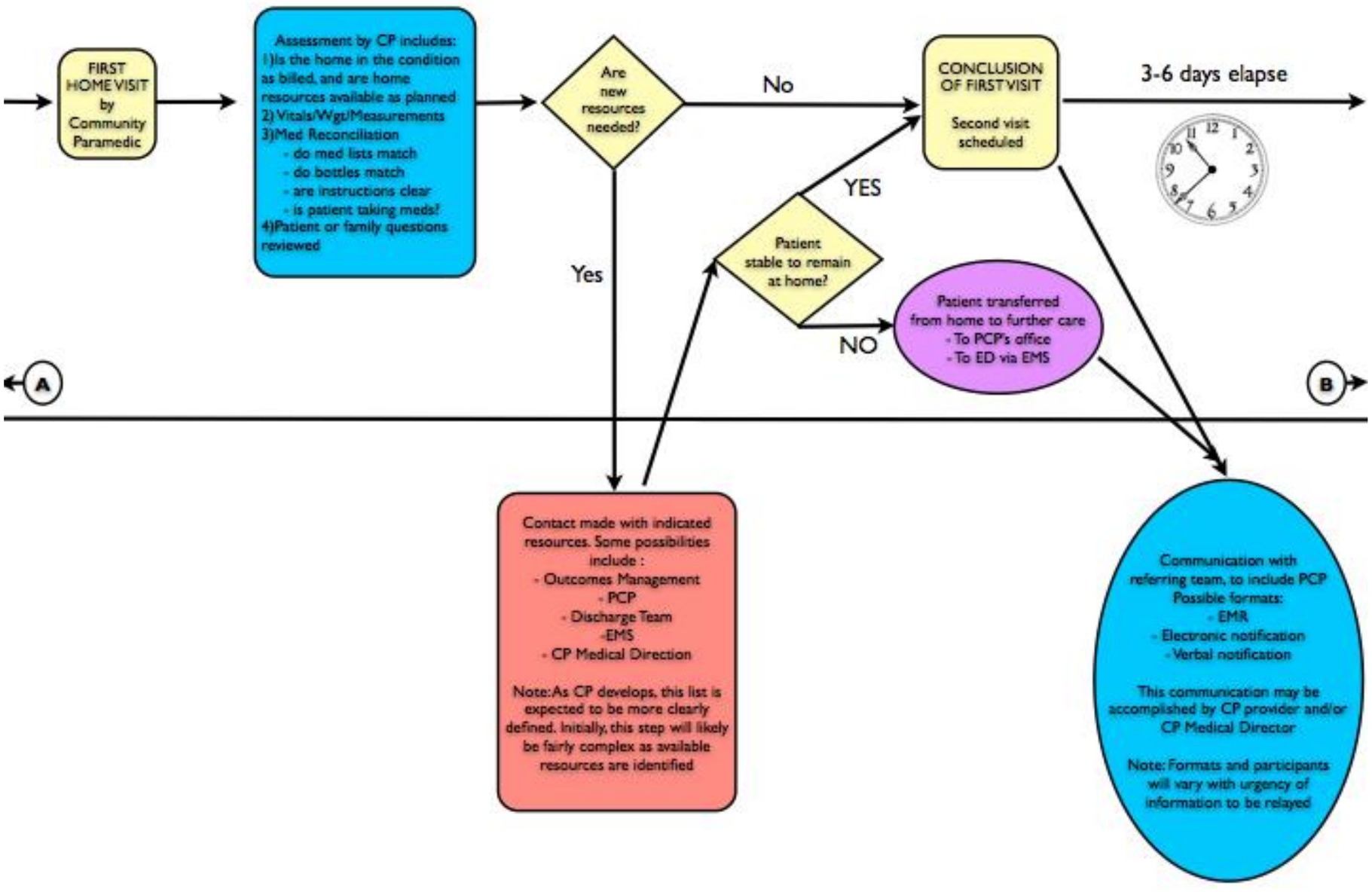
Where to Begin?

CP Process Mapping - II



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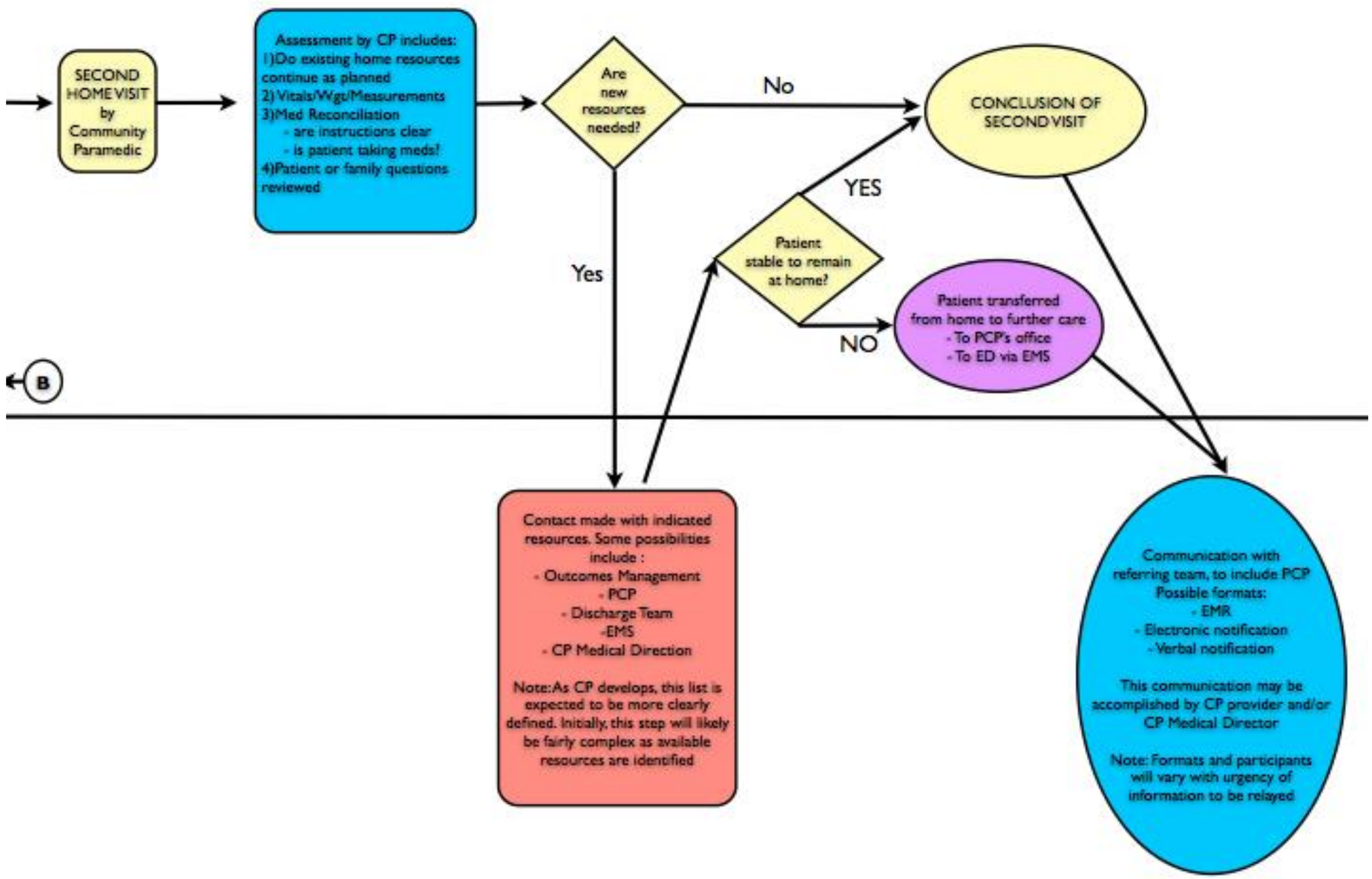
Where to Begin?
CP Process Mapping - III



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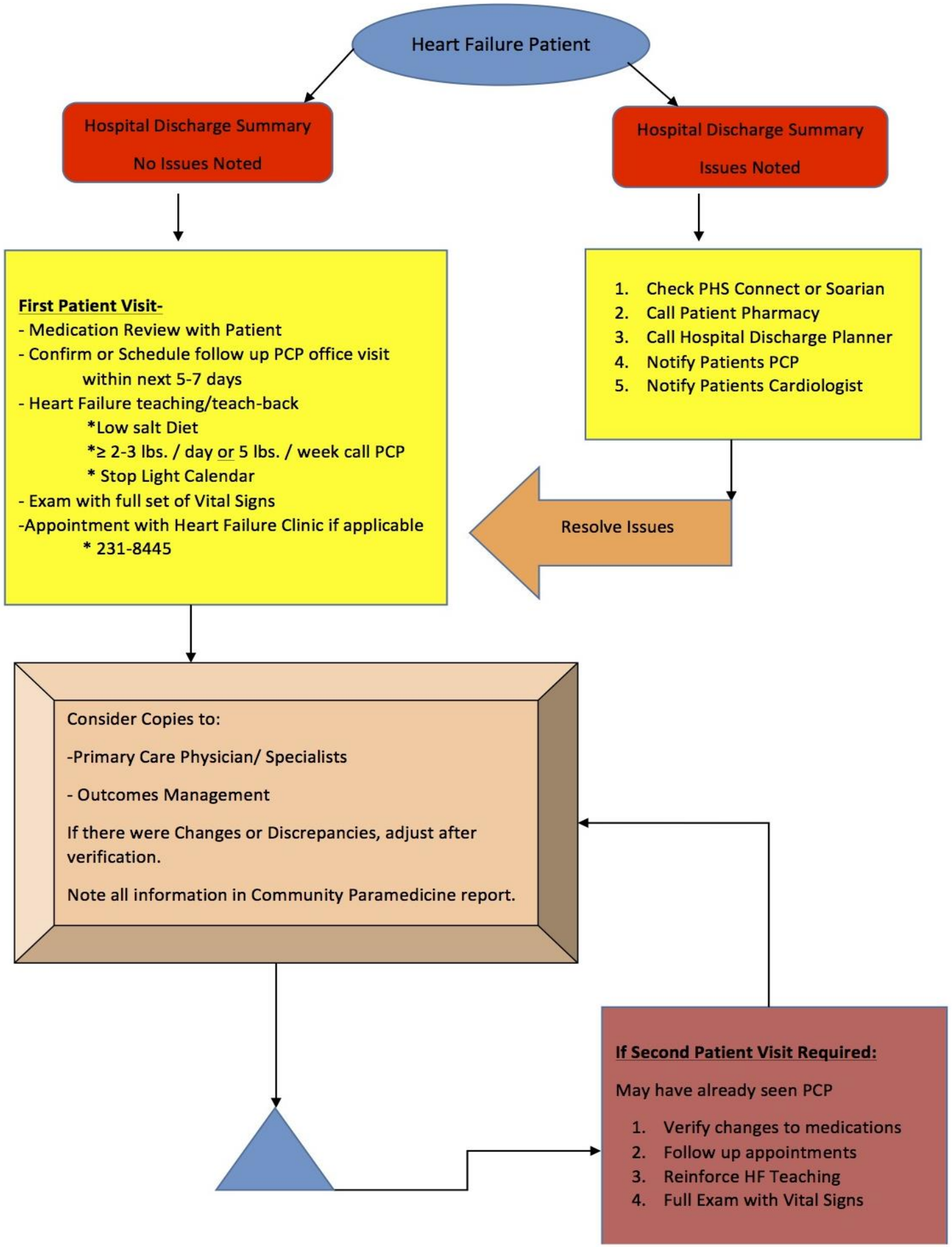
Simplified C.P. Interview Protocol for Heart Failure Patient



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Where to Begin?

Patient-Centric Care Coordination

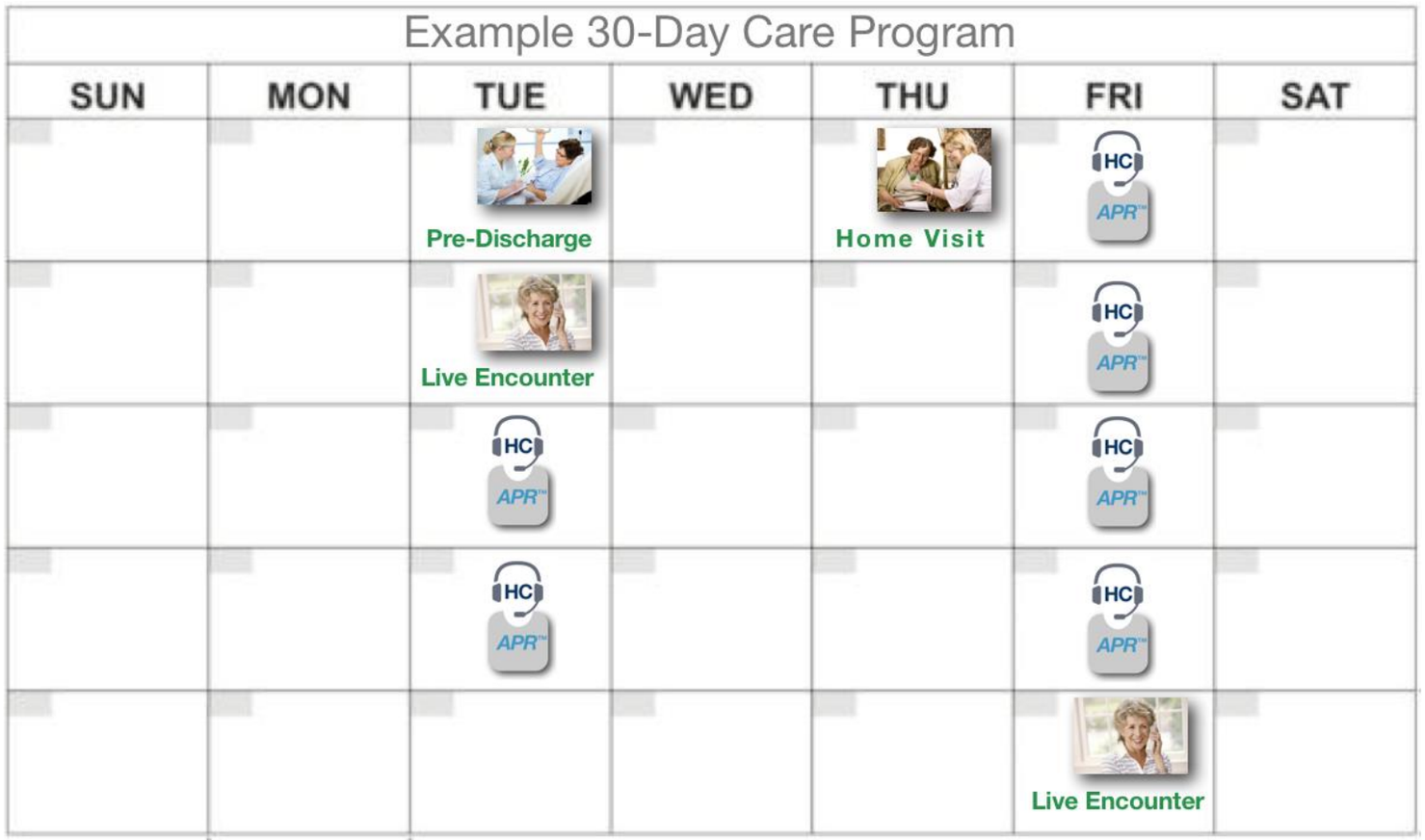
- Looked for a platform that enables a patient-centric approach across our geographically dispersed EMS care teams.
- EMS teams enroll patients into appropriate care plans. As needed, our paramedics can quickly individualize care plans to meet the unique needs of our patients.
- We found being able to individualize the patient's care plan improved outcomes and lead higher satisfaction scores.

Meeting Portability Goals:

- Need Platform to be accessible on multiple devices, different operating systems.
  - Desktop Computer
  - Laptop Computer
  - Tablets
  - Mobile Cellular Devices

Next Step:

Patient Scheduling



Integrate a scheduling system that includes:

- scheduled visits viewable by entire care plan team.
- directly linked to patient medical record and patients care plan.
- Accessible from office or in the field

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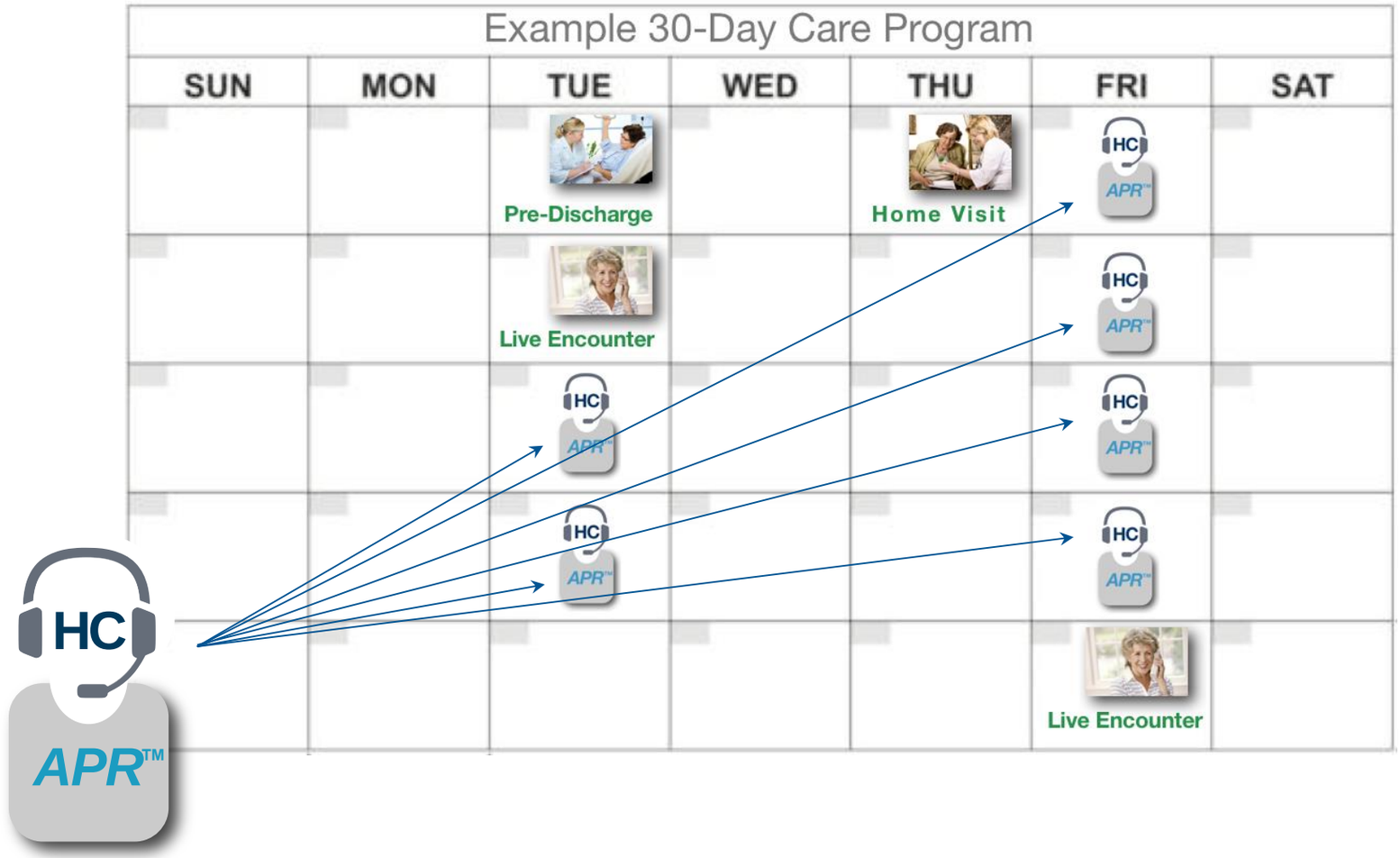
Next Step:

Remote and Automated Response



Remote and Automated Patient Response

- *extends the reach of care teams*
- *provides more proactive care while reducing staff labor and*
- *live call tracking records staff-client interactions, promoting accountability with an audit trail*

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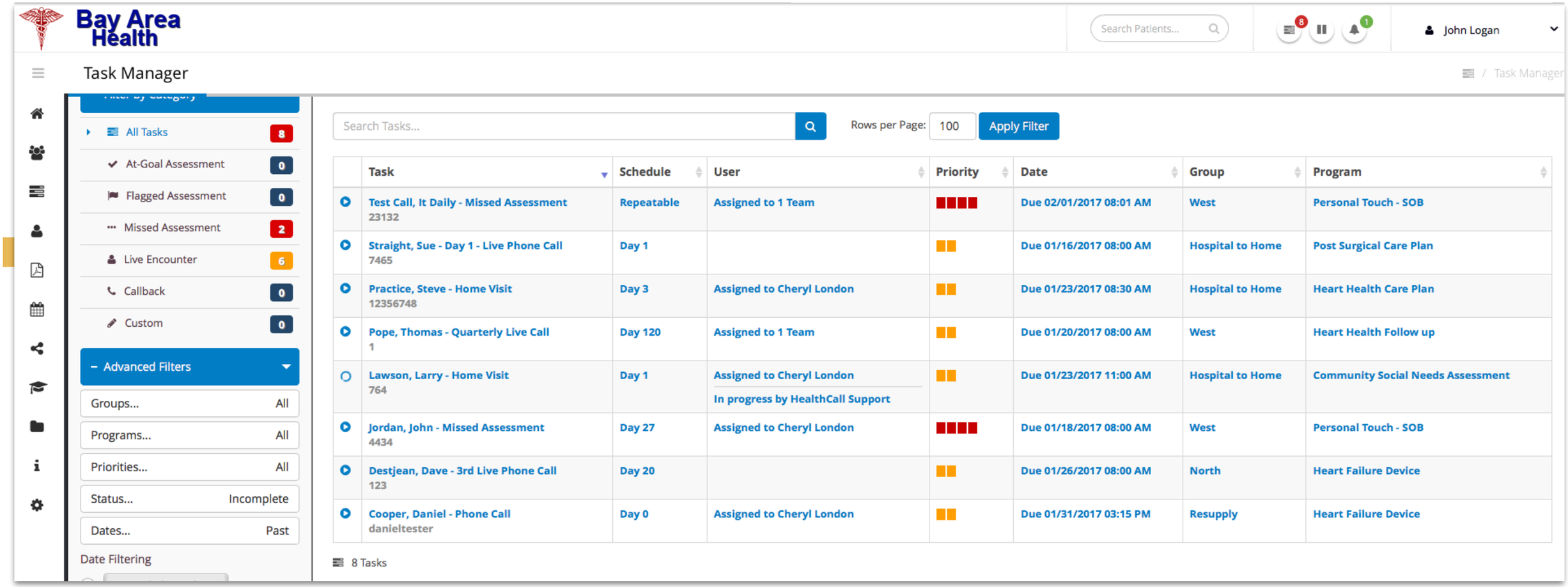
Robust Task Manager



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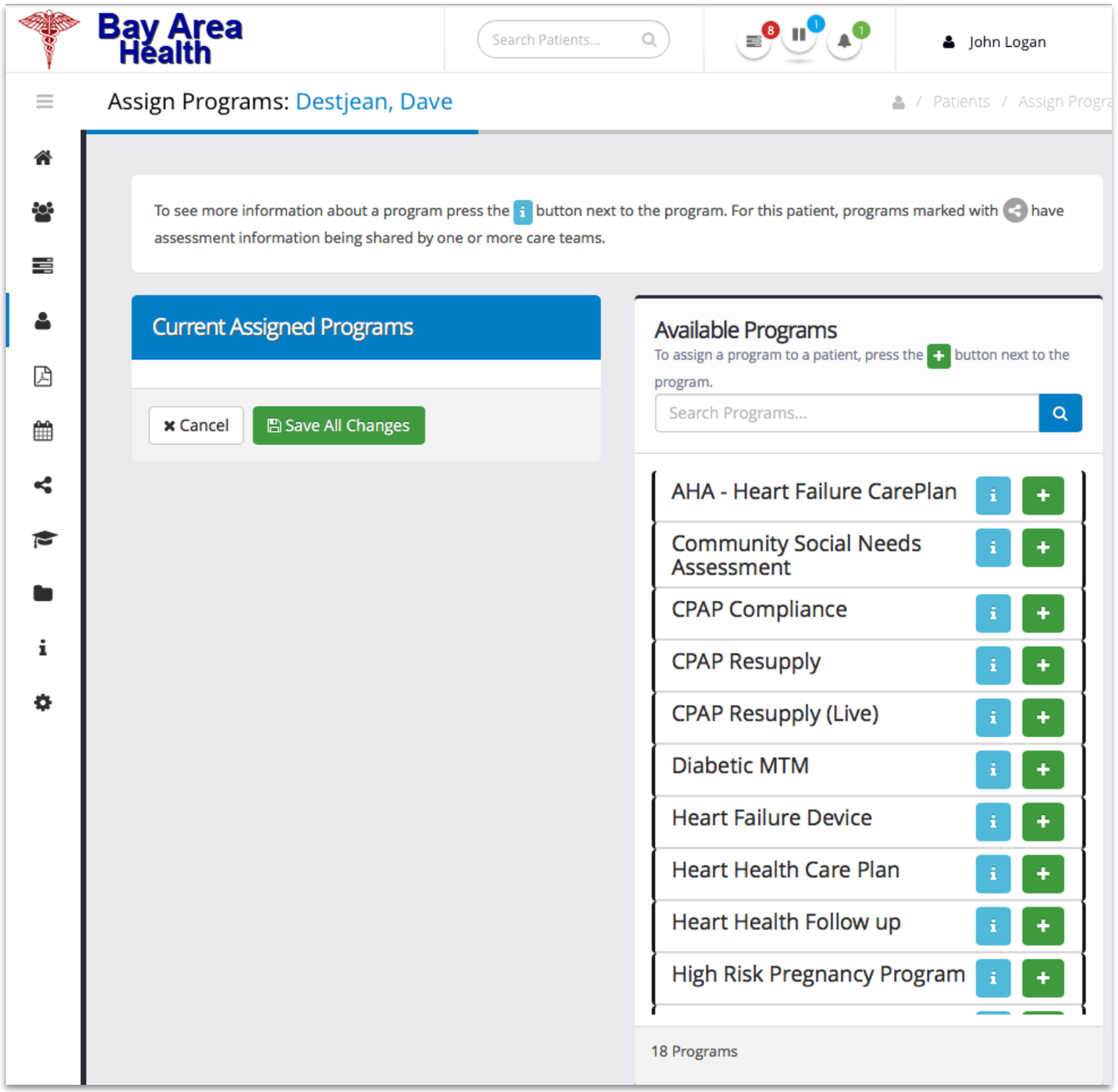
Care Plan Registry



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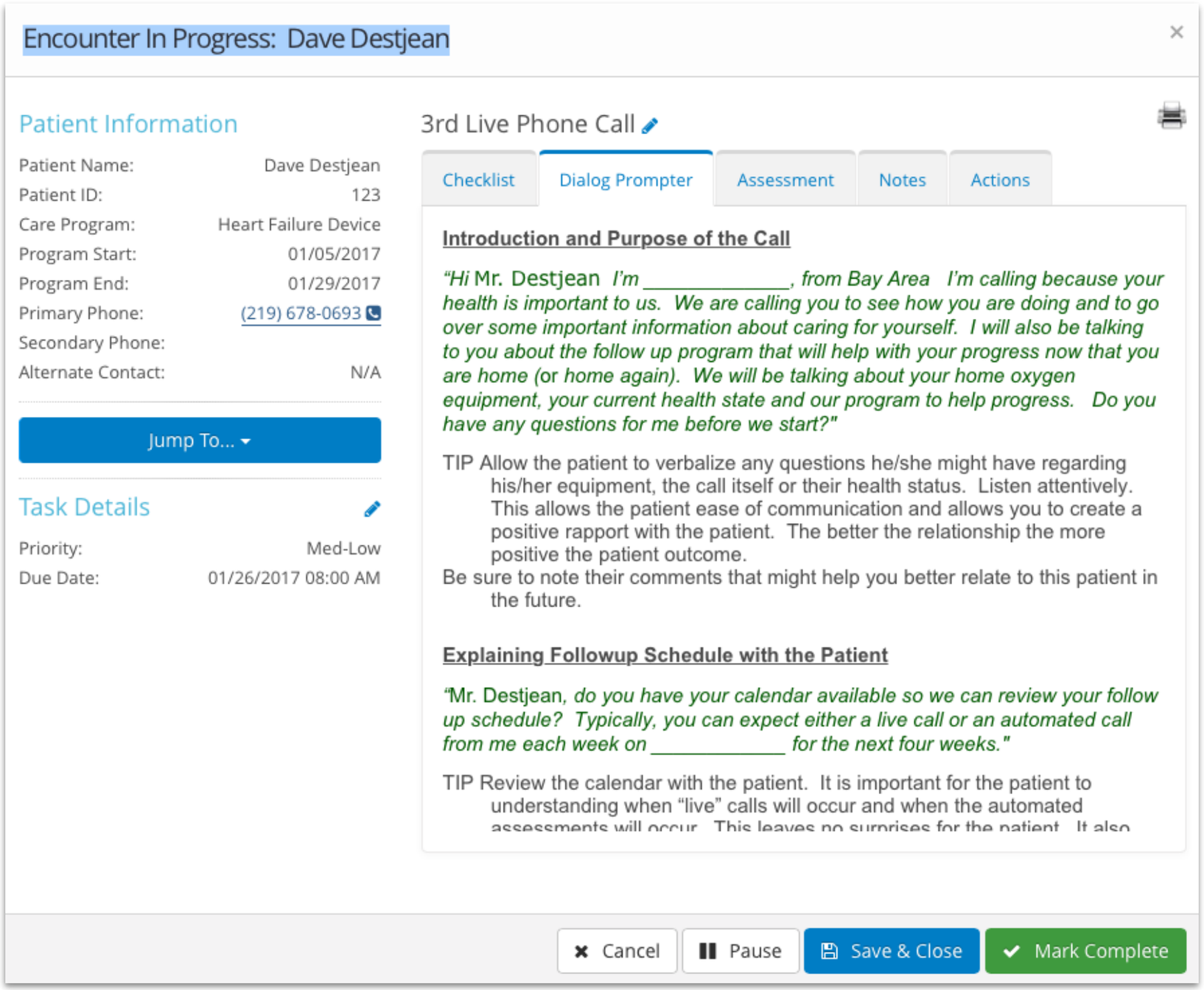
Comprehensive Care Plan Assessments

- Standardized, consistent questions per care plan
- Check lists, prompts and decision support tools
- Discrete patient metrics, ranges to be modified to each patients plan
- Answers outside designated range are flagged
- Notation fields to enter patient information additional to care plan

Dialog Prompter for Consistent Questions



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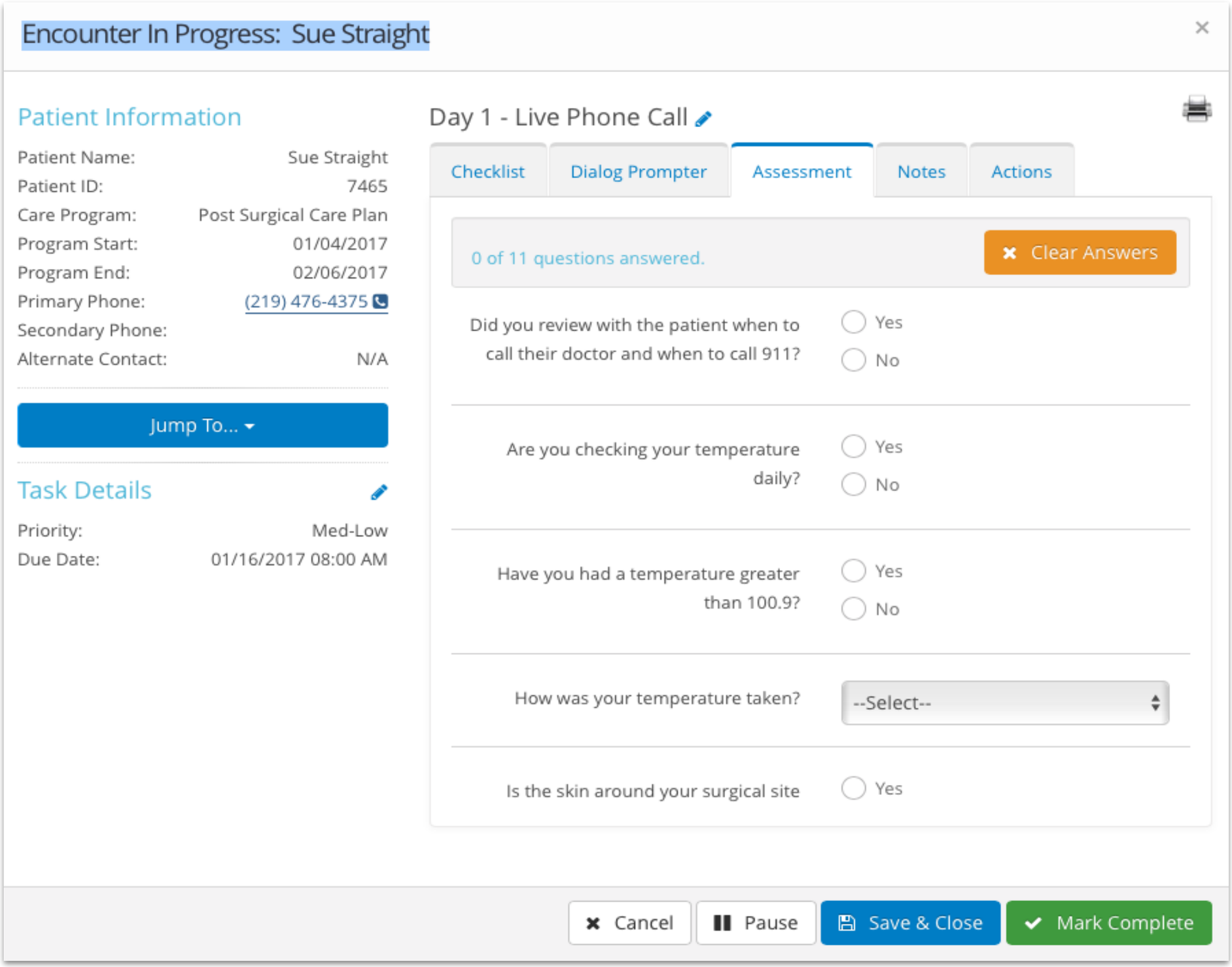

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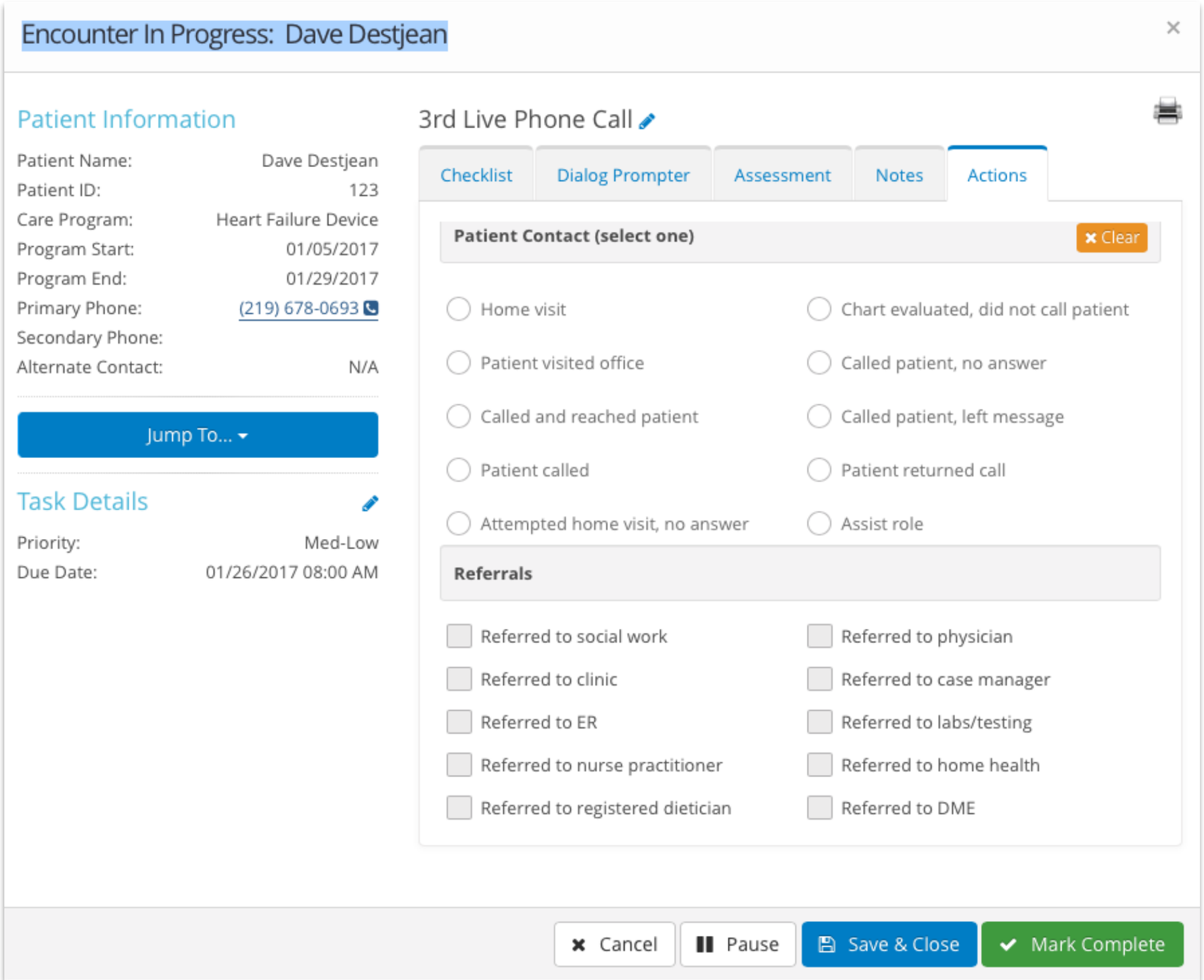
Discrete Answers for Actions



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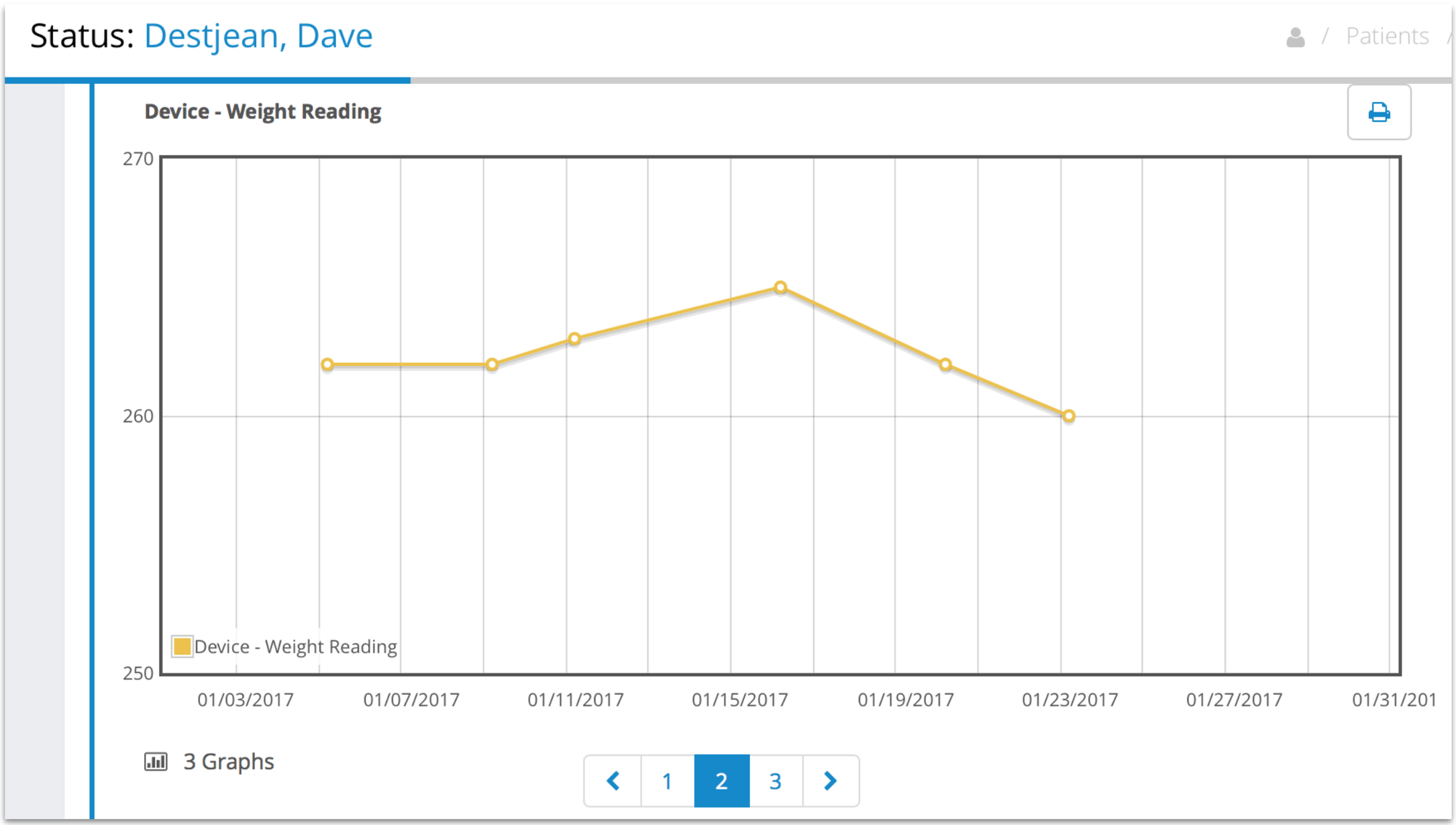
Reporting Capabilities - Trending (Weight)



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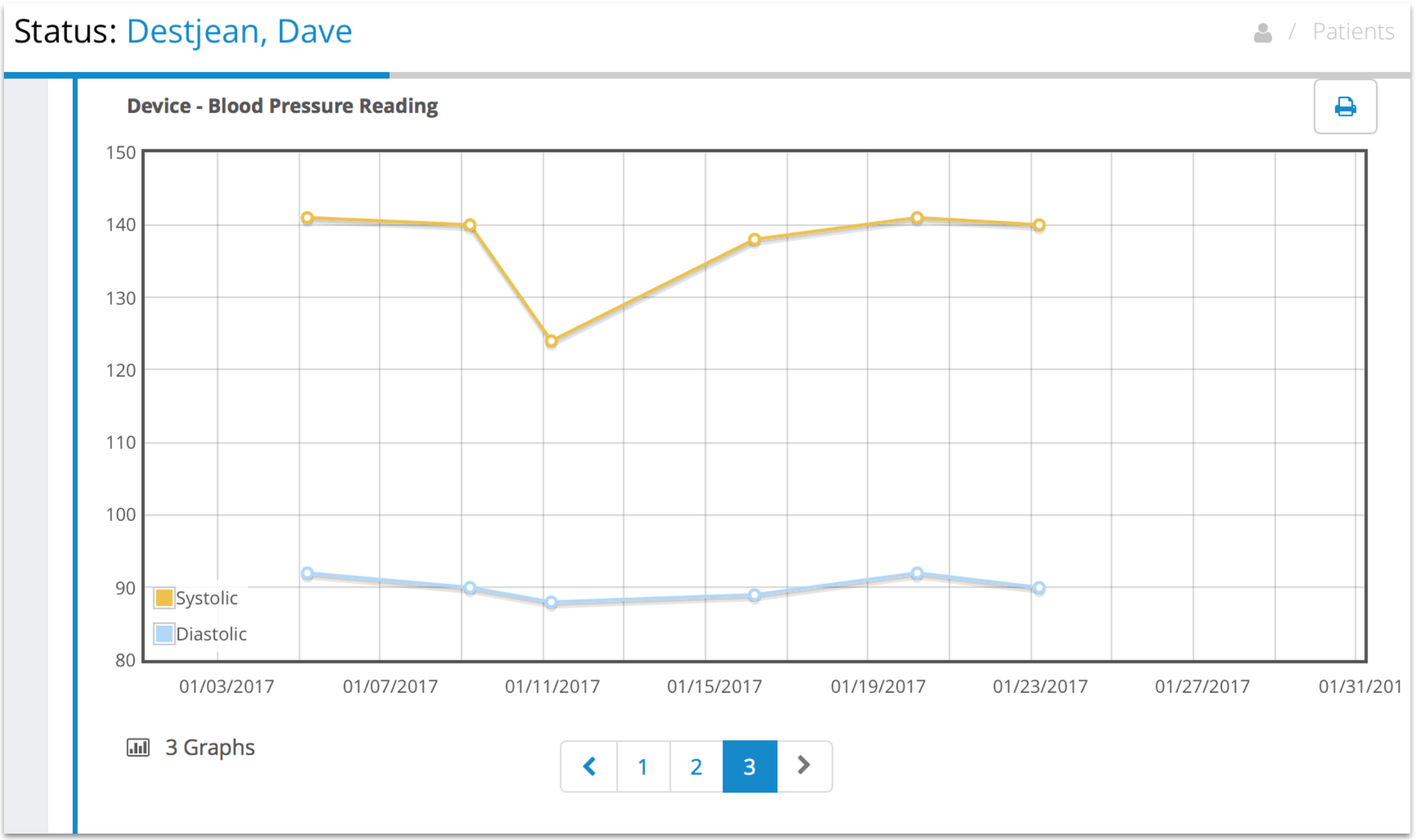
Reporting Capabilities - Trending (Blood Pressure)



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What Effect can Integrating Technology into the COPD Post Acute Care Environment have on 30-Day Readmission Rates?

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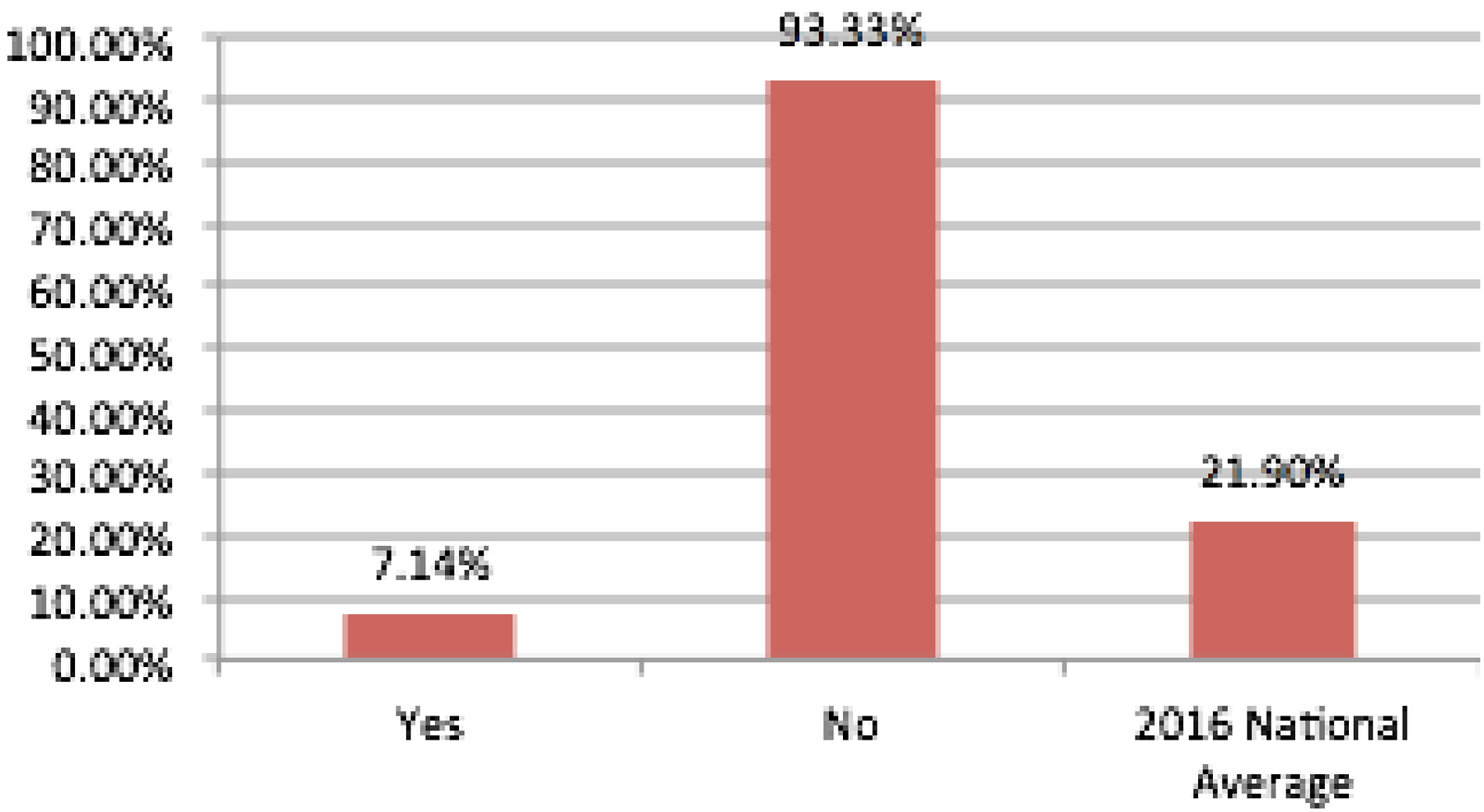
Community Paramedicine Performance
Heart Failure Results - Fishers Fire Department



Fishers WeCare Community Paramedicine

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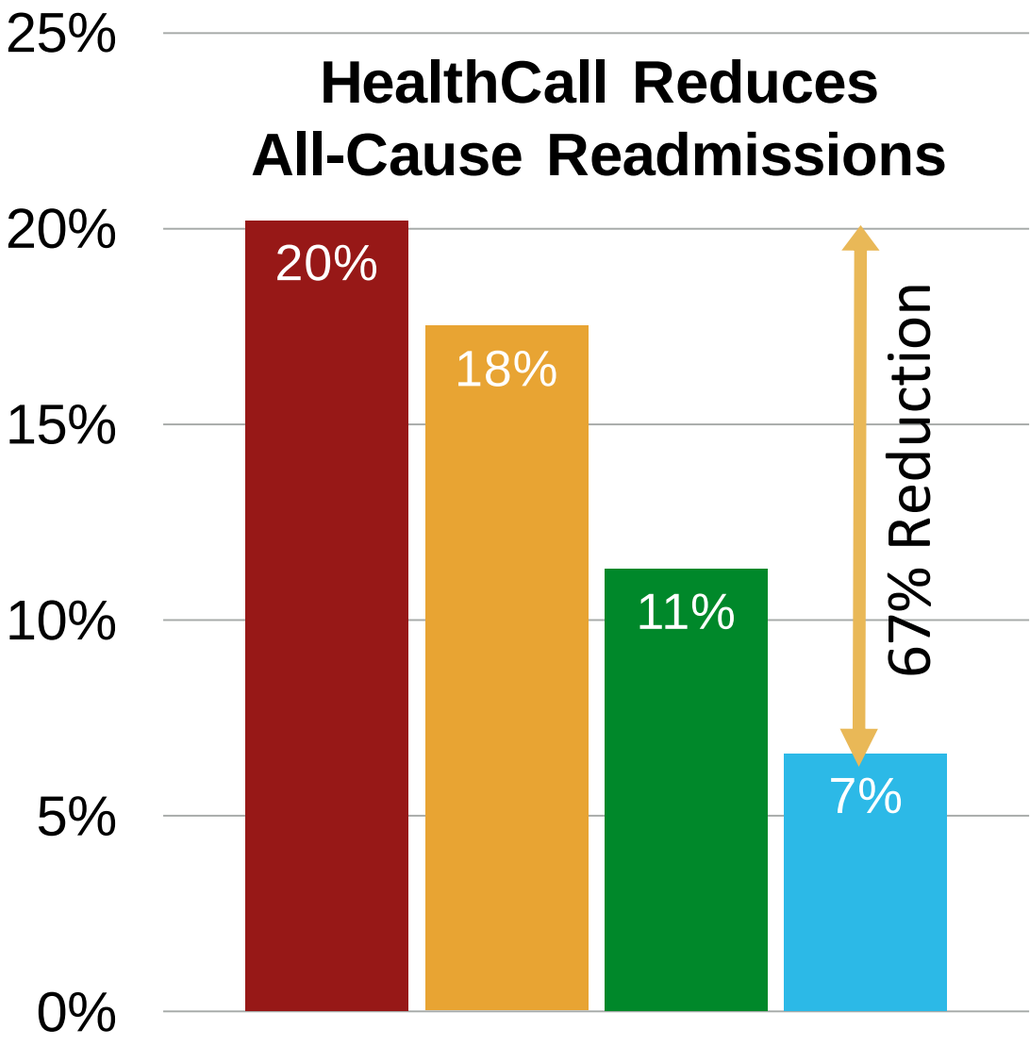
Outperforming the National Average



- U.S. National average COPD readmission rate: 20.2%
- CMS all-cause readmission target: 17.5%
- HealthCall all client average readmission rate: 11.33%
- HealthCall all client median readmission rate: 6.67%
- N=15,924, n=7,981, 99% confidence, 3% margin of error

These are real world results, not a research study, with nearly 16,000 patients across multiple service providers nationwide.

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Coordinating Patient Care

- Building a patient-centric care team
- Communicating with each patient's providers
- Being transparent, keeping providers involved
- Keeping up with changing providers
- Using HC technology to build care teams like social networking

United States Variables - Reimbursement

- Reimbursement Systems in the United States - This process is in flux with the election of a new President, which include
  - Pay for Performance Systems
  - Bundled Payment Systems
  - National, State and Private Insurance payment streams
  - Uninsured citizens

Thank you!

HealthCall, LLC
9800 Connecticut Drive
Crown Point, IN 46307
219-476-3459
866-944-5433
Info@healthcall.com
www.healthcall.com

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