

ADA COUNTY  
COMMUNITY PARAMEDICS

**From Pilot to Established Program**

10<sup>th</sup> Anniversary International Roundtable on Community Paramedicine  
Conference  
Reno, NV USA 2014

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Darby Weston  
Director Ada County Paramedics



*"On behalf of Ada County Paramedics and the Community Paramedic Program, we would like to thank the IRCP and all of its partners for allowing us the opportunity to present at the 10<sup>th</sup> Annual International Roundtable on Community Paramedicine Conference."*

Shawn Rayne  
Deputy Director Ada County Paramedics



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**Presentation Overview**

**Engaging Stakeholders**

**Pilot Program Concept Process**

**Data Collection & Analysis**

**Final Results Analysis & Distribution Process**

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**Presentation Overview Continued**

**Mobile Vaccination Clinics - Established Program**

**Involuntary Mental Hold Emergency Department Diversion -Pilot Program**

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**Idaho**



**Iowa**



**Potato...Po-tot-tow (Potato)**

Photos Courtesy of [www.riversidechurchiowa.com](http://www.riversidechurchiowa.com) and [www.mowee.org](http://www.mowee.org)

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Photo Courtesy - [www.freesatelliteimages.net](http://www.freesatelliteimages.net)

**Ada County Total Square Mile Area  
1,052.58**

**2013 Population – 416,464  
Boise – 212,303 / Meridian – 80,386**



Photo Courtesy - [www.nationalthomsonsearch.com](http://www.nationalthomsonsearch.com)

[Source – US Census Bureau, US Department of Commerce]

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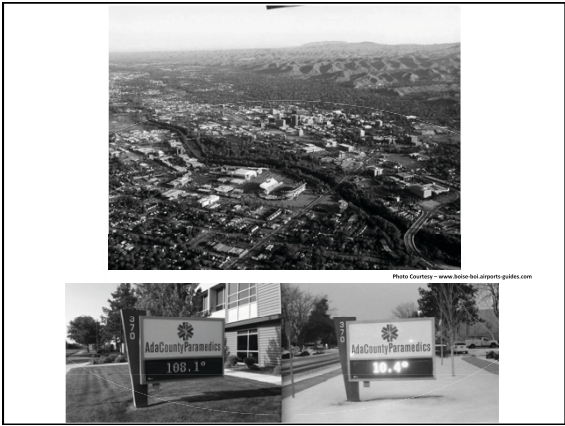
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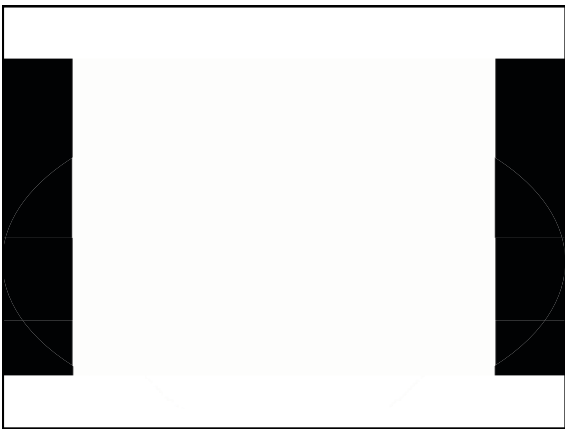
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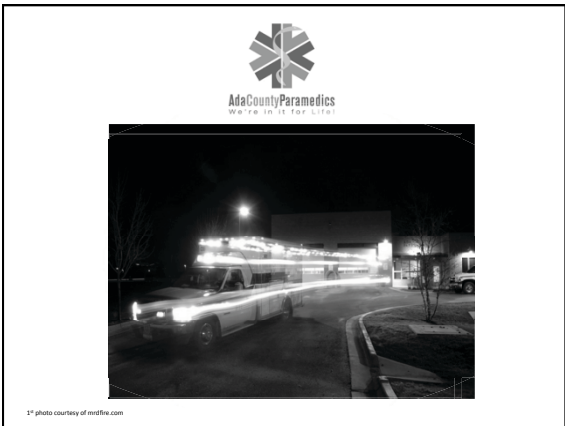
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**Began December 2011**

**4 Field Paramedics**



Dawn      Mark      Jeremiah      Open

**1-3 Year Plan**

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**Program Framework**

**Stakeholder Engagement**

**Pilot Program Conception Process**

**Data Collection and Analysis**

**Communicating Results**



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**Stakeholder Outreach and Education**

**Why**

**Who**

**How**

**Maintain**



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<u>Who to Engage</u>		<u>How</u>
- Hospitals	➡	- Informational Meetings
- QIO		- Hosting Meetings
- Home Health/Care	➡	- Collect Contact Information
- Government Officials		- Highlight ALL System Aspects <ul style="list-style-type: none"><li>- EPCR</li><li>- Pre-Hospital Interventions</li><li>- Patient Demographics</li></ul>
- Nonprofits/United Way	➡	- Stakeholder Update Email
- District Health/Public Health		- System Tours <ul style="list-style-type: none"><li>- Not Just Ride-Alongs</li></ul>
- Nursing Organizations		- Liaison & Advisory Council
- Media		
- Payors		

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**Ada County Paramedics – Emergency Medical Services 911 Call Tour**

This tour is designed to enhance understanding of the paramedic profession, Ada County's Emergency Medical Services system, the 911 dispatch system and Ada County Paramedics as a whole. The tour is offered to the public, healthcare professionals, government personnel, civic and business leaders and the media.

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**Ada County Community Paramedic Liaison and Advisory Council**



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**AdaCountyParamedics**  
We're in it for Life!  
Community Paramedics

**Community Paramedic Liaison and Advisory Council Mission**

To bring together community leaders in healthcare who will advance the resources, reputation, and reach of our community paramedics to create an innovative and efficient healthcare delivery system.

**Council Vision**

**Mobilize Integrated Health Data** - to provide leadership, resources, and modeling for the development of Community Paramedics into an active and collaborative part of the overall healthcare system.

**Patient Care** - to provide excellent patient-centered care, advocacy, and care coordination which will be driven by innovation, partnerships, patient activation, data collection and analysis, and continued education.

**Community Leadership** - to serve our community, patients and healthcare partners by leveraging established resources, innovation, data sharing, system coordination, education, and outreach.

**Education** - to be a leader in establishing national Community Paramedic educational standards which incorporate best practices within healthcare.

**Positive Outcomes** - to ensure every program aspect will focus on meaningful patient outcomes and overall population health.

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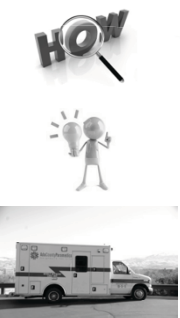
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**Pilot Program Conception & Development**

- How
- The Pitch
- Begin



Photos Courtesy of Google Image Search

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**AdaCountyParamedics**  
We're in it for Life!  
Community Paramedics

**Established Programs:**

- At Risk Field Referrals
- Transitions Program with Hospitals
- Follow-Up Treat & Releases
- D.O.T Program/Direct Observation Therapy - TB Medication
- County Wide Flu Vaccine Program

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YOUR VISIT WITH THE COMMUNITY PARAMEDIC:		EXCELLENT	GOOD	NEUTRAL	POOR	POOR
1. Willingness to listen carefully to you	(5)	4	3	2	1	
2. Taking time to answer your questions	(5)	4	3	2	1	
3. Amount of time spent with you	(5)	4	3	2	1	
4. Explaining things in a way you could understand	(5)	4	3	2	1	
5. Instructions regarding medication/follow-up care	(5)	4	3	2	1	
6. Resource referral was appropriate and helpful	(5)	4	3	2	1	
7. The thoroughness of the examination	(5)	4	3	2	1	

YOUR OVERALL SATISFACTION WITH:		EXCELLENT	GOOD	NEUTRAL	POOR	POOR
1. The Community Paramedic Program	(5)	4	3	2	1	
2. The quality of your medical care/evaluation	(5)	4	3	2	1	
3. Overall rating of care/experience from your family	(5)	4	3	2	1	

WOULD YOU RECOMMEND THE SERVICE TO OTHERS? ☒ YES ☐ NO

IF NO, PLEASE TELL US WHY: \_\_\_\_\_

YOUR VISIT WITH THE COMMUNITY PARAMEDIC:		EXCELLENT	GOOD	NEUTRAL	POOR	POOR
1. Willingness to listen carefully to you	(5)	4	3	2	1	
2. Taking time to answer your questions	(5)	4	3	2	1	
3. Amount of time spent with you	(5)	4	3	2	1	
4. Explaining things in a way you could understand	(5)	4	3	2	1	
5. Instructions regarding medication/follow-up care	(5)	4	3	2	1	
6. Resource referral was appropriate and helpful	(5)	4	3	2	1	
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YOUR OVERALL SATISFACTION WITH:		EXCELLENT	GOOD	NEUTRAL	POOR	POOR
1. The Community Paramedic Program	(5)	4	3	2	1	
2. The quality of your medical care/evaluation	(5)	4	3	2	1	
3. Overall rating of care/experience from your family	(5)	4	3	2	1	

WOULD YOU RECOMMEND THE SERVICE TO OTHERS? ☒ YES ☐ NO

IF NO, PLEASE TELL US WHY: \_\_\_\_\_

"Very supportive! Educational and provides resources for the heart failure patient to live by!"

ANY ADDITIONAL COMMENTS ABOUT THE COMMUNITY PARAMEDIC VISIT OR PROGRAM:  
*Very Supportive / Educational / provides resources for the heart failure to live by!*

"\_\_\_\_ was my paramedic and there is no way to say how wonderful he was! Great, great guy. He called every week and followed up and I truly miss talking to him. Wonderful Program"

ANY ADDITIONAL COMMENTS ABOUT THE COMMUNITY PARAMEDIC VISIT OR PROGRAM:  
*He was my Paramedic of three years and I say how wonderful he was! Great, great guy. He called every week and followed up and I truly miss talking to him. Wonderful Program.*

"Extremely helpful – Dieticians helpful. Thanks for everything, making appointments for us."

ANY ADDITIONAL COMMENTS ABOUT THE COMMUNITY PARAMEDIC VISIT OR PROGRAM:  
*Extremely helpful - Dieticians helped. Thanks for everything, making appointments for us.*

"Unequivocal Recommendation! "

"Program provides an invaluable service. \_\_\_\_ was a stellar representative for the program. He explained things in understandable terms. He helped us through the transition from confusion to acceptance and being able to deal with a completely different and new lifestyle. The program offers tools for living as normally as possible."

WOULD YOU RECOMMEND THE SERVICE TO OTHERS? ☒ YES ☐ NO

IF NO, PLEASE TELL US WHY: \_\_\_\_\_

ANY ADDITIONAL COMMENTS ABOUT THE COMMUNITY PARAMEDIC VISIT OR PROGRAM:  
*Program provides an invaluable service. \_\_\_\_ was a stellar representative for the program. He explained things in understandable terms. He helped us through the transition from confusion to acceptance and being able to deal with a completely different and new lifestyle. The program offers tools for living as normally as possible.*

THANK YOU FOR YOUR COMMENTS!



## Communicating Results

### Stakeholder Program Update Email Group

- 250 Individuals & Organizations

### Liaison and Advisory Council

To bring together community leaders in healthcare who will advance the resources, reputation, and reach of our community paramedics to create an innovative and efficient healthcare delivery system.

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### Mobile Seasonal Flu Vaccination Clinics Ada County Employees



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**Stakeholders**

County Benefits Department  
County Health Care Trust  
Other CP Programs  
Public Health Department



**Pilot Concept**

Use CPs to increase vaccination rates within county government by going mobile to different work locations

**Data Collection and Distribution**

Initially just vaccination rates  
Employee Satisfaction




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**Results**

1600 Employees  
Approximately 500 employees prior  
831 – 16% increase in two years  
Over 50% of total employee population vaccinated  
Included BP screenings, information campaign prior, prize drawing  
Decreased Cost per Vaccine and Increased Outcomes  
Expanded flu clinics  
Wellness and Bio-Metric Screenings  
Initial Screenings – 467 Individuals in 8 Hours




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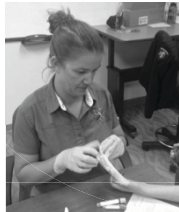
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**Ada County Community Paramedic  
Involuntary Mental Hold Emergency  
Department (ED) Diversion Pilot**



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**Stakeholders**

Medical/Psychiatric Community  
Law Enforcement Agencies  
State Agencies  
Dispatch



**Pilot Concept**

Phase I – Medically screening patients in the field in an attempt to bypass the emergency department and directly admit a patient into a mental health facility

**Data Collection and Distribution**

Screening information  
Other Demographic Information



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[illegible]

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Over Swab test results					
Amphetamine	Cocaine	Marijuana	Oxycodone		
Mephedrone	Ecstasy	Pseudoephedrine			

Medications					
Medication	Dose	Medication	Dose	Medication	Dose

Allergies					
Allergy	Reaction	Allergy	Reaction	Allergy	Reaction

Pharmacy Name \_\_\_\_\_

Destinations			
C - Homecountain	C - LAH1	C - Safe haven	C - Elmbridge House
C - LAMC	C - LAH2	C - LAH3	C - JAG

**ADDITIONAL Notes**

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\_\_\_\_\_

\_\_\_\_\_

CP Signature \_\_\_\_\_ Date \_\_\_\_\_ / \_\_\_\_ / \_\_\_\_

Mid County Community Pharmacy, 379-9 Newbury Rd, Boreham SS10RA, 02020712868 Fax: 02020713803  
[www.mcccp.org.uk](http://www.mcccp.org.uk)

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## Results

52 Patients Screened  
29 (54%) would have been able to bypass the ED  
14 Minute Average Screening Time  
\$70,035 Dollars Saved in Charges  
116 ED Bed Hours (5 Days) Saved  
Phase II



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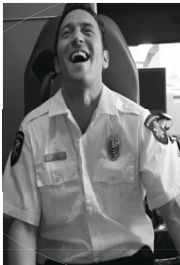
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**Successes**



**Challenges**



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Photo Courtesy of Google Image Search

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**Questions**



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