# ADA COUNTY COMMUNITY PARAMEDICS

# **From Pilot to Established Program**

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

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" Annual International Roundtable on Community Paramedicine Conference."



Shawn Rayne
Deputy Director Ada County Paramedics



# **Presentation Overview**

Engaging Stakeholders

Pilot Program Concept Process

Data Collection & Analysis

Final Results Analysis & Distribution Process

# **Presentation Overview Continued**

**Mobile Vaccination Clinics - Established Program** 

Involuntary Mental Hold Emergency Department Diversion -Pilot Program

# Idaho







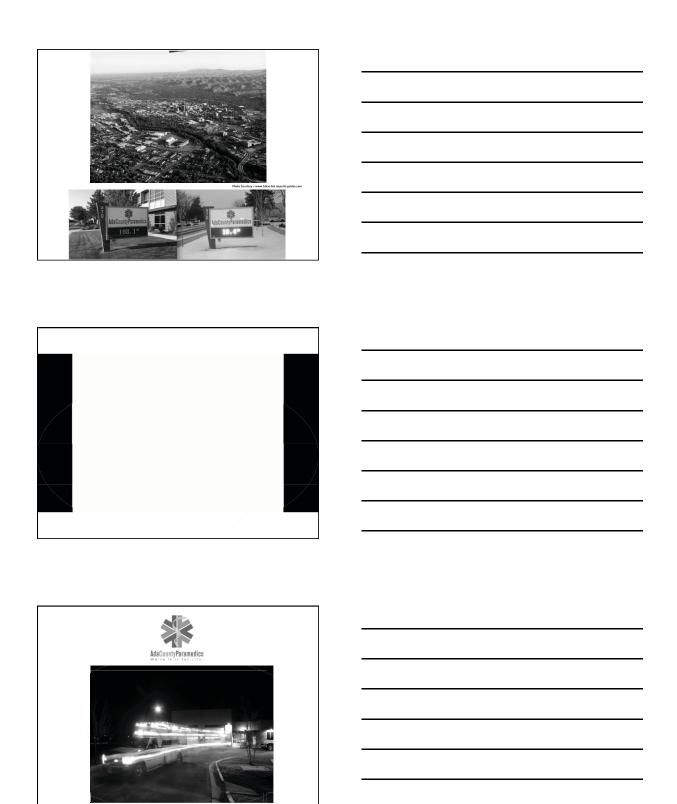
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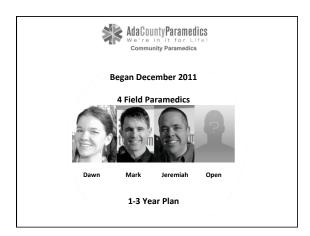
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Ada County Total Square Mile Area 1,052.58

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





<b>Program</b>	Framework
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Stakeholder Engagement

Pilot Program Conception Process

Data Collection and Analysis

**Communicating Results** 





# **Stakeholder Outreach and Education**

Why

Who

How

Maintain



		1
Who to Engage	<u>How</u>	
- Hospitals	- Informational Meetings	
- QIO	- Hosting Meetings	
- Home Health/Care	- Collect Contact Information	
- Government Officials	- Highlight ALL System Aspects - EPCR	
- Nonprofits/United Way	- Pre-Hospital Interventions	
- District Health/Public	- Patient Demographics	
Health	- Stakeholder Update Email	
- Nursing Organizations	<ul> <li>System Tours</li> <li>Not Just Ride-Alongs</li> </ul>	
- Media	- Not Just Ride-Alongs - Liaison & Advisory Council	
- Payors		
Neighton Neighton		
A STATE		
Ada County Paramedics – Emers	gency Medical Services 911 Call Tour	
	ng of the paramedic profession, Ada County's dispatch system and Ada County Paramedics as a hcare professionals, government personnel, civic	
Ada County Com	munity Paramedic	]
	dvisory Council	



### Council Vision

Mebils Integrated Health Core — to provide leadership, resources, and modeling for the development of Community Paramedics into an active and collaborative

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, syster coordination, education, and outreach.

Education – to be a leader in establishing national Community Paramedic

Positive Outcomes – to ensure every program aspect will focus on meaning

# **Pilot Program Conception & Development**

- How



- The Pitch



- Begin



Photos Courtesy of Google Image Search



# **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



# **Current Pilots:**

- Frequent Users
- Expanded Vaccination Clinics
- Wellness/Health Screenings
- Southwest Idaho Advance Care Hospital, In-Home Medication Reconciliation Program
- Involuntary Mental Hold Emergency Department Diversion

# **Data Collection and Analysis**



# Collection

- Keeping it Basic
- Basic Cost Savings
- Patient Satisfaction

# Tracking/Analysis

- Basic Tools
- Stakeholder Assistance

All images from Google Image Search

Community Paramedics	Patient S					
	Community	as exame Car.	Lane (200).			
YOUR VISIT WITH THE COMMUNITY PARAMEDIC:	DICELLENT	6000	NEUTRAL	FAIR	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	
Resource referral was appropriate and helpful	5	4	3	2	1	
7. The thoroughness of the examination	5	4	3	2	1	
8. Assistance in communicating with my providers	s	4	3	2	1	
YOUR OVERALL SATISFACTION WITH:						
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/compassion from your Medic	5	4	3	2	1	
WOULD YOU RECOMMEND THE SERVICE TO OTHERS? IF NO, PLEASE TELL US WHY:	Yes	No				
ANY ADDITIONAL COMMENTS ABOUT THE COMMUN						

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"Very supportive! Educational provides resources for the hear failure patient 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"	The copy way to pay the problem to the state of the problem of the pay	
"Extremely helpful – Dieticians Thanks for everything, making appointments for us."	helpful.  ANY ADDITIONAL COMMENTS ABOUT THE COMMENTS PARAMETIC LITET ON PROCERME.  EXT (C Yn c )	
"Han a viva sal Paramere	oordotion!"	]
"Unequivocal Recomm		
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able to deal with a con	mpletely different and new offers tools for living as	
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	THANK YOU FOR YOUR COMMENTS!	

# **Communicating Results**

# Stakeholder Program Update Email Group - 250 Individuals & Organizations

# <u>Liaison and Advisory</u> <u>Council</u>

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



# Mobile Seasonal Flu Vaccination Clinics Ada County Employees



## **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** 



## 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











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



## **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



	Cor	COUI	ty P	arame	dics	
		Mental Hold	Field Ex	eluation For		
CP#: MCU:	5,544				Time :	Date: / /
Officer:	Incident			Locati	on of Eval:	
Patient Name: Last	First		Viddle		DOB/Age	Gender M /
Physical Street Address		City	Se	ate	Zip Code	Phone #
Mailing address (if different)		City	56	arte	2p Code	Phone#
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Blood pressure SBP >200, DBP >120	Dives Div	6 Blood pre	ioure:	-/-	Repeat if	needed /
Blood pressure SBP-<100	O Yes O N					
Pulse Palatipm or Youtpm Respiratory rate >24bpm	O THE O N	Peoprato				
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Spoz reen Blood Super >200, <70	D Yes D N					
Temperature >000.0 F or < 96.0 F						
Abnormalitung sounds	D Yes D N					
Candiac Rhythm disturbances	D Yes D N			_		
Abnormal Skin signs or edema	Dives Div					
Abdominal distention	O Yes O N					
Absert bowel sounds	O Yes O N					
A YES to any of the above quest						
		Discretiona	y criteri			
Is there evidence of acute sub					the substan	ce?
Alcohol sensor test completes	22		es C No			
Oral swabtest performed?			es C No	If no Wi	y?	
Any active infection/communi			es C No			
Any home medical equip/port			es C No			
Requires home medical equip			es C No			
Needs Greater that partial ass	istance with A	DE'S D'Y	es C No			
Taken more than prescribed in History of seizure with detox?			es O No			
Ada County Community Paran	sedics, 370 N B	erjamin Ln. adaparami		ibo 83704.	208)287-29	98 Fex: (208)287-5812

Amphetamine	_	Cocain		vab test re	iuena	_	Oxycode		
Methamphetami	ne .	Opiate		Shen	cyclidine	_	CARCON	one	
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ringining realist									
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□ Intermountain		O SA8H			☐ Safe Haven ☐ Allum			umbaugh House	
□ SLRMC		□ SARMO		O SUM	MC	□ SAE			

# **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







# <u>Successes</u>









# Questions

