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*A better way to RMA-*



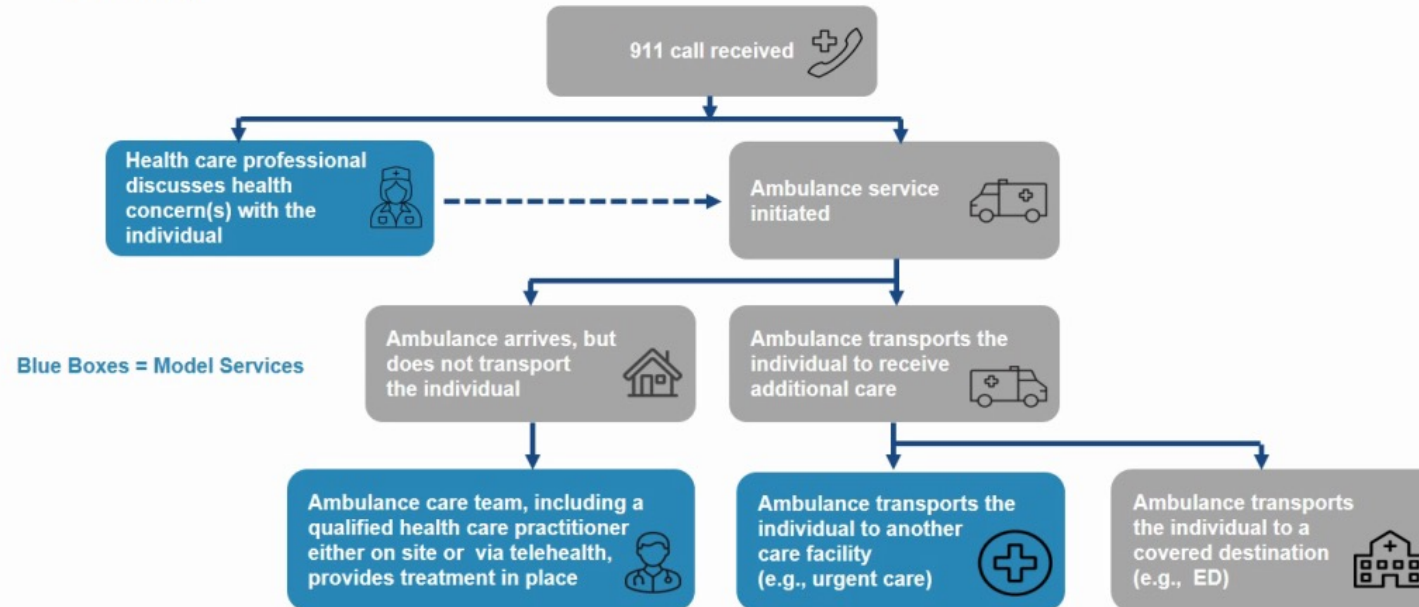
*Integrating MLH into daily operations*

# Why....

It started with ET3...

## Re-aligning Incentives for Future State

New options help individuals get the care they need and enables ambulances to work more efficiently.





# Implicit Bias

## ***“Medic-12: respond to 138 South Broadway for the Lift Assist”***

- How do you define it... *the “No Transport” Call??*
  - Super User
  - Lift Assist
  - End of Shift
  - Easier Charting
  - Wall Time
  - “there’s nothing wrong with the patient” ...

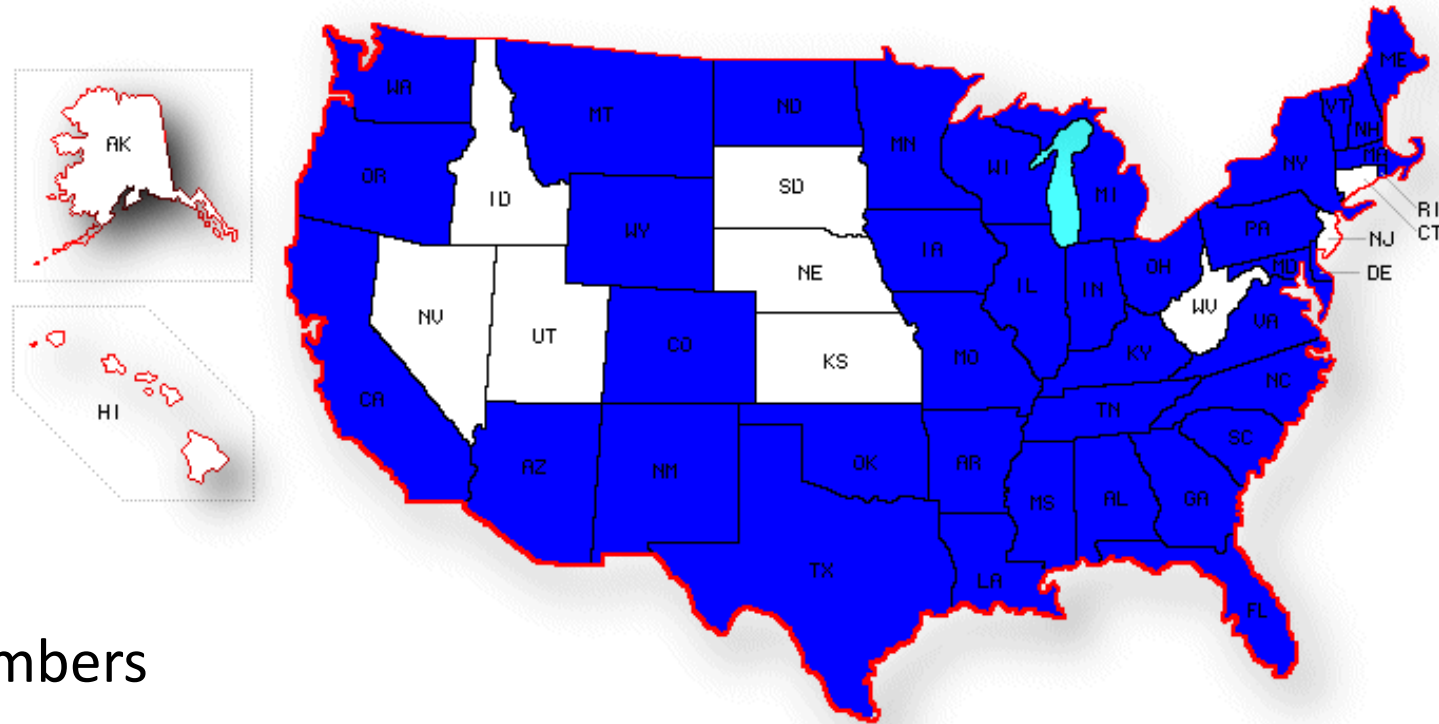
***REFUSAL VS. PERSUASION***



# RMA Poll Alternative Pathways



Current Members:  
40 states  
Over 350 individual members  
Over 150 agencies



Source: diymaps.net (c)

# Flash Poll

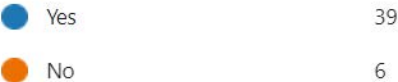
1. Do you know your agencies RMA percentage?



High- 35%  
Low- 3%....

3. Does your agency regularly review RMA documentation?

[More Details](#)



4. Does your agency have any Quality Metrics for RMA's?

[More Details](#)

Insights



Alternative Care Model?

Yes- 16  
No- 26



# *It's Healthcare!*

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***“A people-centered EMS system includes processes, protocols, technology, policies and practices designed to provide the best possible outcome for individuals and communities... EMS is a versatile and mobile community healthcare resource.”*** - EMS Agenda 2050

Redefining RMA vs AMA-  
Treated and Transferred Care  
Telehealth Partner  
Potential Revenue?



# Get Over It

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We need partners (integrated care)

Expand our toolbox

Set expectations and educate

Coach, support, *measure* and reinforce

ALL patients come first

*Don't Let Arizona happen To You!*





Hanan Cohen

[hcohen@empressems.com](mailto:hcohen@empressems.com)



Mark Spiezio

[mark.spiezio@cambridgeems.com](mailto:mark.spiezio@cambridgeems.com)