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St. Charles County Ambulance  
District

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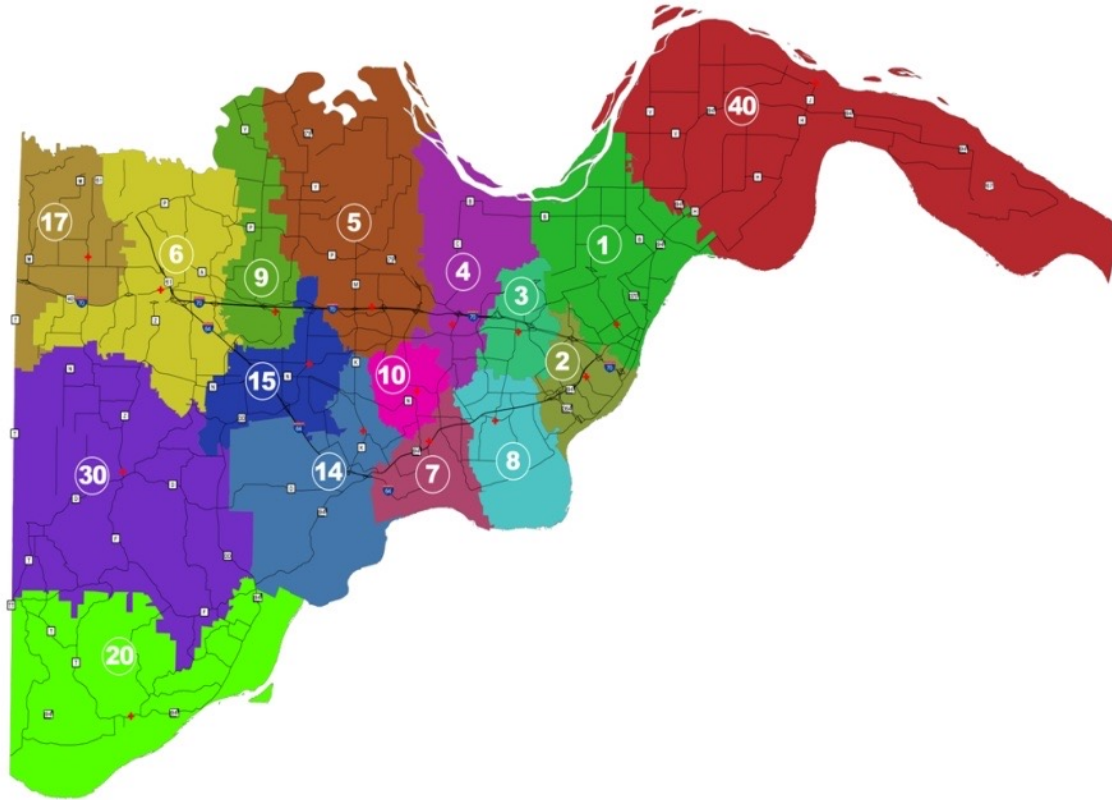


# Our Story of Resilience & Lessons Learned

IRCP

# St. Charles Co Ambulance District

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- 592 Square Miles
- 409,981 Population (2021)
- 51,000 Calls (2022)
- 18 911 ALS Ambulances
- 7 ALS Transfer Units
- 260 Personnel

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# Our Story begins 2016

- Overdose Referral Program
- Positive early results



# 2016 Overdose Referral Program







## New Program gets attention Hospitals

- Started Readmission Avoidance Pilot Program
- Statement of need
- Reduce 30 day readmissions:
- AMI, Pneumonia, COPD, CHF

# 2017

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- Completed successful pilot readmission
- Pilot BHR telemedicine



# Behavioral Health Response & Alternative Disposition

Assessment patients with behavioral crisis/suicidal ideation

CSSR tool used

Inclusion criteria met- BHR engaged & make disposition recommendation & provide resources



# 2018

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- Signed contract UHC health survey
- Hedis measure gap filler
- Signed contract readmission avoidance





2019

- Signed Contract Anthem- chronic disease management
- Selected for ET3 Pilot (Emergency Triage Treat & Transport)
- POC Lost CLIA Waiver





Sherri Hercules EMT-CP, CP-C  
Captain CP Division St. Charles  
County Ambulance District

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2020  
1st in house CP program

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# COVID HIT

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- Started make shift clinic in old station
- PCR/rapid covid test 1st responders
- 1st ambulance district stand alone vaccinator in state.



# Downs of Covid

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- Covid shut down readmission & UHC stopped talks





# 2021

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- Robust HUG program starts
- Short-term surveillance (STS) program hospital starts to free up beds.
- Start homebound vaccine program



2022

Signed Anthem Managed Medicaid HUG program.


Collaborated with local Mental Health Facility for Risk Assessments

ET3 medical started with 16 medics  
911 division



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# 2023 Where are we now?

- BJC readmission picked up volume
  - HUG referrals up
  - Started pilot single resource run low acuity 911 calls find HUG patients.
  - Got 501C3
  - Received \$25K grant CP education & awaiting \$1.7 million grant for MAT
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# What have we learned?

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- Never lose focus of your mission
- Programs can fail, but can open other doors.



# QUESTIONS?

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