

Collaborative Efforts

Reducing Avoidable Admissions with Mobile Health Care



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A LITTLE WARM-UP



Let's list
1 GAP
in health care
in your
community.





BY DEFINITION...

*“In its simplest definition, Mobile Integrated Healthcare (MIH) is the provision of **healthcare** using **patient-centered, mobile resources** in the **out-of-hospital** environment. It may include, but is not limited to, services such as providing telephone advice to 9-1-1 callers instead of resource dispatch; providing community paramedicine care, chronic disease management, preventive care or post-discharge follow-up visits; or transport or referral to a broad spectrum of appropriate care, not limited to hospital emergency departments.”*

From National Association of EMTs
(NAEMT)

STEERING COMMITTEE



Leaders from the Collaborating EMS Agencies

Washington County Public Health

Warren County Public Health

Glens Falls Hospital / Cambridge & Greenwich FHC

Southwestern Vermont Medical Center / Transitional Nursing

Alzheimer's Association

Adirondack Health Institute

Adirondack Rural Health Network

Mountain Lakes Regional EMS Council

HCR

Fort Hudson Health System

Other Health Care & Community Members



THE EMS TEAM



Cambridge Valley
Bay Ridge
Easton-Greenwich
Granville
Salem

Provider Roster

Vicky Campbell, CCT (SRS)
Jeannette Carman, EMT (CVRS)
Jen Costa, Paramedic (CVRS)
Adrienne Hamilton, Paramedic (CVRS)
Jeanine Hasenkopf, Paramedic (CVRS/EGRS)
Jen Irwin, CCT (BRRS)
Shane Irwin, Paramedic (BRRS)
Araelle Jenison, Paramedic (CVRS)
Regina Ladd, AEMT (BRRS)
Anna Rumrill, EMT (SRS)
Mark Spiezio, Paramedic (CVRS)
Conni Tucker, Paramedic (BRRS)

Area Served

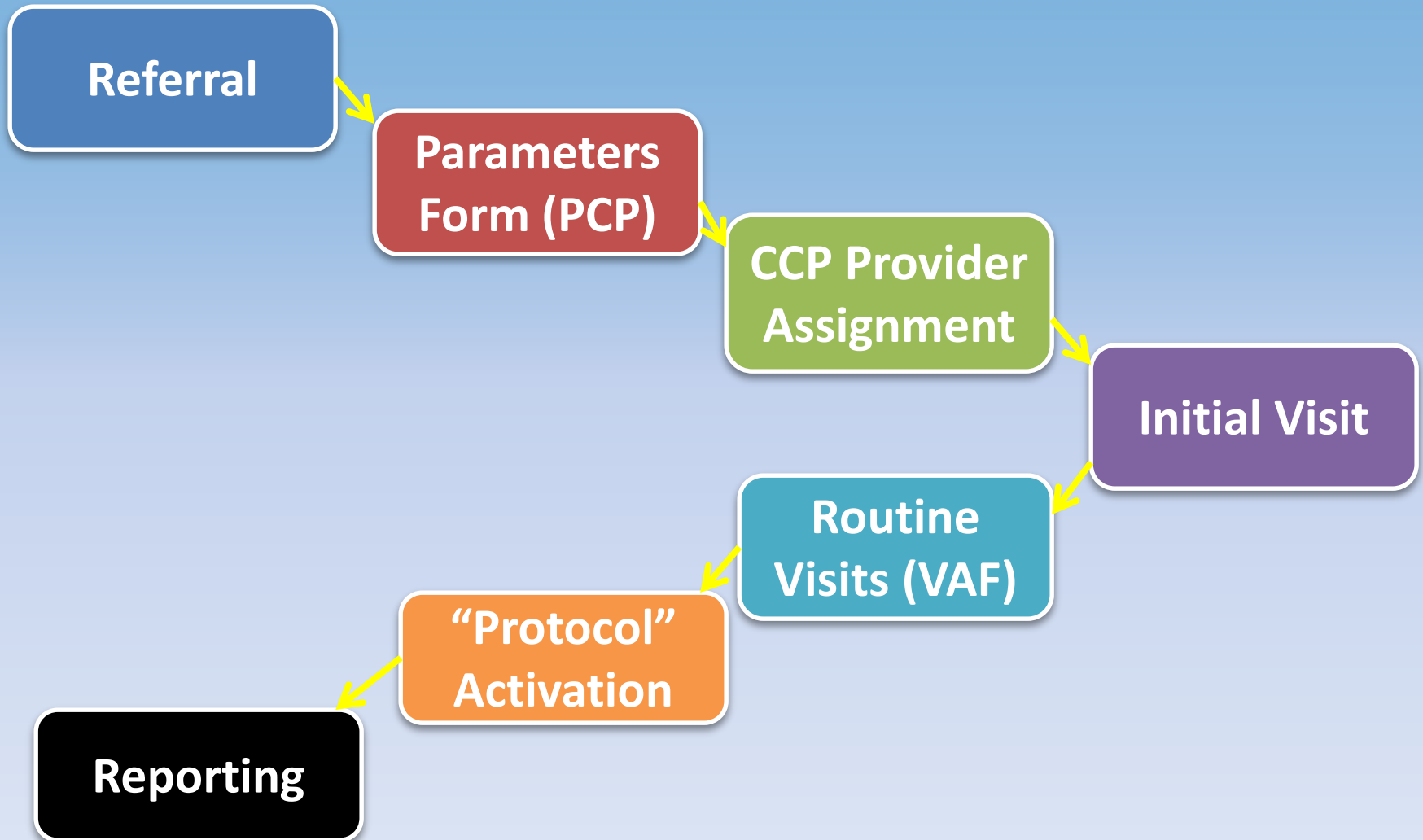
ALL of Washington County
Town of Queensbury, Warren County
Town of Hoosick & Village of Hoosick Falls, Rensselaer County

COMMUNITY CHECK PROGRAM



The goal of the Community Check Program is through routine visits, obtain assessment data that is transmitted to the participant's PCP so the PCP can better manage the participant's short and long term health to reduce avoidable hospital admissions, emergency room visits, ambulance transports, and urgent care visits.

CCP FLOW



INTEGRATION W/ HOME HEALTH

- 1) Mutual Referrals
- 2) No Duplication of Services
- 3) Collaborative Agreements



DIVERSIONS



From VAF

AVERAGE
7%
of visits result
in a
"diversion"

Medical Services Diversion					
				YES	NO
Did you call EMS since our last visit?					
If you did, were you transported to the hospital?					
Have you been seen at an Emergency Department since our last visit?					
Have you been seen at Urgent Care since our last visit?					
If yes to any of the above, what were the circumstances?					
Did you <i>NOT</i> call EMS, go to the Emergency Department, or Urgent Care when you would have prior to being enrolled in this program?					
Did this visit <i>DIVERT</i> a Health Care Visit?					
Type of visit diverted	<input type="checkbox"/> Primary Care	<input type="checkbox"/> Urgent Care	<input type="checkbox"/> Ambulance Transport	<input type="checkbox"/> Emergency Department	
Explain how a health care visit was diverted (e.g. patient was referred to Urgent Care for a possible infection instead of utilizing an ambulance for transport to the emergency department).					

THE DATA



Mobile Health Care System
COMMUNITY CHECK PROGRAM



Visit Diversion Report

November 2017 to April 2018

Month	Visits	Activations	Diversions	% Diverted	Participants
Nov. '17	68	7	3	4.4	24
Dec. '17	54	6	3	9.2	23
Jan. '18	48	6	3	6.3	25
Feb. '18	46	7	6	13	27
Mar. '18	58	8	4	7.4	26
Apr. '18	42	3	1	2.4	24
Totals	316	37	22	6.9	

Total Program Participants -

THE DATA... THE UNTOLD STORY



26 year old female – Asthma

- 3/16/15 to 9/12/17 [31 mos.]
 - 20 ambulance transports
 - 19 advanced life support
 - 14 emergency mode to hospital
- 9/12/17 to 7/31/18 [11 mos.]
 - 41 visits
 - 3 diversion + 10 activations
 - 8 ambulance transports
 - 8 advanced life support
 - 2 emergency mode to hospital

- Q. Do you feel you are able to manage your condition better?
- A. **“YES!”**
- Q. What is one thing that has benefitted you since being in the program?
- A. **“She (CCP Provider) is able to tell the signs better than I can. I can’t hear my wheezing, so when she checks me out, I can get the help before its get bad.”**

THE DATA... THE UNTOLD STORY



Elderly Woman

Assisted Living

17 mos. prior

- 13 transports to, 7 transports from ED

11 mos. post

- 4 transports to, 1 transports from ED

- Mother / daughter non-compliant diabetics
- Air condition & walker
- UTI catches

CHALLENGES

Scope-
of-
Practice

PCP
Buy-In



Staffing
v
9-1-1

Long-Term
Funding

TESTIMONIALS



“I am grateful for the help and support that the mobile health program offers in Hoosick Falls and surrounding towns. They are able to provide a level of support that I can’t from the office. I feel more confident that members they serve have a better understanding and management of their chronic diseases, understand and are compliant with medications, and are more knowledgeable regarding safety and fall prevention.”

— Rhonda Harmon, SVMC Blue Print Primary Care Case Manager

"The Mobile Health Care Community Check program has been a great asset to our communities. They have decreased inappropriate Emergency/Urgent Care and EMS utilization and provided a bridge for gaps in care. Their visits to our vulnerable, fragile patients have improved their quality of life. We are very fortunate to have this program available."

*- Mary Madison, Care Coordinator
Cambridge Family Health Center*

TESTIMONIALS



I asked my participant's son this morning. He said it means to him, "**peace of mind.**" His mom has said before, in writing "thanks for helping us."

Her son also said, "**You ooze of kindness of caring.**"

He expounded - "**The first time you came here to tell us about the program, you were so excited to tell us about it, it was like you were talking about your newborn baby. Nurses have been here and they are just employees. You're more than an employee. I could tell you were really enthused about the program.**"

- Son of a participant with advancing Alzheimer's Disease

*What do
you think?*