

Williamson County EMS Community Health Paramedic Program



About Us

Established in 2014

- Specially trained providers
- Reduce reliance on emergency services
- Coordination of care
- Outreach
- Chronic disease education
- Medication management
- Safety
- Advocacy

The Challenges in Community Health

What do our patients need?

- Identification – High utilizers & resource assistance
- Education – Chronic disease education & medication management
- Advocacy – Advocacy and health literacy
- Safety – Home safety and education
- Care Coordination – Coordination of care between providers and community services

Solution

Increase health literacy, reduce health disparities in vulnerable populations, and improve overall health

- Engage – Community partners, providers, patients and family
- Coordinate – Care and services
- Educate – Patients, caregivers and families

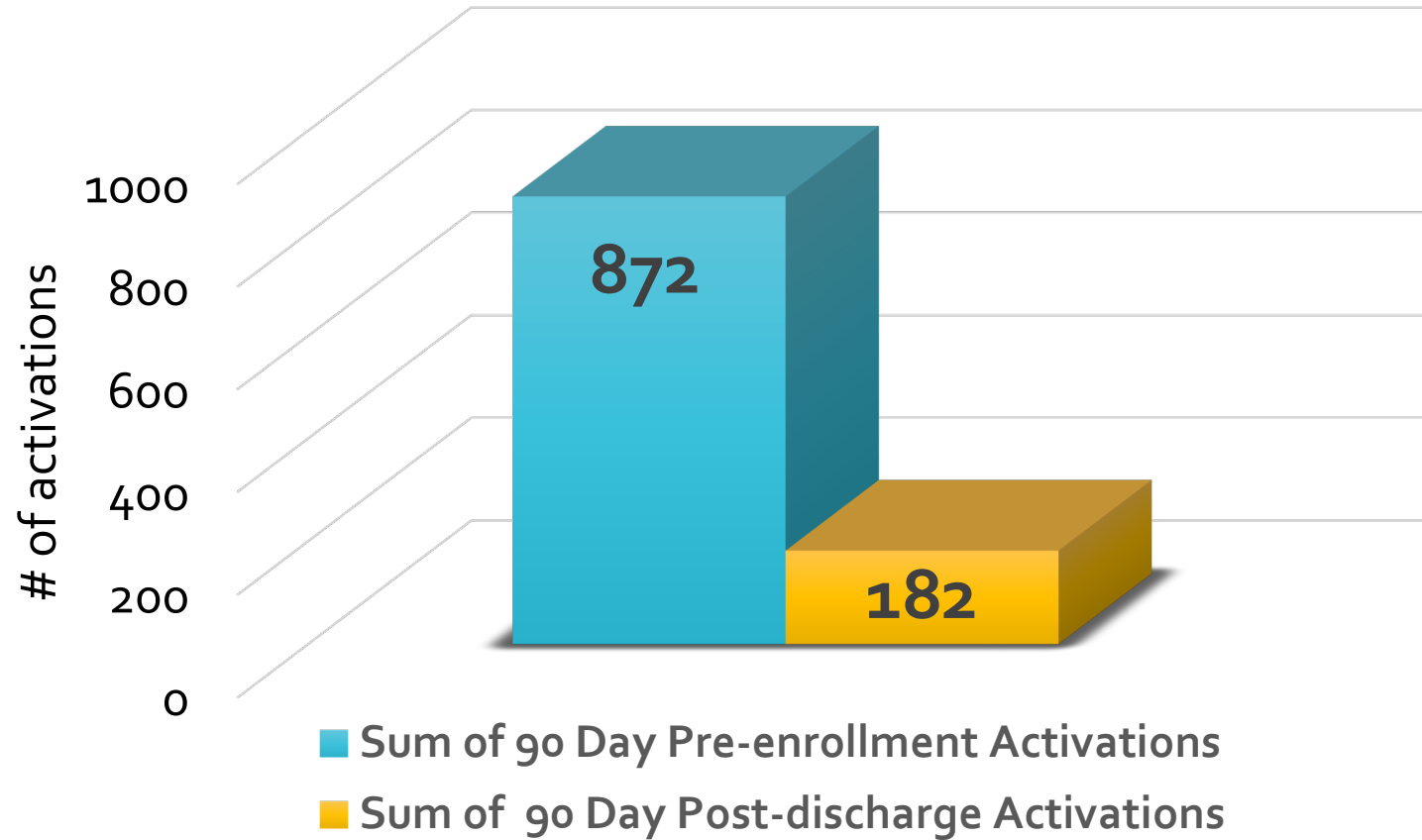
Service

By providing a mobile, patient-centered outreach, we can meet the patient where they are and provide the service they need.

- Mobile – Paramedics are mobile providers that give a unique insight to other providers and meet the patient in their place of comfort.
- Patient Centered – The patient is at the center of the interventions and advocacy is a priority.
- Trusted – An established public figure who is recognized and trusted by patients and providers.
- Valuable – A valuable service to patients and providers. Increasing health literacy and reducing reliance on emergency services.

CHP Program Impact

2019 Use Reduction Data



In 2019, CHP reported on use reduction for 228 patients and showed a total use reduction of **79.1%** on emergency services

Case Study

70 year old male with anxiety and dementia

- History of substance use and reflux
- Family in home but overwhelmed with care
- Little compliance with medication
- Little compliance with other health care providers
- Restricted income
- Rural area
- Presentation with cardiac complaints and shortness of breath

Timeline

Activations and interventions

Month	Number of Activations	Intervention
June	9	Initial CHP intervention
July	10	Patient hospitalized for medical workup
August	4	Multiple reports to outside agencies
September	3	Request to local FD for smoke detector installation
October	10	Navigation to services with WCCHD
November	0	CHP attends PCP appt with patient; Graduation from program
December	0	None
February	0	None
January	0	None; 90 days post discharge

Helping our Partners

BTCS

- Clients with complicated chronic conditions benefit from enrollment in CHP and BTCS concurrently
- CHP attends home visits with ACT case managers to address medical conditions along with mental health conditions

APS

- Clients identified as having poor ability to care for their chronic conditions
- Coordination of care between all involved providers

Helping our Partners (con't)

FROs

- Address “lift assists” for local fire departments
- Intervene with patients identified as needing resource assistance and coordination with other community providers

Health Authority

- Assist “navigators” in addressing medical needs identified in patients who are being navigated for government services
- COVID-19 response and infection control/testing at long-term care facilities

Long Term Care Facility Strike Team

Team of Community Paramedics, local First Responders and Health District personnel established to respond to LTCF outbreaks and perform infection control assessments, testing, and spread mitigation.



COVID-19 Response

Partnership with the local health district to address the impact of COVID-19 in long-term care facilities

- Identification – Perform ICARs and monthly surveys at all long term care facilities
- Response – Investigate new cases and assist with mass testing
- Support – Advisements on best practices, PPE use, and spread mitigation

COVID-19 Testing in Long-Term Care Facilities

LTCF Strike Team Testing Data April-September



The Future

- Clinics and Hospitals – Provide adjunct care to at risk populations identified in clinics and hospitals.
- Community Providers – Provide outreach with community partners and address the needs of the community.
- Payor Sources – Establish sustainable partnerships with private and public entities to support our services.

Thank You

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<http://www.wilco.org/Departments/EMS/Community-Health-Paramedicine>