

Interdisciplinary Collaboration

***Community Paramedicine Improves Access
to Supportive Clinical Medicine for
Oncology Patients***

Presentation Objectives

- **Provide Brief Program Overview**
- **Partnership Opportunity**
- **Development of an Interdisciplinary Healthcare Team**
- **Theory to Practice**
- **Outcomes to Date**



Calgary Zone Community Paramedic Program

- Operating Since Dec 2012
- 7 Days a Week, 06:00-20:00
- 22 Community Paramedics
- 6 Response Units
- 1 Patient Coordinator
- 5239 Patient Events in 2015



Program Definition

*Mobile clinical care team
providing immediate and
scheduled medical
supervision and
treatment currently
unavailable in the
community setting*



Requests for Community Paramedic Services

2 Methods Depending on Referral Source

70 Partnered
Continuing Care
Sites

OR

20 Specialty
Clinics and
Primary Care
Networks



Alberta Health Services Calgary Core Community Paramedic Program Referral

Print and fax completed form to your local paramedic unit.
Call 1-800-969-2222 or email CommunityParamedic@albertahealthservices.ca for further information.

Patient Information	
Service Name	Unit
Name of Referring Physician (Print)	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female
Address	City
Home Phone	Cell Phone

Referral and Disposition	
Referral	Discharge
Referral Reason	Discharge Reason
Referral Date	Discharge Date
Referral Time	Discharge Time
Referral Location	Discharge Location
Referral Source	Discharge Source
Referral Type	Discharge Type
Referral Status	Discharge Status
Referral Notes	Discharge Notes

Referral and Disposition	
Referral	Discharge
Referral Reason	Discharge Reason
Referral Date	Discharge Date
Referral Time	Discharge Time
Referral Location	Discharge Location
Referral Source	Discharge Source
Referral Type	Discharge Type
Referral Status	Discharge Status
Referral Notes	Discharge Notes

Tom Baker Cancer Centre (TBCC) Overview

- Southern Alberta's tertiary cancer centre
- 14,000+ patients receive treatment annually
- They see an increase of 4.4% of patients per year



Indirect Referrals For Oncology Patients



***Cancer Patients
being referred to our
program to support
signs and symptoms***

“Nausea”

“Pain”

“Dehydration”

Opportunity

Partnership and integration of services with the Tom Baker Cancer Centre (TBCC)

1. Efficacy – improved patient outcomes
2. Efficiency – improve system capacity



Partnership Question #1

Which multi-professional model would support interdisciplinary collaboration between our programs?

Integration Continuum

LOW

**TBCC &
Community
Paramedic**

HIGH

Simple cooperation

- Services linked through referrals
- Client/patient is the main link

Coordination of services

- Multi-disciplinary network
- Separate structures
- Separate goals

Full integration

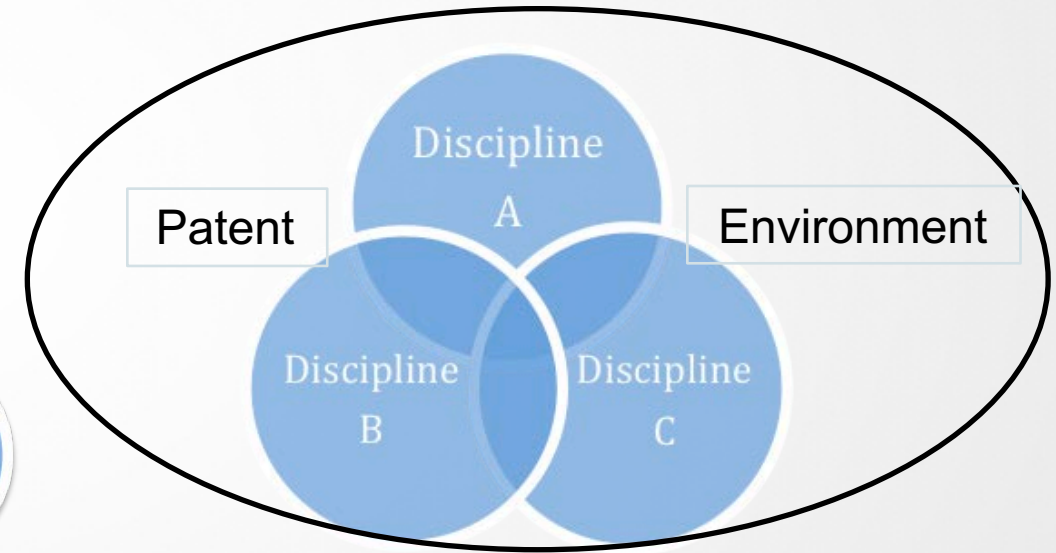
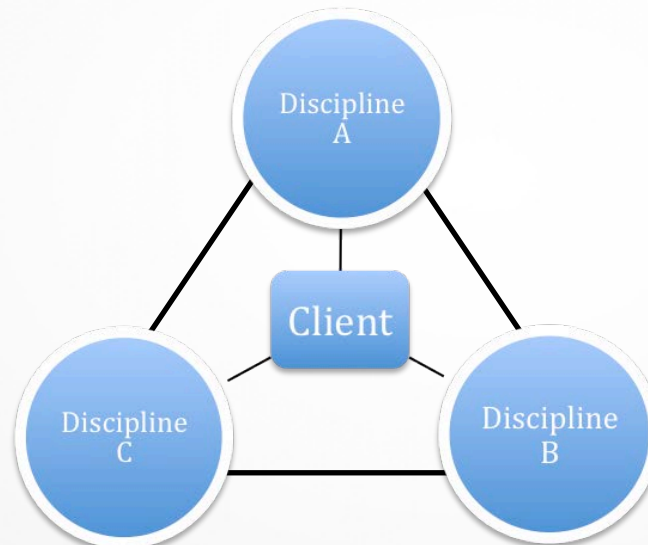
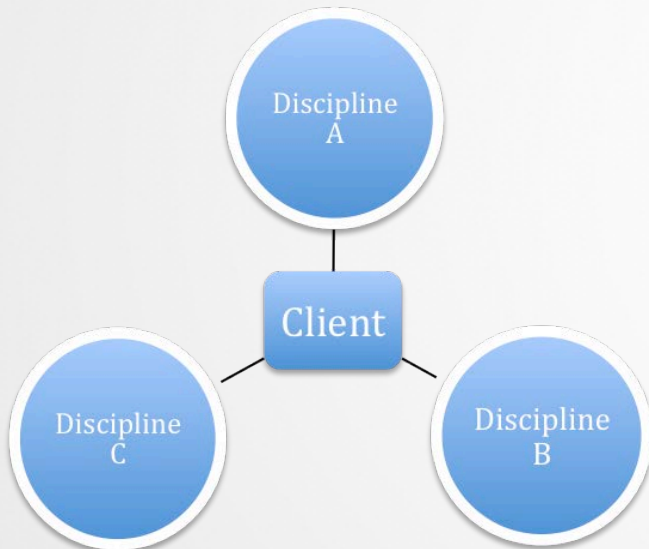
- Multi-disciplinary teams
- Within a single organization
- Pooling services at all points in a community
- Single care plan addressing health and social needs of client/patient

Three Multi-Professional Models

Multi-disciplinary

Inter-disciplinary

Trans-disciplinary

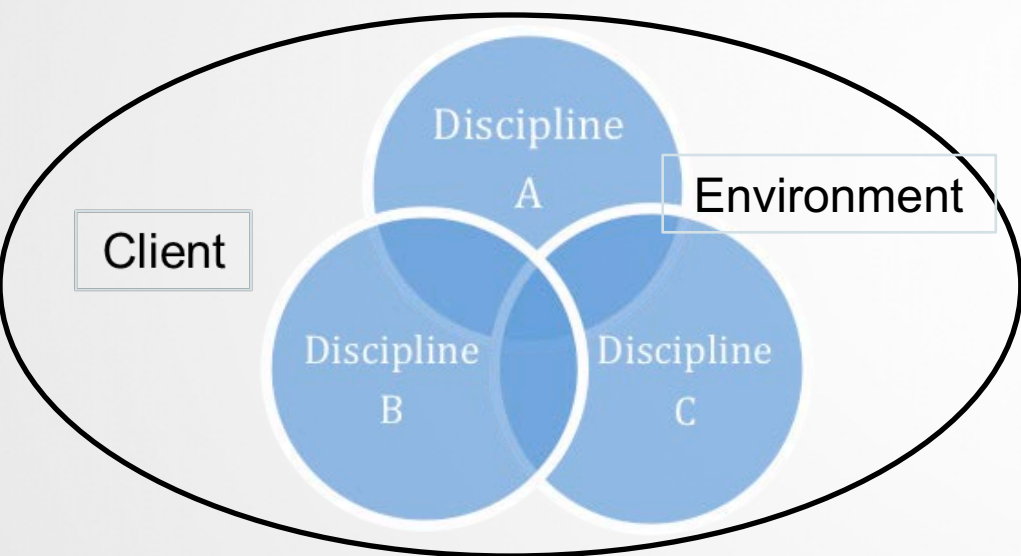


←
LOW

“Integration Continuum”

HIGH →

Trans-disciplinary Model

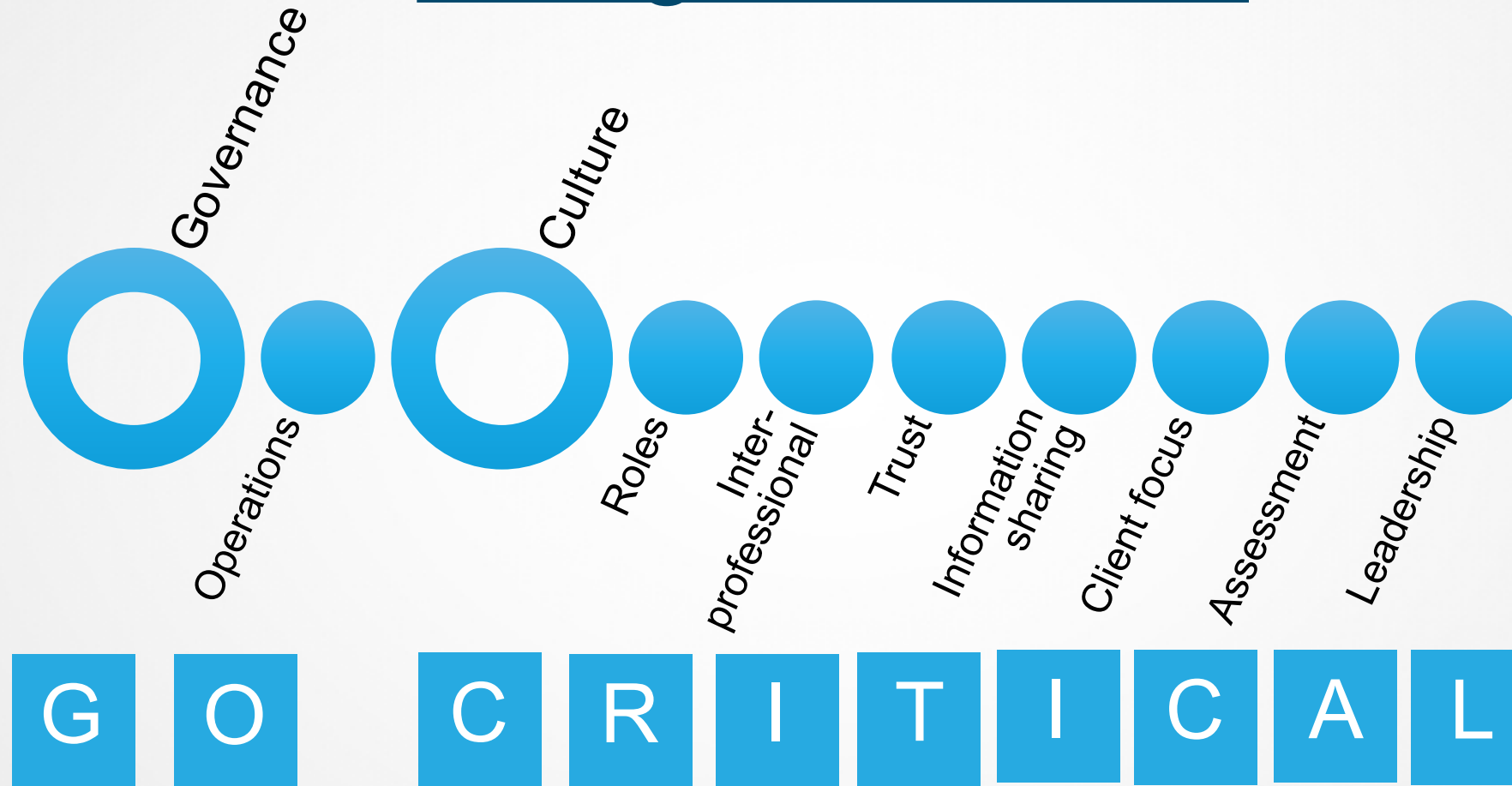


- **Does not** replace disciplines
- **Identify** with their team of professionals
- **Patient** as a member of the team
- Patient-focused approach **not** solution focused approach
- **Role Release**

Partnership Question #2

What design elements are foundational to the development and implementation of a trans-disciplinary model between our programs?

Design Elements



Governance

Consider what kind of governance model would best coordinate the patient care and partnership between our organizations

Informal vs Formal



Critical Elements for Operation

- C → Common culture of care
- R → Role definition
- I → Inter-professional collaboration
- T → Trust building
- I → Information sharing
- C → Client focus
- A → Assessment done jointly
- L → Leadership



THEORY

PRACTICE



Governance Model

Our leadership met and established an informal shared governance model based on a common vision and goals



Improving Patient
Quality of life

Improving Acute
Care Patient
Capacity

Reducing EMS
and ED

Roles and Inter-Professional Collaboration

- Establish the Community and Oncology supportive the community
- Development communication

100% of TBCC staff agree the partnership improves continuity of care and communication between health care providers



Community Paramedic Program Referral

Last Name	First Name
Date of Birth (yyyy-Mon-dd)	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female
Address	PHN
Phone	Cell

been received

Known Allergies

Designation

☐ R3 ☐ C1

☐ M1 ☐ C2

☐ M2 ☐ Unknown

(on)

attached)

d components & products

erization

the program if the service
ting is not listed.

ented, the AHS monograph

quisition must be attached)

quisition must be attached)

tion (requisition must be attached)

Date (yyyy-Mon-dd)

Cell

(? ☐ Yes ☐ No

Refer
Clin

Phone

Fax

19552(Rev2015-11)

“Do you trust the clinical judgement and treatment delivered by the community paramedics?”



100% of the BCIA staff agree and 53% agree community paramedic safely manage patients in the community

“The care delivered has been exceptional for our patient's that we requested community paramedic services”

“They have proven to be very competent”

Information Sharing

1. All Community Paramedic patient care records are sent to the referring oncology department or physician for continuity
2. Community Paramedics have access to pertinent patient care records
3. Real time physician consultation when needed



Assessments and Treatment

Additional Education

- Blood Transfusions
- Peripheral Inserted Central Catheters
- Additional medication administration



June 2014, It Begins...

- 363 patient events in the first 6 months
- Doubled to 726 patient events in the following 6 months



System Capacity Effectiveness

There were **1500** patient events in 2015, helping avoid unnecessary EMS usage, emergency departments visits, and increasing acute care beds



92% of TBCC staff
respondents agreed the
CP partnership avoids
unanticipated visits to the
Emergency department

Cost Effectiveness

Average Patient Cost for Comparable Treatment

Tom Baker Cancer Centre - \$1300

EMS and Emergency Department Visit - \$1400

Community Paramedic Visit - \$316



Quality of Life

100% of TBCC staff respondents agreed the Community Paramedic partnership improves patient's quality of life

Our Community Paramedics are thanked on a daily basis

We've had multiple family donations

"God Bless you for being there and staying there to get things done"

"I feel lucky to be receiving care in my home"

Challenges and Next Steps

- Demand – no longer have the program capacity to meet the demand for services
- Evaluation – further quantitative and qualitative data analysis
- Growth – increase Community Paramedic resources to meet demand



Thank You