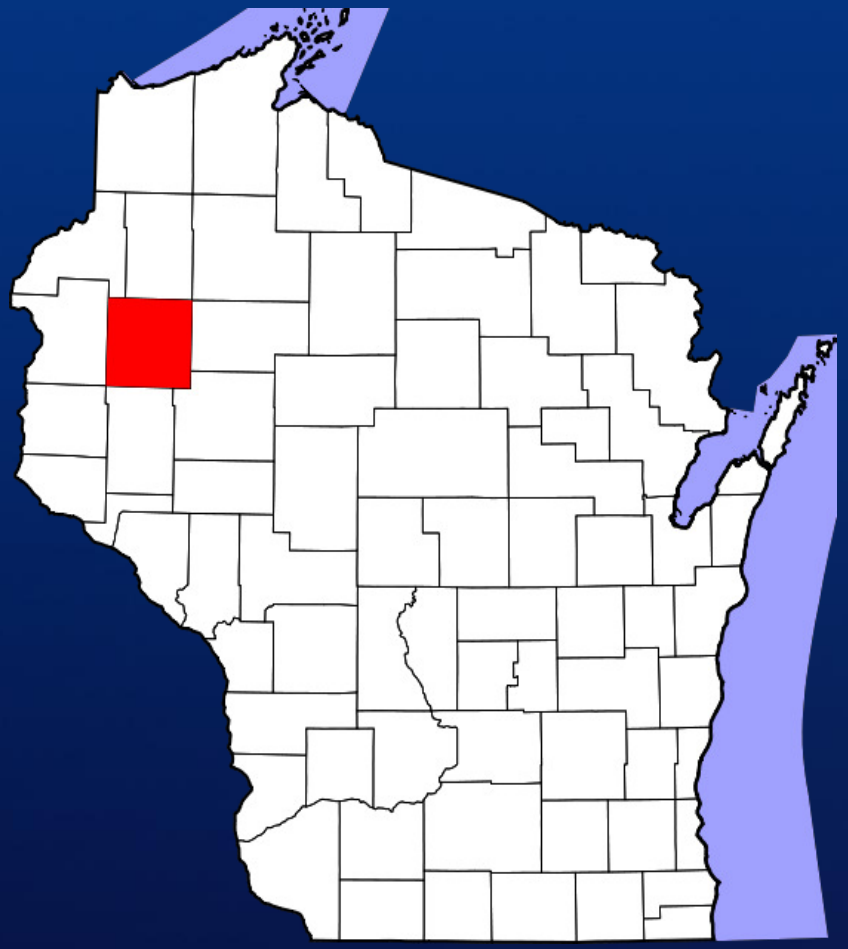
MAYO CLINIC
Medical Transport

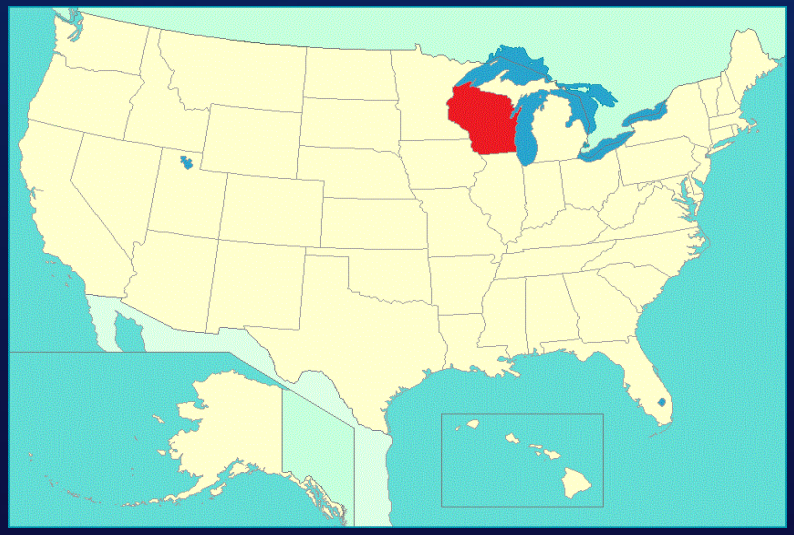
Community Paramedic Northwest Wisconsin

Gold Cross Ambulance

February 9th 2017



Barron County, Wisconsin
Population: 45,676
Square Miles: 890



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Setting

Gold Cross Ambulance – Barron, WI

- Employs nine full-time Advanced Care Paramedics
- Receives approximately 1,500 combined emergent and nonemergent requests annually

MAYO CLINIC HEALTH SYSTEM

Mayo Clinic Health System Northland

- 25-bed critical access hospital with a primary care clinic (445 employees)

Background

- Multi-disciplinary team of stakeholders
- Emergency department physician leadership
- Clinical Pharmacy
- Health system administration
- EMS leadership and research coordination
- Nursing
- Home Health and Hospice
- Office of Population Health
- Palliative Care
- Quality Resources
- Information Technology
- Compliance
- Local Paramedics

Background

- Two Advanced Care Paramedics attended a training program in Minnesota to earn certification
  - Hennepin Technical College - Minnesota
- Medical guidelines developed
- Vehicle and Equipment

Background

- Evaluated potential patient populations
  - frequent utilizers
  - at-risk for readmission
  - at-risk for falls

- Orientation delivered to primary care physicians

Patient Enrollment

- Initially
  - Six primary care physicians offered Community Paramedic referrals to patients they believed would benefit
  - Referral's now coming from
    - Emergency department providers
    - Hospitalist's
    - Fall prevention program
    - Local ambulance service

Scheduling and Visits

- Community Paramedics utilize the hospital EMR for scheduling, patient history review and communication with referring physician and medical director

- In-home visits (1 hour)
  - History and exam
  - Medication compliance
    - Review and medication reconciliation
  - Home safety
  - Engagement of family members in care plan
  - Social Services when appropriate

Visit Follow-up

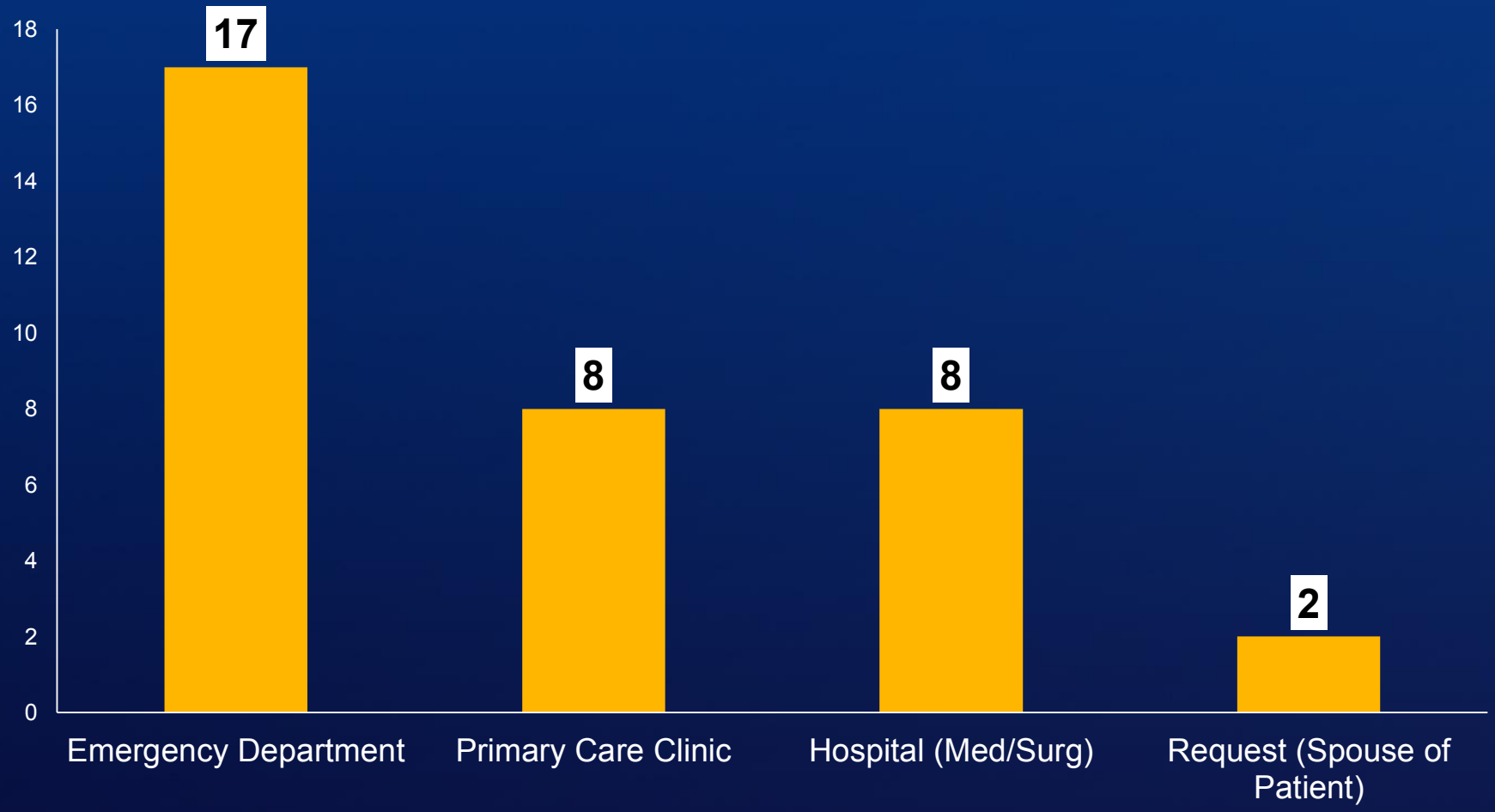
- Community Paramedic document assessments / treatments and communicate into the hospital EMR which triggers;
  - Note to the referring physician for patient care plan review
  - Note to the Medical Director for quality improvement review
  - Engage others involved in the care plan

Pilot

Demographics

- Patients enrolled = 35
- Total visits = 268 (range: 1 – 33)
- Median age: 77.7 years (range: 44 – 98)
- Gender: Female = 65.7% (23/35)

Referral by Department



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Referral Reason

Reason	N
Management of Medical Condition	14 (40.0%)
Falls and Home Safety	7 (20.0%)
Hospital Discharge – High Risk for Readmission	6 (17.1%)
Blood Pressure and Other Vital Sign Checks	3 (8.6%)
INR Checks	2 (5.7%)
New Patient – Access into the Health System	2 (5.7%)
Rehabilitation Discharge – Transition Care	1 (2.9%)

Change in Utilization – All Referral Reasons

- Completion of six months post enrollment at analysis = **17 patients**

	Patients	Visits Before	Visits After	Reduction
Reduced frequency of Primary Care Visits	12 patients (70.6%) (None increased)	32	13	59.4% decrease
Reduced frequency of Emergency Department Visits	10 patients (58.9%) (none increased)	53	34	35.8% decrease
Reduced frequency of Hospitalizations (**n=4**)	1 patient (25.0%) (none increased)	11	7	36.3% decrease

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Referral Reason: Management of Medical Condition

Primary Disease	N
Diabetes	5 (35.7%)
Chronic Pain	4 (28.6%)
Respiratory	2 (14.3%)
Poly Substance Addiction	2 (14.3%)
Anxiety	1 (7.1%)

Completed six months post enrollment = 11

- **Number of reduced clinic visits: 14**
- **Number of reduced ED visits: 16**
- **Number of reduced hospitalizations: 4**

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Other Referral Reasons

- Falls and home safety (n=7)
  - Patients had at least one fall prior to enrollment
  - Falls requiring healthcare after enrollment = 0
- INR and BP checks (n=5)
  - Laboratory clinic INR visits avoided = 48
  - Decrease in utilization = 8 other clinic visits

Other Referral Reasons

- High-Risk Readmission:
  - No patients have completed six months post enrollment (all have completed at least 3 months)
  - None of these patients have had a readmission since enrollment

Patient Experience Survey

	Improved	Unchanged	Declined
Overall Health Since Enrollment	100%	0%	0%
Satisfaction with Program	100%	0%	0%
Activity Performance	48%	43%	10%
Anxiety	43%	29%	29%
Mobility	38%	52%	10%
Self-Care	29%	57%	14%
Level of Pain	29%	43%	29%
Comfort with Medications	10%	90%	0%
Understands Care Plan	10%	90%	0%
Satisfied with Heath Care Team	0%	100%	0%

Referring Physician Survey

Survey Question	Agree	Undecided	Disagree
Referred patients benefit from the visit	100%	0%	0%
I see improvement in health and wellness following a visit	75%	25%	0%
I would recommend this process to other clinicians	100%	0%	0%

Challenges

- Documentation / Care Planning
- Outcome Measures
- Financial

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Questions