



Beyond the call: Analyzing Community Paramedic Follow-ups in the Safe Patient Transport Cancellation Program

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Background

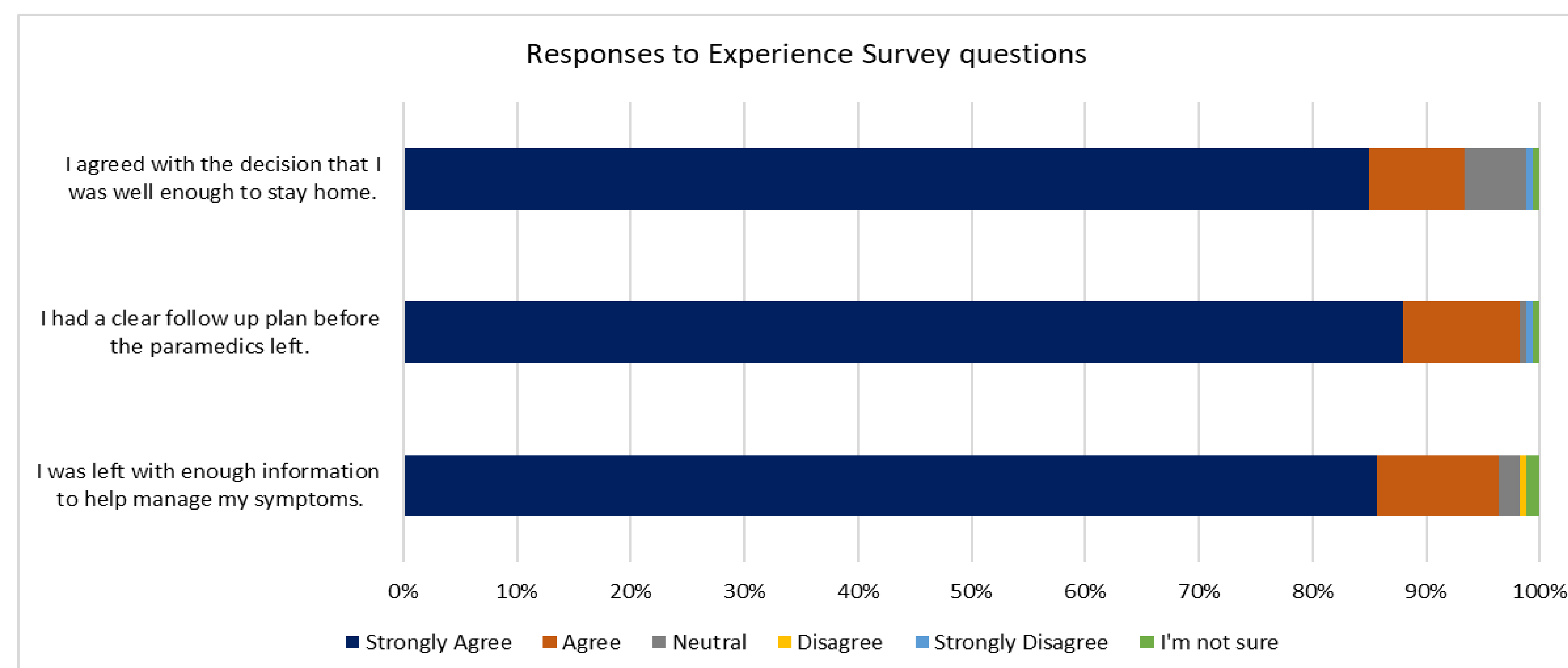
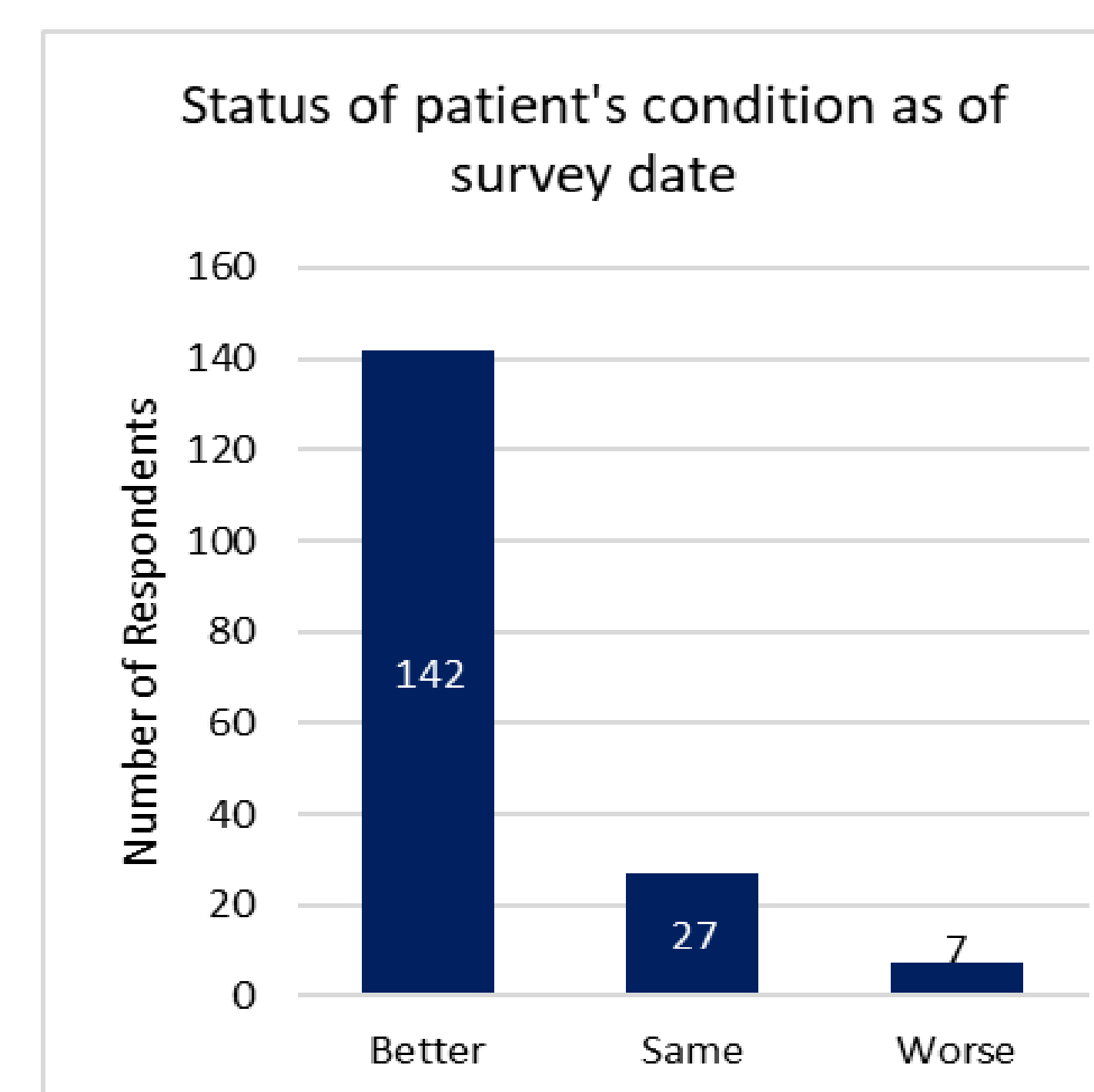
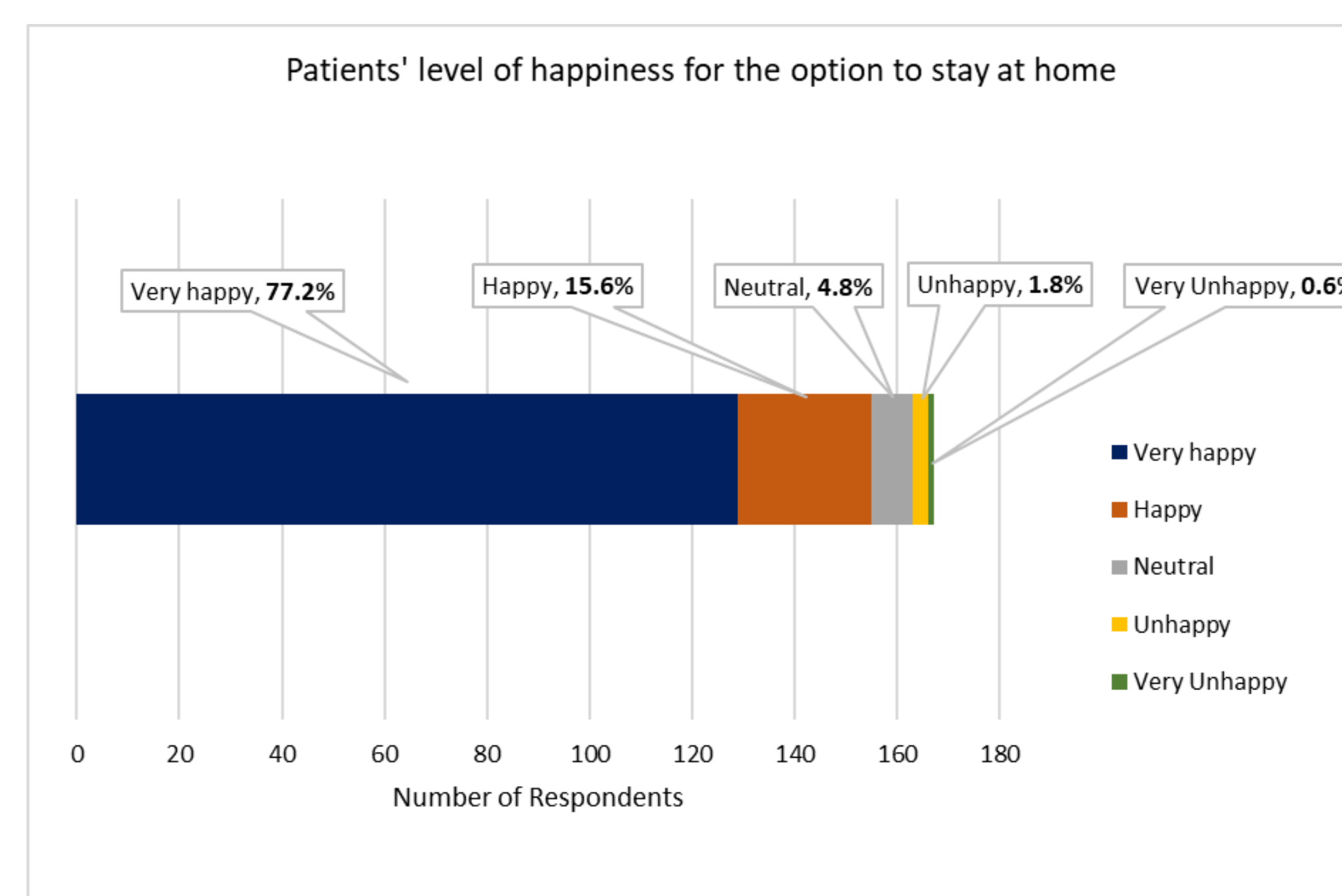
- The Ottawa Safe Patient Transport Cancellation Program assess low-acuity 9-1-1 patients to determine if they can remain safely at home with a care plan, following consultation with a physician.
- Patients are adults with a CTAS score of 4 or 5 who based on Paramedic clinical judgement would benefit from a treatment plan other than transportation to an Emergency Department.
- A novel aspect of the program is a follow-up phone call within 24 hours by community paramedics
- Follow up phone calls aim to 1. ensure patient safety; 2. clarify care plans and provide referrals and; 3. evaluate patient experiences.

Methods

- Superintendents searched electronic medical records daily for patients who were treated and referred under the Safe Patient Transport Cancellation Program.
- Community paramedics conducted follow up phone calls within 24 hours of Safe Cancellations a quality improvement initiative.
- Community Paramedics followed a semi-structured script to assess the patient's current condition, identify further questions, identify referrals that may benefit the patient, and assess the patient's experience
- Virtual assessments were performed when indicated and further clinical guidance was provided as required.
- Community Paramedics captured data in a standardized online form.

92.8% of patients were happy with the option to stay home and
96.4% felt paramedics left them with enough information to manage their symptoms.

98.9% of patients were able to remain safely at home (2 patients were redirected to the emergency department after follow up call)



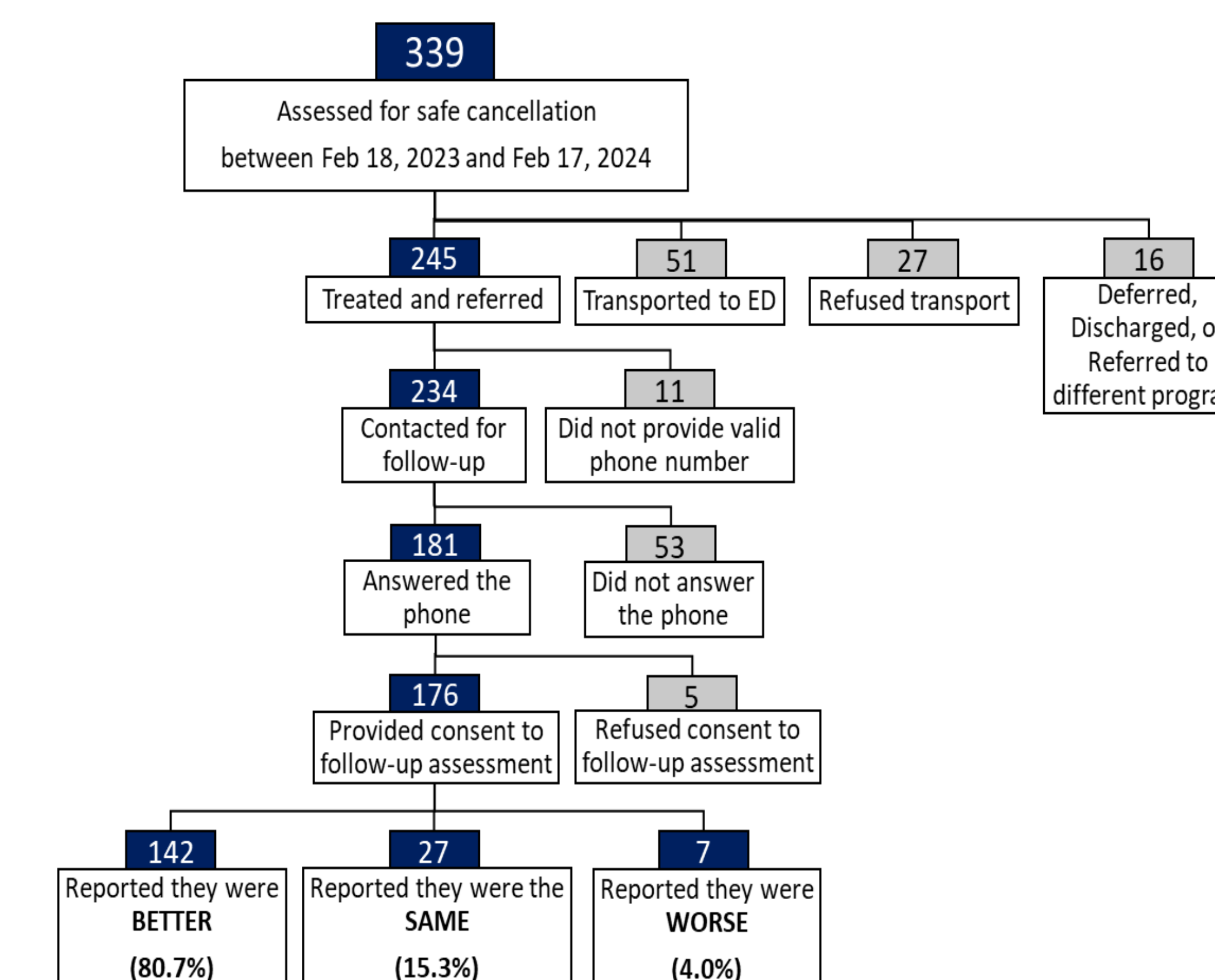
Discussion

- The follow-up component of the Ottawa Safe Patient Transport Cancellation Program demonstrates a high level of patient safety and satisfaction.
- The data suggest that Community Paramedics play a pivotal role in providing care continuity and ensuring the success of non-transport decisions.
- Community Paramedic follow up helps prioritize necessary patients back into the emergency system while providing additional resources to keep other patients from needing to re-access emergency care.
- The program's design addresses critical gaps in patient care post-911 call
- The precise nature of negative feedback focuses on system level issues and warrants further analysis to enhance service quality.

Results

Of the 176 patients who consented to follow-up, 80.7% patients reported they were better, 15.3% reported their condition was unchanged, and 4.0% reported being worse. Only two patients required redirection to the ED after Community Paramedic follow-up assessment.

- Community Paramedics provided additional advice on 23.9% of calls.
- 96.4% of patients felt sufficiently informed to manage symptoms, and 98.2% understood their care plan.
- 92.8% of patients were pleased with the option to stay at home.



Additional feedback was provided by 74.4% of patients;

- 90.1% of patients gave positive comments and
- 9.9% gave negative comments.

Negative comments primarily spoke to issues with paramedic response time and desiring more options for care in the home by paramedics.