St. Charles County Ambulance District

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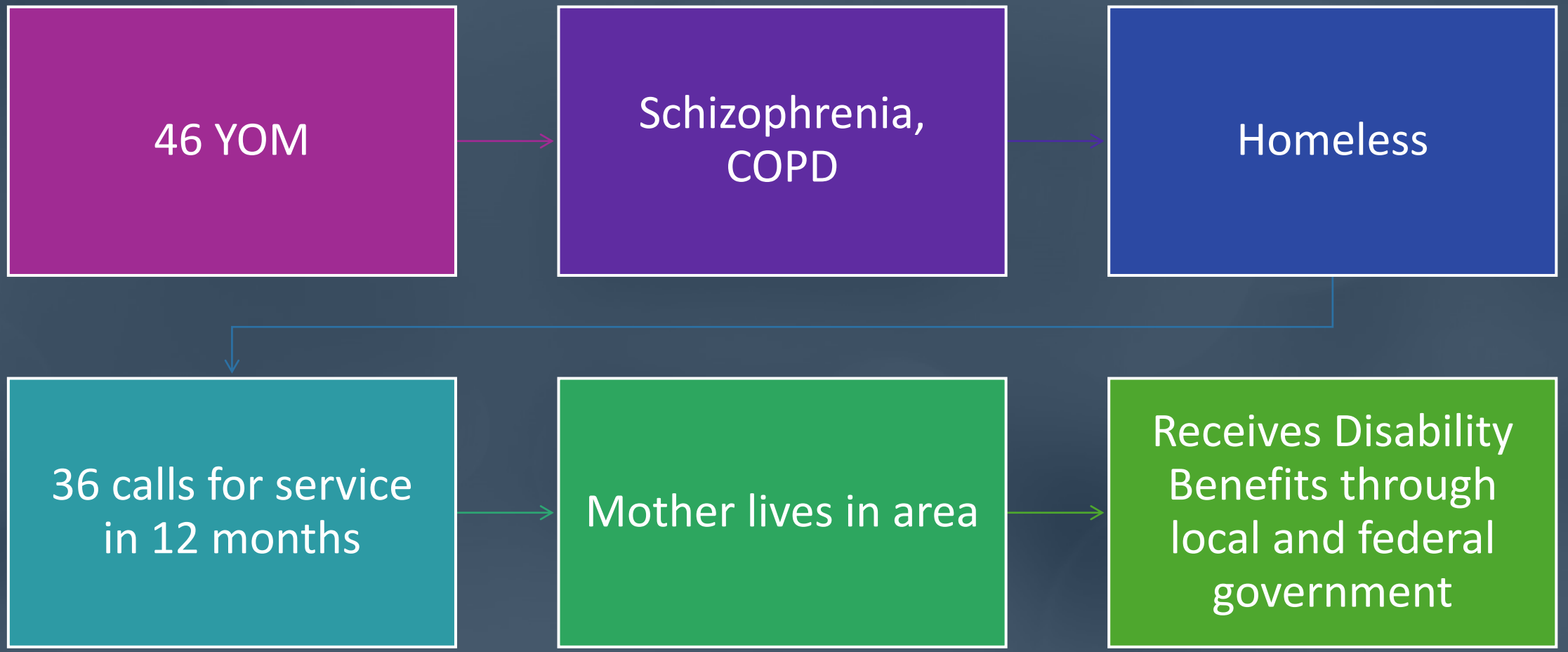
Case Studies: Complex Patients

Collaboration is Key!

Patient #1


46 YOM
Schizophrenia, COPD
Homeless
36 calls for service in 12 months
Mother lives in area
Receives Disability Benefits through local and federal government

How did MIH engage?

Reached out to local mental health provider

Spoke with road paramedics regarding interactions

Contacted patient's mother for detailed history

-Mother contacted MIH when patient was at her home	-home visit performed	-patient refused services

Now What?

- Reached out to administrator at mental health hospital
- Developed a care plan with department Medical Director
- Engaged local PD
- Built case for the state to take legal guardianship of patient

Patient #2……and #3

93 YOM first came into MIH program in 2022 for frequent falls

Lives with wife in a single-family home

No contact with children

Fully insured

Engaged home PT/OT in the home with success

What happened next?

- In 2023, MIH was reengaged by Social Worker at local hospital
- Home visit scheduled and patient re-enrolled into services
- Home conditions changed drastically in one year
- Department of Senior Services engaged
- Primary Care Physician Contacted

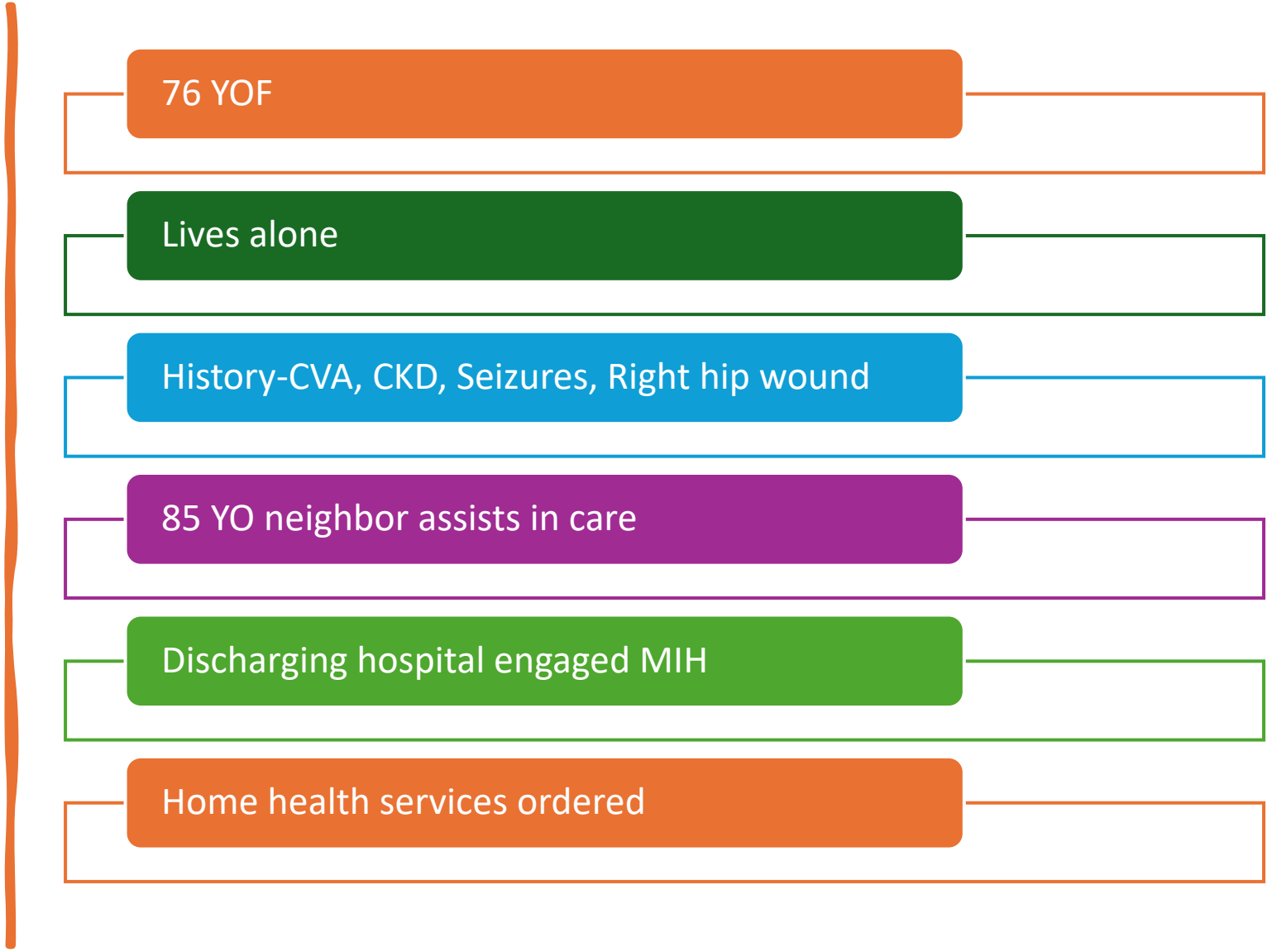
Now What?

Patient and wife adamantly refuse leaving home

Engaged hospice agency for evaluation

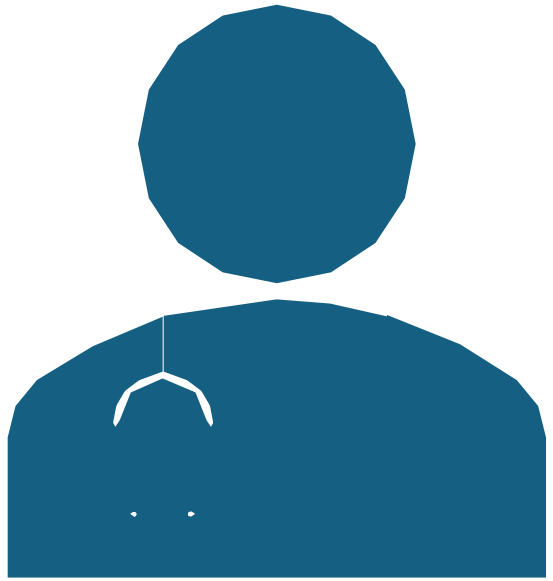
Hospice MD and RN met with MIH to enroll in services

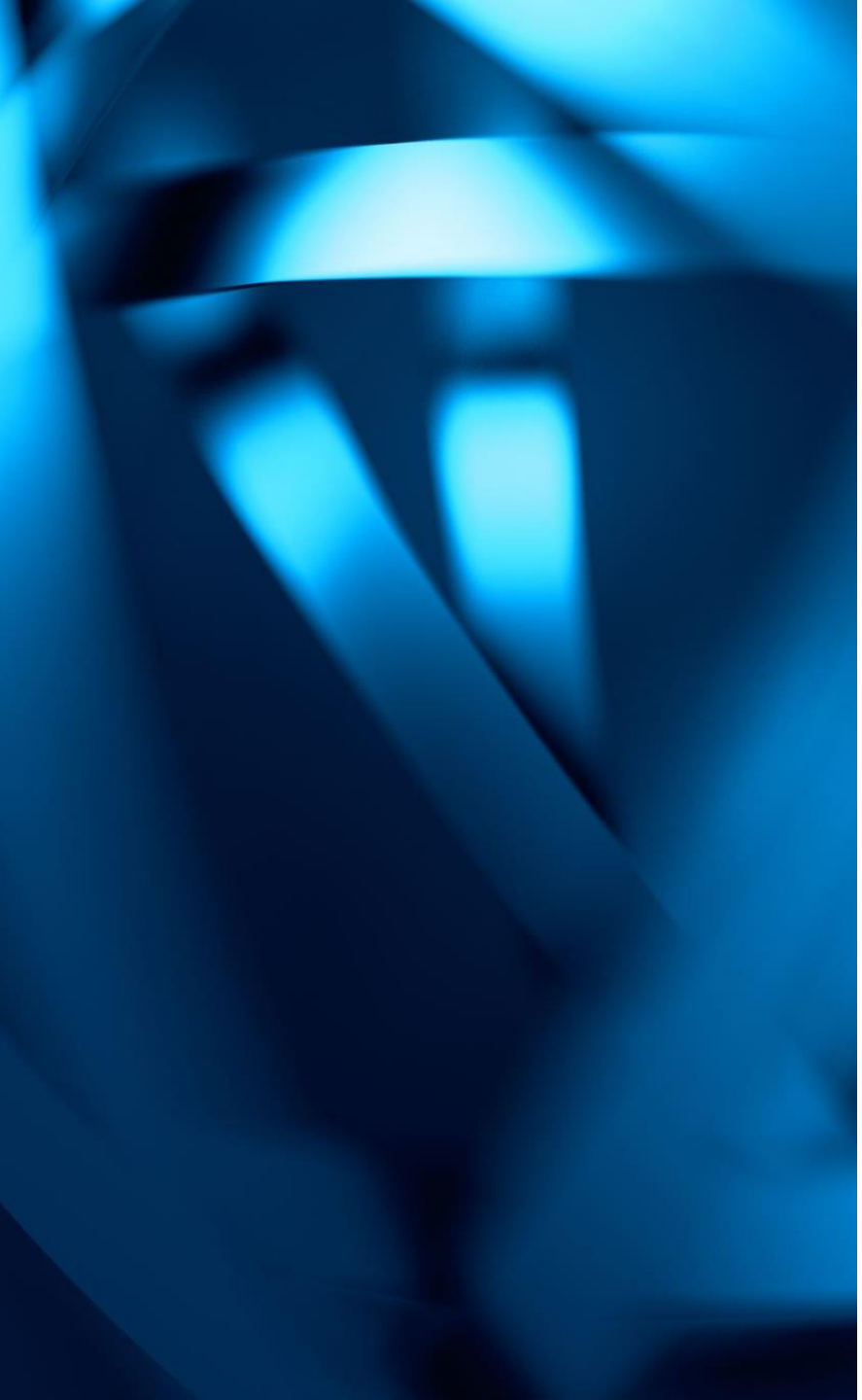
Patient #4


76 YOF
Lives alone
History-CVA, CKD, Seizures, Right hip wound
85 YO neighbor assists in care
Discharging hospital engaged MIH
Home health services ordered

What we found

- Patient unable to get up on her own
- No medication in the home
- Neighbor provides food, cleaning, and bathing assistance but is getting burdened
- No contact from Home health agency





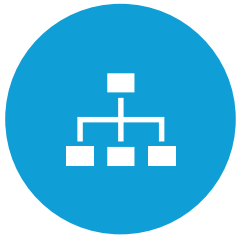
Where did we go from here?

- Contacted Primary Doctor to fill medication prescriptions
- Called Home health agency to check status
- Engaged the Department of Health and Senior Services due to patient's inability to care for herself
- Meals ordered through insurance company
- Wound care appointment scheduled

TakeAways

GATHER RESOURCES

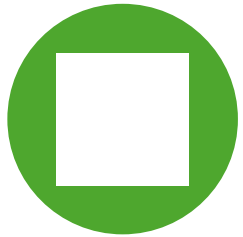
ENGAGE COMMUNITY PARTNERS



HAVE A PLAN A, B, C, AND EVEN D

RESILIENCE

IS KEY.....NOT EVERYONE FOLLOWS THE BEST PATH



COMMUNICATE CARE PLAN WITH ROAD PARAMEDICS FOR CONTINUITY OF CARE

Remember….

"Success is not final, failure is not fatal: it is the courage to continue that counts." — Winston Churchill.

Questions?