

Evolution of MIH Services in Rural Southern Oregon

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MERCY FLIGHTS
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**First nonprofit air ambulance
service in United States**

Mobile Integrated Healthcare evolution



Collaboration

The MIH program has fostered a strong partnership since 2016 with **Jackson Care Connect** (JCC) a Medicaid program to deliver integrated healthcare.



Coverage Area

Operating in **Jackson County, Oregon**, the MIH program extends its services to both urban and super-rural areas, ensuring **healthcare access** for **diverse** communities. Serving over 2700 Square miles.



Focus Areas

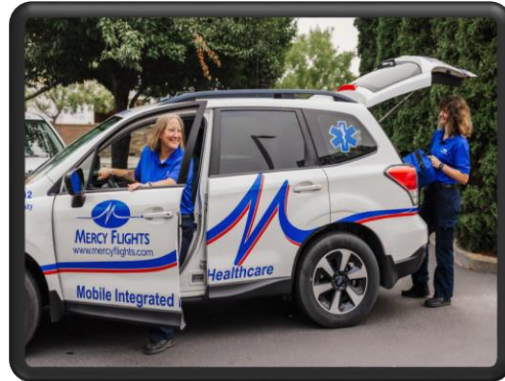
The MIH program aims to achieve objectives related to **reduced readmissions**, improved **mental health crisis response**, addressing **SDoH**, enhanced medication compliance, **increased patient engagement**, and higher patient health improvement scores through personalized care and interventions.

Evolution of MIH at Mercy Flights



Pilot Program (2016)

The focus was on addressing the needs of **high utilizers** within the community, laying the **groundwork** for the Mobile Integrated Healthcare (MIH) program.



Transitions of Care (TOC)

The launch of this program marked a significant step in providing **comprehensive** care beyond medical transport, ensuring a **seamless transition** for patients.



Wildfires

Amidst the turmoil caused by **wildfires**, FEMA and public health collaborations were pivotal in supporting **high-risk** individuals within the **community**.



Mobile Crisis Response

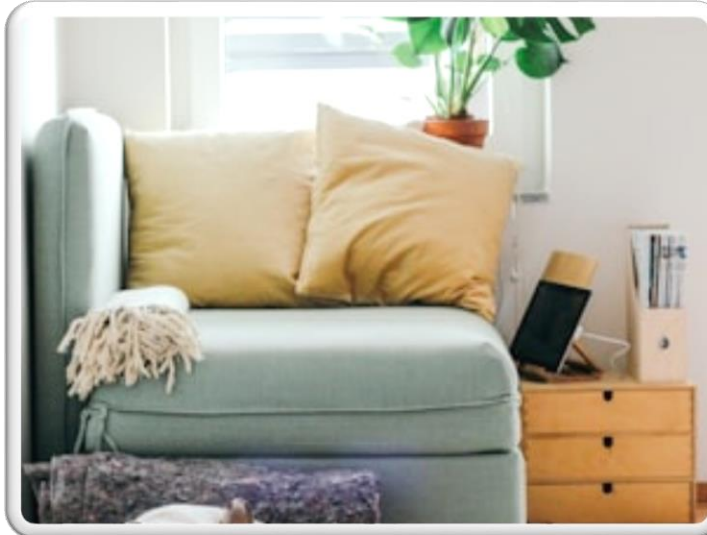
The program was introduced to proactively identify and support individuals at increasing risk. It focuses on **preventive measures** and **early intervention**, ensures timely response in **crisis situations** and **diverts** significant EMS responses.

Addressing Rural Healthcare Disparities



Geographical Challenges

The MIH program directly addresses the healthcare disparities faced by rural communities, where geographical barriers often limit access to quality care.



Equitable Care Delivery

Through its in-home care model, the MIH program ensures that individuals in rural areas receive the same level of comprehensive care as those in urban settings.



Preventive Interventions

The program's proactive approach to preventive care in rural settings.



Rural Care Delivery



Evaluation of Community Need and Gaps

- Evaluation of what is impacting your community.
- Reasons for emergency deployment
- Where your team can have the largest impact
- Best practices

MIH Approach

- This innovative approach redefines the role of CHWs, EMTs and Paramedics as proactive healthcare partners in rural settings.

Building Trust

- The MIH program works to actively break down any barrier's patients may be facing and focuses on building trust in these communities.

Expanded education and resources

- The MIH team is crossed trained as Community Health Workers (CHWs)
- Extensive amount of additional training
- Ability to take other providers to the patient (Peer Support, Mental Health provides, and Substance Use Disorder treatment Providers)
- Real time resources (Sensory Bags, cell phones, DME, others)

Streamlined Delivery of Care

Transportation Redesigned

Along with redesigning the way MIH provides healthcare, a new vehicle was purchased through a grant from the **Ashland Community Health Foundation** in 2023.. With this grant, the team at Mercy Flights was able to create a streamlined design for the vehicle.

The revamp of Subaru allowed MIH to expand its reach into Ashland and surrounding areas.

- Provided an increased capacity to carry needed equipment and medical supplies.
- Safe and secure supplies
- Controlled substance box



Addressing SDoH and Medication Compliance



Addressing Social Determinants of Health (SDoH)

The MIH program's focus on SDoH includes **assessments, referrals, and interventions** by a diverse team, leading to enhanced living conditions and overall well-being within the community.

Enhanced Medication Compliance

Regular **medication reviews**, education, and **personalized care plans** have improved medication compliance and treatment adherence among patients.

Impactful Outcomes



Reduced Readmissions

The MIH program has demonstrated success in reducing readmissions through effective hospital-to-home transitions and chronic disease management, contributing to improved patient outcomes.



Improved Mental Health Crisis Response

Immediate, tailored interventions have led to a decrease in emergency department visits and stabilization of patients within their communities, enhancing mental health crisis response.

Community Impact



Patient
Impact

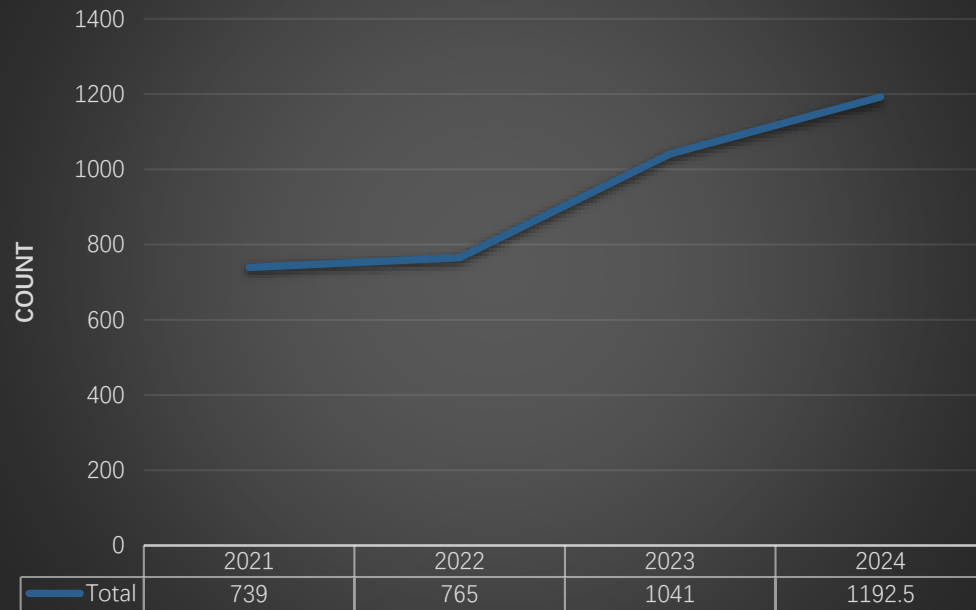


Community
Partnership



Overall
Community
Health

Rural Patients



Impact by the numbers

- **Patient Increase:** Significant growth in total patients referred and served in Our rural areas.
- **Ages engaged**
 - **Minimum Age:** 0 years
 - **Median Age (50th Percentile):** 44 years
 - **Maximum Age:** 94 years



MERCY FLIGHTS

Nonprofit mobile healthcare services

Questions?



Thank you!

NOW LEAVING
OREGON
GOING SO SOON?

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