

COMMUNITY

PREVENTION

SUPPORT

EDUCATION



AWARENESS

PARAMEDICINE

Program Overview December 2010



- Heat Surveillance
- Window & Balcony Safety
- Vaccinations
- Infection Prevention & Control
- Community Referrals by EMS
 - Program overview
 - Community Paramedic
 - Challenges & Solutions
- Future Programs

Heat Program



- Hottest summer since 2005
- Heat related critical illness reporting: TPH
- Media pieces: print, TV, radio
- “Beat the Heat” brochures and education at various community events
- Marriage with the Community Paramedic by identifying calls with “Heat” related illnesses and gathering more info to determine if a home visit is warranted
- Heat response committee

Window and Balcony Safety



- Ongoing since 2005
- Preventing accidents and injuries through education and awareness
- Public education & outreach at various community events
- CWDMA Trade Show Nov 16, 17 and 18
- Partners Promoting Window and Balcony Safety (PPWBS) has 14 EMS members across Canada
- Paramedic reporting line (TEMS)

Vaccination Program



EMS staff, allied services, Homes For the Aged, shelters

- 2009/10: H1N1 & Seasonal Flu
 - H1N1 4390 vaccinations
 - Seasonal Flu <500 vaccinations
- 2010/11: one vaccine (H1N1 + Seasonal)
 - November 1, 2010
 - 4 days / week; several clinics per day
 - Visit clients identified by CCAC as “shut-ins”

Infection Prevention and Control



- Designated Officer reporting process
- Monthly infection control issues/infectious disease information education piece
- Drug resistant organisms
- Update the Infection Control manual (V 3.0) to include more educational material
- Bed Bugs
 - Education video in collaboration with TPH
 - SOP Policy development

An Extension of Service...



- Paramedics are often the first point of contact to the healthcare continuum
- Strong patient advocacy skills
- First hand knowledge of the patient's living conditions
- Continue to support our patients by addressing their needs and concerns
- Dynamic & fluid workforce

→ *Community Referrals by EMS*

Community Referrals by EMS



- Innovative program that deals with both the physical and social needs of EMS patients
- Paramedic referral of patient to CCAC
 - Based on EMS contact
 - Determines patient may benefit from services delivered in the home
- Developed and implemented in 2006 (pilot)
- Fully operational across the City in 2008

CREMS YES



- Consent obtained
- Call “CREMS Yes” line
- Referral call is logged and forwarded
 - CCAC Customer Service Representative
 - After Hours Answering Service
- Received by Toronto Central CCAC
- Forwarded to appropriate CCAC

CCAC Follow Up



- Phone follow up within 36 hours
- Case Coordinator assessment within 1 week
- Implementation of services within 2 weeks
 - Some services may not be implemented immediately due to individual CCAC delivery models or waiting lists for specific services

Refusal / CNO / Notification



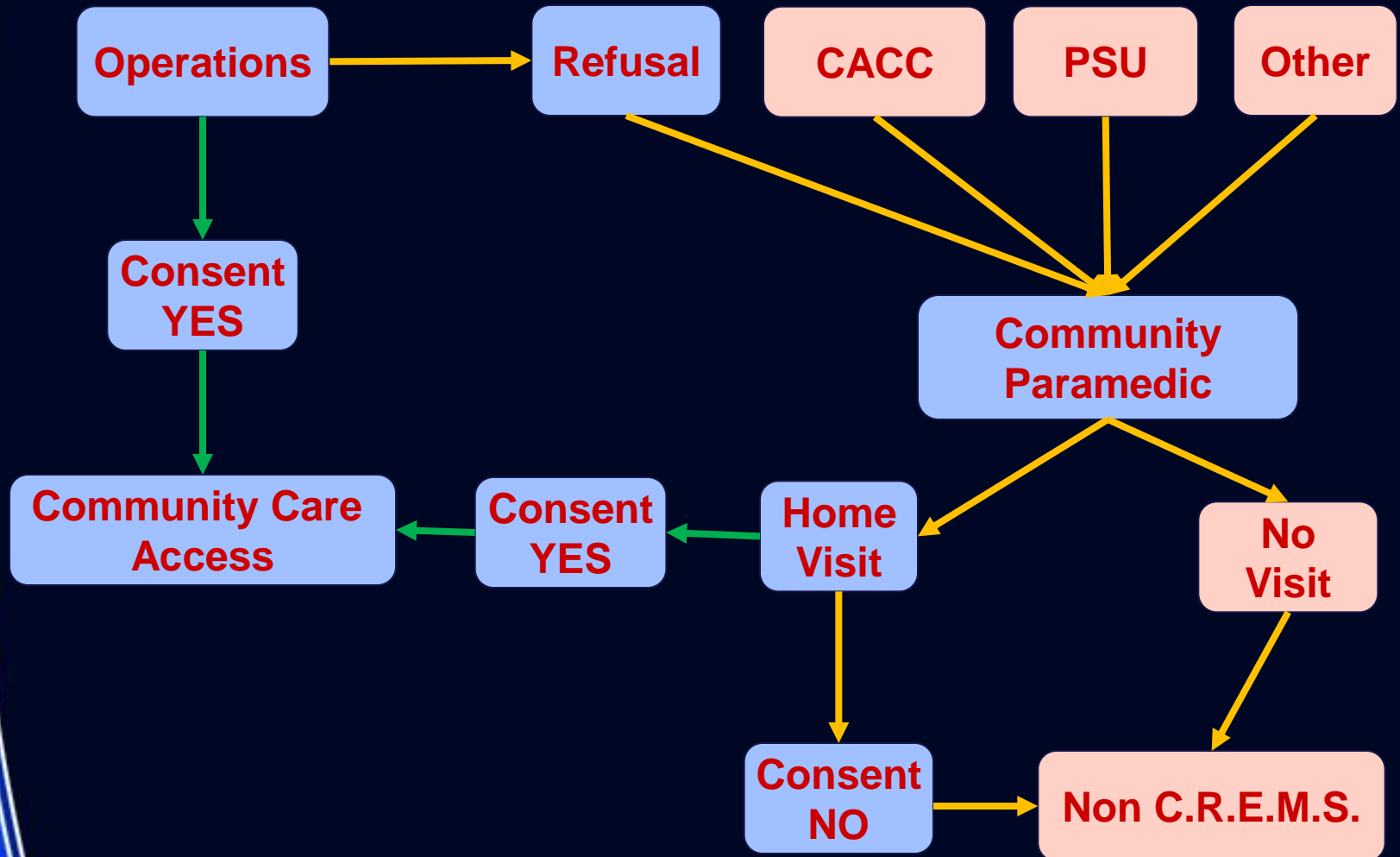
- Patient refuses or is unable to give consent
- Notification from 3rd party
(dispatch, EMS Superintendent)
- Submit details to CPP staff directly or VM
- Include same information as for CREMS Yes along with details of refusal / notification

Community Paramedic Follow Up



- Community Paramedic will research call including EMS history and patient details
- Community Paramedic will follow up with a home visit to the patient
 - Explain CCAC services
 - Attempt to obtain consent
 - Approximately 50% conversion of refusals
- If no consent, notify hospital CCAC or social work of paramedic concerns for patient

CREMS Overview



Community Care Access Centre



- 5 CCACs within Toronto
- Specific service delivery model
- All referrals are warehoused by Toronto Central and then forwarded to the appropriate CCAC for the patient
 - Based on patient residence
 - Hospital patient transported to
- Monthly disposition report

Community Care Access Centre



Core Services

- Nursing
- Personal Support
- Physiotherapy
- Occupational Therapy
- Speech Language Therapy
- Extreme Cleaning

Secondary Services

- Social Work
- Nutritional Counselling
- Medical Supplies / Equipment
- Health Care Connect
- Long Term Care Placement

2006-2007 Pilot



Successes:

- Patient benefit (new or increased client services)
- Streamlined approach for assistance (CREMS)
- Multiple EMS roles (Paramedic, EMD, etc.)
- CCAC role
- System benefit

Challenges

- Data collection, documentation
- Information exchange

Next steps

- Improved referral process
- Expansion city-wide
- Comprehensive review

2008 System Wide



- 586 CREMS
- Streamlined referral process
 - Centralized phone number through call logger
 - All referrals received and forwarded by TC CCAC
- Database for tracking referrals
 - *Updated 2009*
- Frontline staff engagement
 - Education piece delivered through CME
 - Prompt cards for paramedics

2009 Enhanced



Successes:

- 967 CREMS
- CREMS disposition and follow up
- Streamlined referral process (after hours)
- Community Paramedic
- Improved rapport with CCACs

Challenges

- Documentation
- Limited patient services

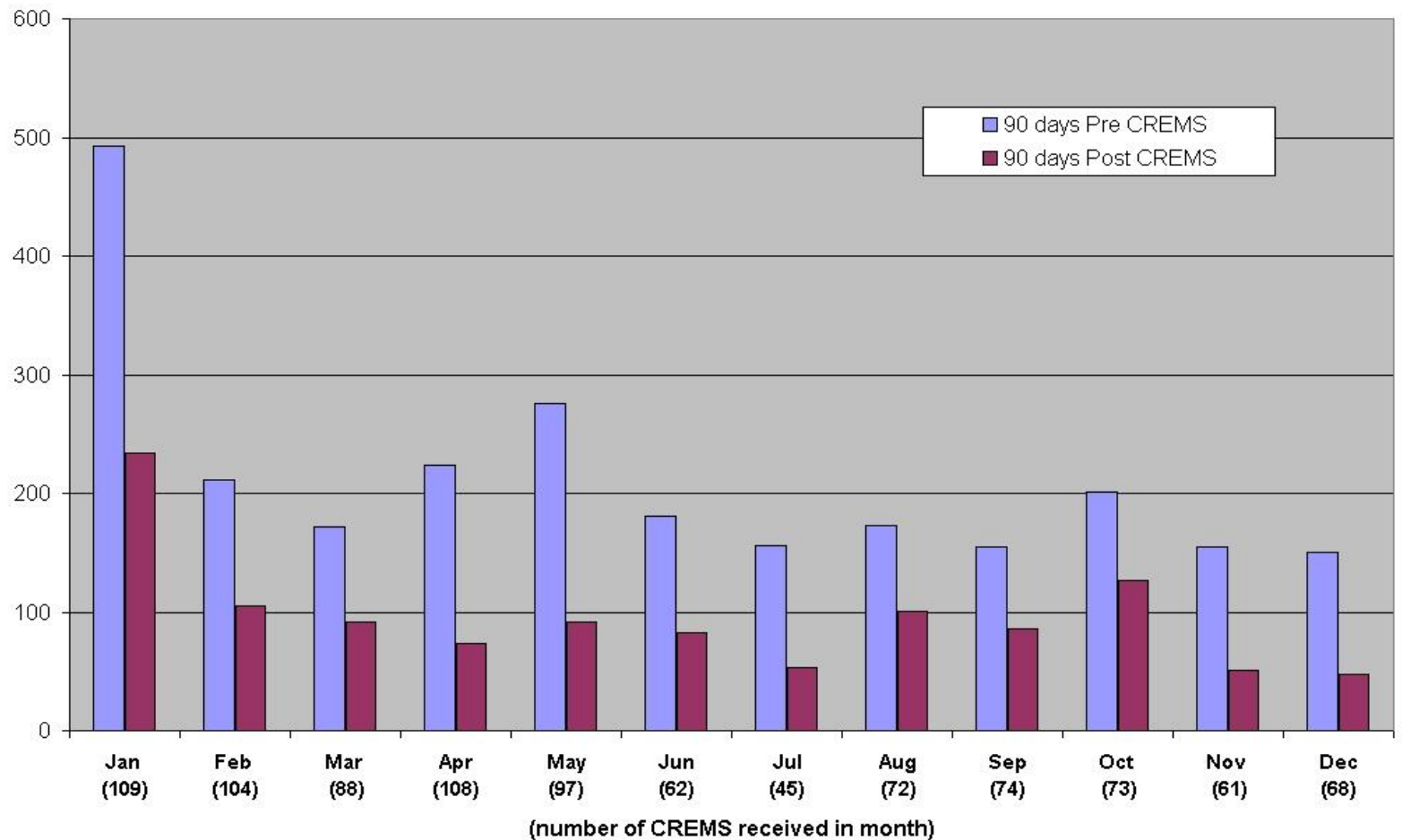
Next steps

- Platform rebuild
- Explore partnerships
- Formalize Community Paramedic

Impacts: EMS Operations



CREMS Impact on EMS Call Volume 2009



Community Paramedic



February 2009 – developmental position

- 299 home visits (March 2009-Jan 2010)
 - 55 follow up referrals to CCAC
 - 26 CREMS refusals converted to consents
 - 7 interventions (lift assist, clinical assessments)
- Evaluated program performance
- Identified areas for program expansion

Community Paramedic



Expanded Role & Scope

- Patient education
- Patient outreach
- Enhanced referrals
- Clinical assessments
- Expanded scope of practice
- Expanded partnerships

CREMS: Status Report



- Annual number of referrals increasing
 - Aging population
 - Challenged health care system
 - More staff participating in CREMS
- Multifaceted approach to our patients
 - Empowerment/independence
 - Minimize risks to health & wellness
 - Surveillance tool

CREMS: Challenges



Typically the most vulnerable, marginalized, at risk patients have the greatest challenges in connecting with assistance

- Not eligible
- Need vs service disparity
- Patient refusal

Challenges: Recluse / Shut Ins



Right to choose; by-law; mental health issues

Challenges: Hoarding



Right to choose; mental health issues

Challenges: Marginalized



Impoverished; no social support; isolated

Challenges: Homeless



Challenges: Homeless



Challenges: Homeless



“No fixed address” ... not eligible for CCAC!

CREMS: Program Expansion



- Streamlining the referral process
- Improving feedback on referrals
- Enhancing role of the Community Paramedic
- Database platform re build
- Developing partnerships to meet pt needs
 - Expanding referral agencies
 - Engaging other stakeholders
 - Integrating notification programs

CREMS: Building Partnerships



- CCAC provides core services with some complementary services depending on CCAC and contracted provider
- Many patients not receiving appropriate assistance (NFA, MH, no status)
- Need to partner with other organizations
- Need to explore better delivery of care and referrals

Future Initiatives



Community Support Service Organization (CSSO) Notification

- Select supportive housing sites for pilot
- Clients and residents enrolled in the program, identified by prompt card/sticker
- Upon EMS contact, the crew notifies CSSO & hospital of CSSO enrolment
- Notification initiates follow up by the CSSO & facilitates hospital discharge planning.

Future Initiatives



Advanced Wound Care

- Point of care wound closure using topical skin adhesive
- Simple trauma induced lacerations
- Pilot delivered by ERU and special teams
- Expected multiple benefits:
 - Decreased transports to hospital
 - Decreased time on task
 - Good patient outcomes

Future Initiatives



Long Term Care Facility Support

Scope

- Re-hydration therapy
- Blood work
- Advanced wound care
- IV antibiotics

Positive Impact:

- Patient
- Facility
- Hospital
- EMS operations

Future Initiatives



Public Service Announcements

Generic template

- Brochure
- Poster
- Speaking sheet
- Reference package
- Webpage
- Video (15s & 45 s)

Core topics

- Heat
- Cold, shoveling safety
- Helmet safety
- Kids & cars
- What to do when you call 911
- Window balcony

The Future is What You Make It



Building Partnerships ...

Toronto EMS
Community Paramedicine Program

+

Shelters, Support & Housing

???

Community Paramedicine Program



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