



# Redefining Mobile Health Care

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# The Evolution of Health Care

Then



Doctors & first responders

Now



Chronic diseases



Medications



Mental health



Disability management



Coordinated care delivered by a variety  
of highly skilled professionals

**Greater access for communities**

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# Patient-Centered Approach to Care



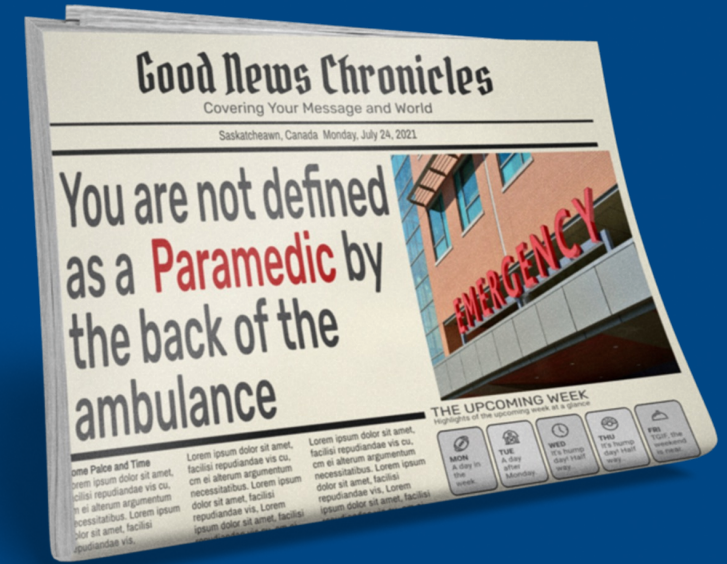
# Why MIH-CPs make an impact in many areas?

## Types of MIH Programs



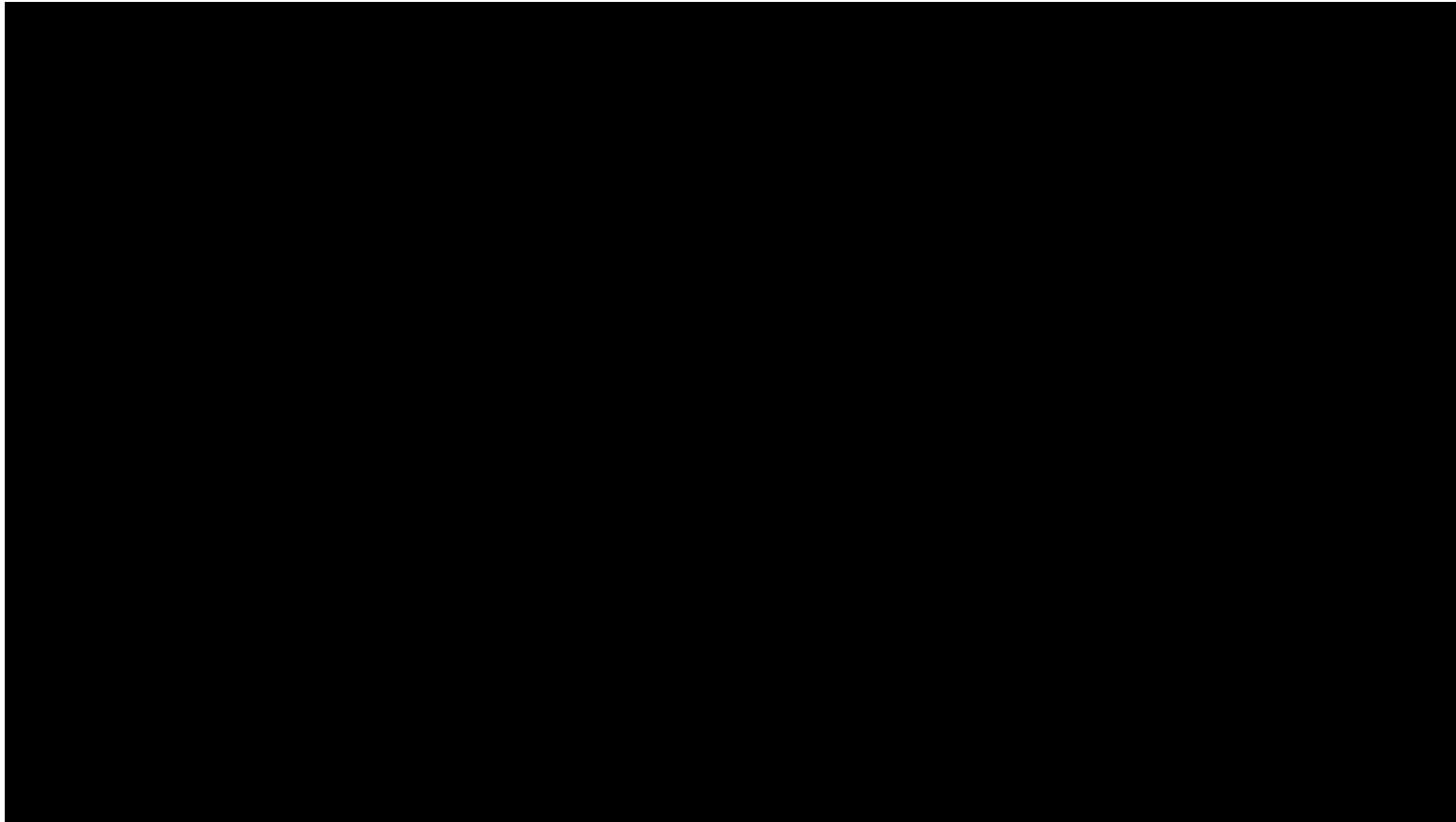
# The Evolution of Health Care

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# MIH Video



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# Moose Jaw – Community Paramedicine

Connected care model providing medical support and treatment in community-based setting

- Provides support, treatment and resources in the community for individuals seeking mental health illness and substance use support
- Collaboration with the Saskatchewan Health Authority and MHS West Moose Jaw EMS

Staffed by specialized team of MHS West advanced care paramedics with Advanced Certificate in Community Paramedic

Referrals through multiple  
health and community partners

Emergency and acute care  
department patient flow  
supports

Access to Psychiatry  
24-hours/day



Pilot Program Highlights (April 2021-March 2023):



**827**  
Client  
Referrals



**1,120**  
Emergency  
Room  
Diversions



**2,939**  
Follow-Up  
Client Visits



**3,766**  
Client  
Contacts



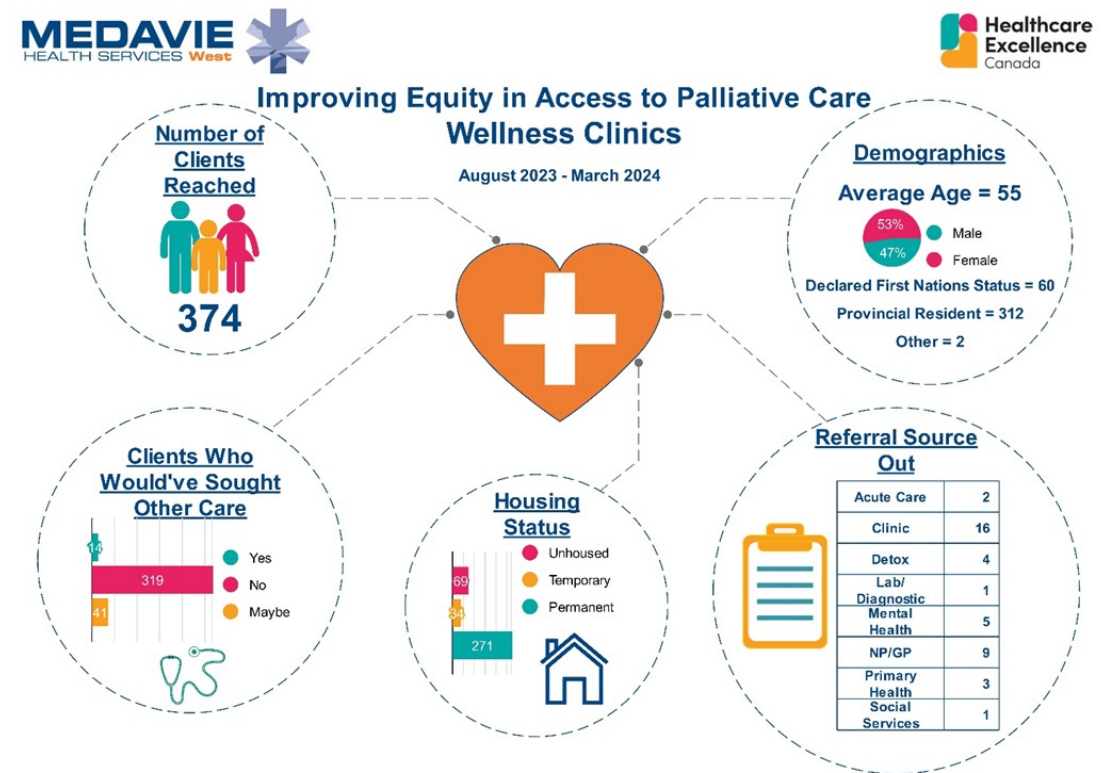
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# Program Services and Initiatives

- Clinical assessments & diagnostics (12-lead ECG)
- Physician/psychiatrist consults
- Emergency Department supports
- Administration of IV fluids & medications
- IV first dose antibiotics
- Vital sign monitoring
- Wellness checks/clinics
- Nasopharyngeal/Oropharyngeal Swabs
- Pain Symptom Management
- Clinical Illness/Disease Surveillance
- Home Detox Support and Monitoring

Research Partnership between the Saskatchewan Health Authority and the University of Saskatchewan to evaluate ER use by patients enrolled in Moose Jaw CP Program up to 12-months post-enrollment

## Health Excellence Canada grant for \$100k over next 4-years to Improve Access to Palliative Care to Vulnerable Populations



# Innovative MHS Solutions Improving Health Outcomes

Mobile integrated health model improving access to primary care and mental health services

- Clinic on wheels travelling to participating communities and locations to increase access to mental health and addictions care, as well as primary care
- Collaborative partnership between Canadian Mental Health Association Lambton-Kent, Chatham-Kent Health Alliance, Chatham-Kent Ontario Health Team and Chatham-Kent EMS

Staffed by specialized team of Chatham-Kent EMS Community Paramedics, nurse practitioners and mental health professionals

Providing patient-centred care and support health care services

Improving access to primary care and mental health services

Ensuring individuals receive timely and appropriate support



Reducing need for clients to travel to access care



Providing early intervention care in a culturally competent and safe manner



Offering a variety of services under one roof, close to home



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# Mobile Mental Health Response Service

Provincial program serving Islanders in crisis situations

- Collaborative partnership between the Government of PEI, Health PEI and MHS launched in 2021
- Provides immediate access to mental health support for 24/7 through our Mental Health and Addictions Access Line

Staffed with interdisciplinary teams (RN/SW/Paramedic w/Police Support when required)

Integration with 911, 811, community care, acute care and psychiatric care

Multi- channel care pathways to allow for enhanced patient care and seamless integration

Vulnerable patient populations visited by mobile team members in outreach program

Program has been very successful in improving care, reducing ED visits and remain in care

80%

Callers to Access Line referred to mental health agencies

75%

Reduction of ambulance response to mental health calls

10%

Reductions in hospital admissions for mental illness / addictions



# Supportive Discharge – Sydney/Halifax

Collaborative care approach to continued care within the home

- Community Paramedics/Extended Care Paramedics and Clinical Support Nurses provide 12 to 72-hour post-discharge from hospital support on a singular or multi-day basis through on-site support or Telecare Virtual Visits.
- Each in-person interaction is followed up with a supportive team huddle which includes a Physician, Paramedic and Nurse

Staffed by a specialized team of Community Paramedics and Extended Care Paramedics

Referrals accepted through hospital with a MRP attached to the client

Supportive discharge provides virtual and in-home care

Referral from ED has for over 5 years has shown a 9% bounce back rate up to the 72 hours



Program Highlights (Jan 1 to Dec 31, 2023):



**419**

Client  
Referrals



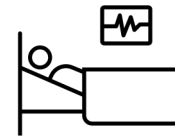
**817**

CP/ECP Client  
Visits



**221**

RN virtual  
Contacts



**>19,000**

Hospital bed  
hours saved



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# Program Services and Partnerships

## Clinical Support Telecare Nurse Virtual Visit

- Medication Adherence
- Education and Health Information
  - Discharge and post-operative instructions
  - Health promotion, Disease management
- Community Resources
- Chronic disease management

## CP/ECP Home Visits

- Clinical assessments & diagnostics (12-lead ECG)
- Administration of IV fluids & medications
- Antibiotics Single Dose
- Vital sign monitoring
- Urinalysis
- Nasopharyngeal/Oropharyngeal Swabs
- Medication compliance/coaching
- Bedside lab analysis (Chem+8) (NA, K, CL, iCa, Glu, BUN, Crea, Hct, Hgb, INR and Po2)
- Blood Collection

## Partnerships



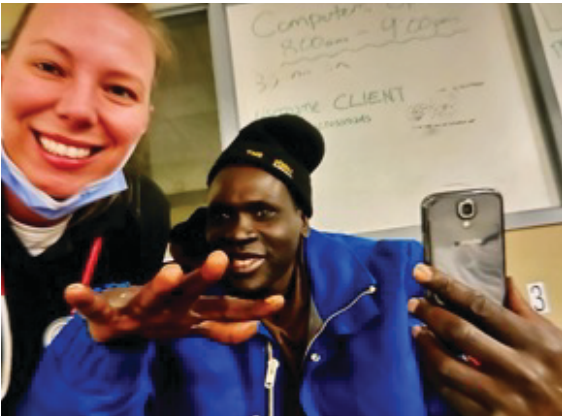
# Testimonials

- *“They went above and beyond what's expected of them and made me believe I am worthy of getting the help I deserve”*
  - *Ashley S*
- *“I am amazed of how a small team is expert in reaching out to clients in need at difficult hours including weekends and late nights. Their quick acceptance of referrals is competent, genius and above all-helpful to my clients.”*
  - *Y. Ahmed Psychiatrist*
- *As a ‘addict’ they drew a line for me to follow. I owe them my life and I am sure there’s many more that feel the same!*
  - *Eric N*



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# Mobile Integrated Health – A Patient-Centric Approach



# Thank You

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# Questions?



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