

ISLAND EMS  
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# The No One Brought In Patient:

Strategies for limiting risk and changing EMS service delivery to provide patient centered care.





# Population PEI

- Total: 146,283 (28/Km<sup>2</sup>)
- Female 52%
- Urban/Rural (53/47%)
- Charlottetown 71,143 (81/Km<sup>2</sup>)
- 59,367 (41%) > 50 years

Sources: Prince Edward island 41<sup>st</sup> Annual Statistics Review, Statistics Canada





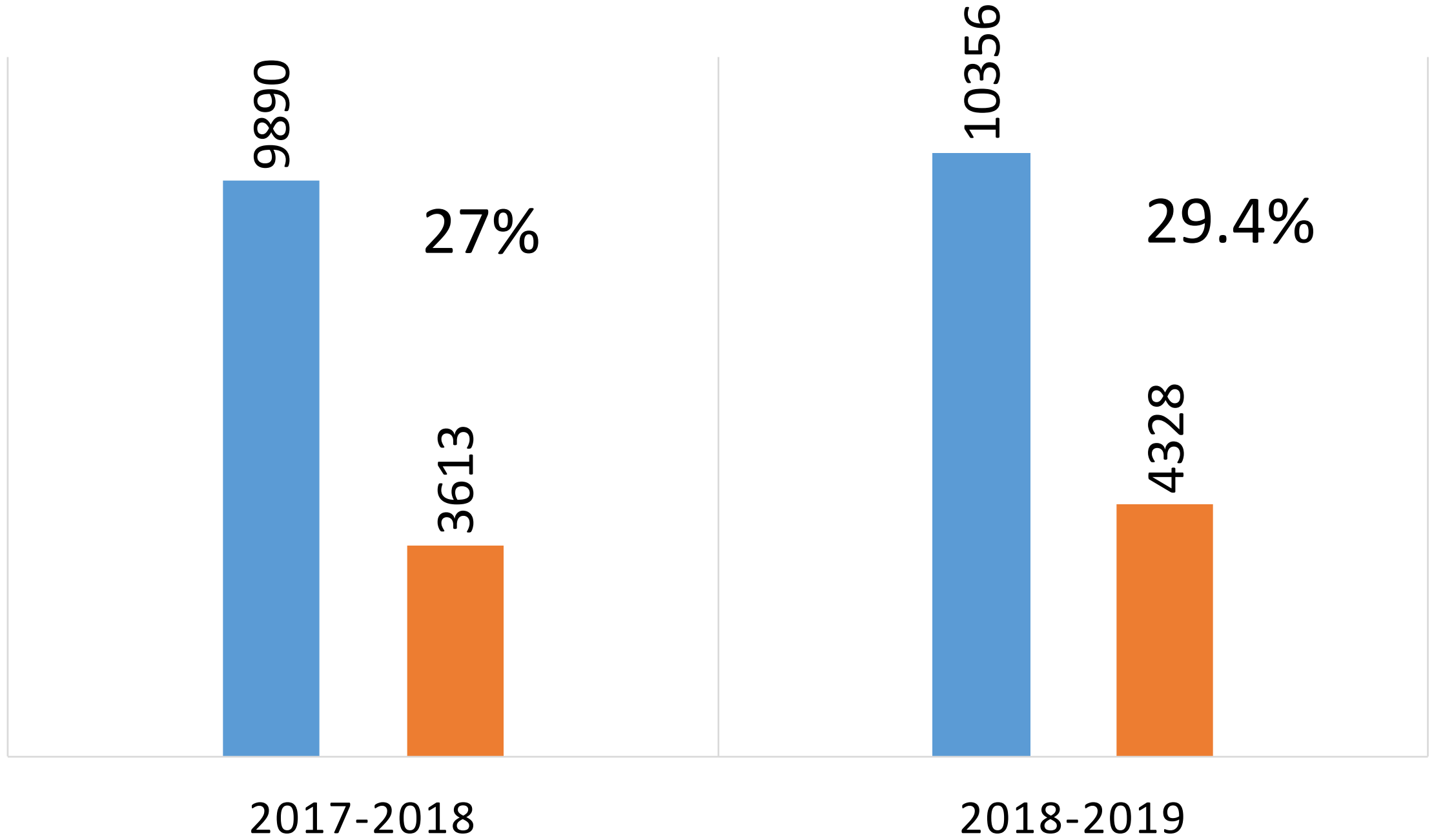
# Paramedicine in PEI

- Single contracted service: Island EMS
- 100% ALS response
- 14 ambulances/day
- 3 MIH units
- 2 transfer units
- EMD
- Total calls 17/18: 17,894
- Median response time 7:23-12:24 (Min:Sec)

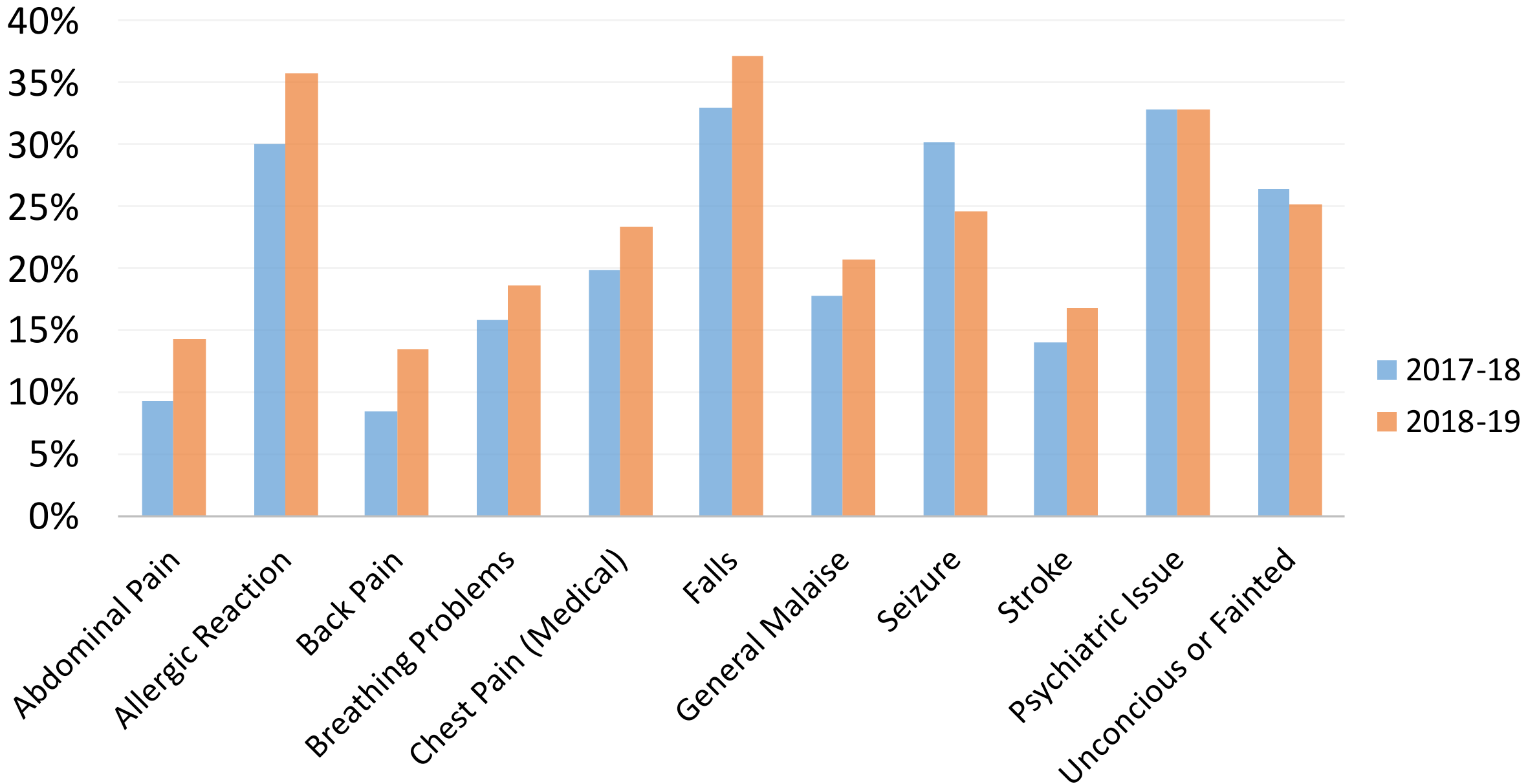
NOBI

No One Brought In

■ Emergency calls resulting in transport ■ NOBIs



NOBIs 2017-18 vs 2018-19



# NOBI Follow Up Program

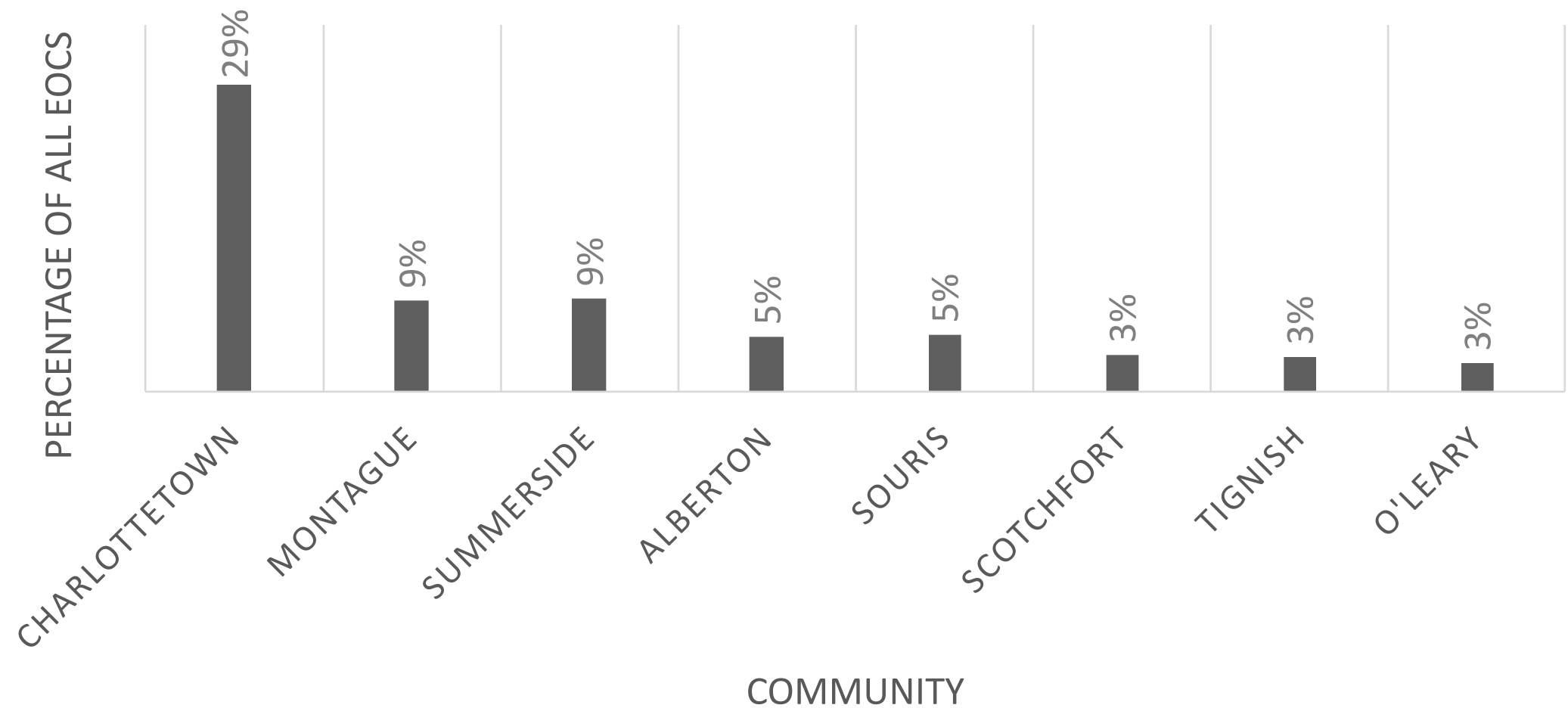
RM AND QM



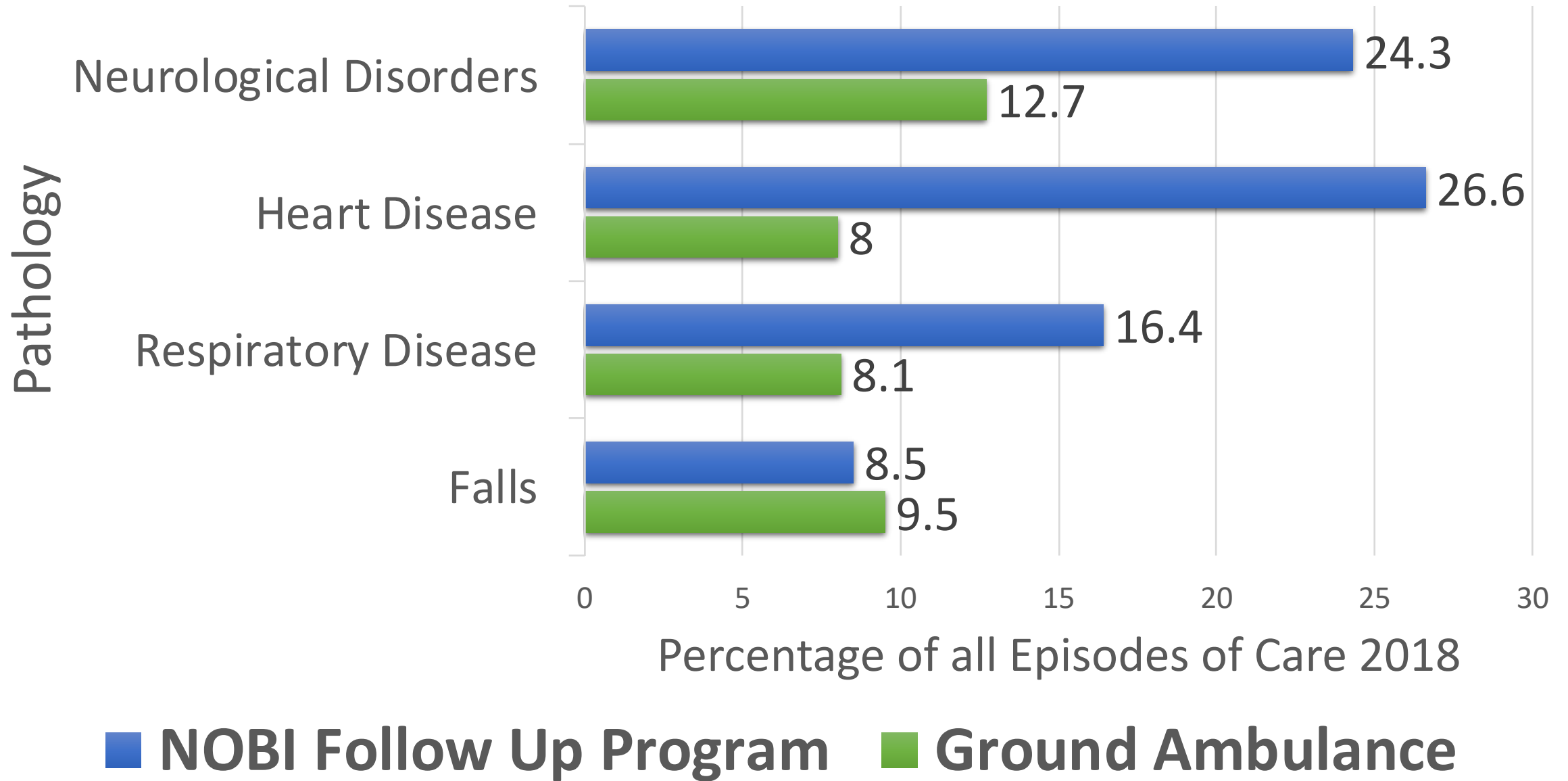


# IEMS NOBI Follow Up Program Snapshot

EOCs	COMMUNITIES SERVED	TIME ON SCENE	AVERAGE CALLS/TRUCK/DAY
5180	240	38 MIN	5



## PRESENTING PATHOLOGY BY SERVICE DELIVERY MODEL



# Program Validation: Patient Perspective

SURVEY QUESTION	CLIENT RESPONSE
<b>Quality of the service?</b>	Exceptional or very good: <b>99.2% (n=265)</b>
<b>Avoided a hospital trip?</b>	Very much so or definitely: <b>68.7% (n=259)</b>
<b>Important to maintaining health and wellness?</b>	Very much so or definitely: <b>87.6% (n=259)</b>

# Program Validation: Paramedic Perspective:

SURVEY QUESTION	PARAMEDIC RESPONSE
<b>Valuable to Patient Safety?</b>	Extremely/Very valuable: <b>78.7% (n=47)</b>
<b>Avoids a hospital trip?</b>	Definitely/Very much so: <b>76.6%(n=47)</b>
<b>Maintains health and wellness?</b>	Definitely/Very much so: <b>87.6% (n=47)</b>
<b>Evolution of Paramedicine?</b>	Extremely/Very Important: <b>76.6%(n=47)</b>



# IEMS NOBI Follow Up Program Success Stories

- ECG surveillance for clients living with paroxysmal arrhythmias at home
- Patient centered co-management of clients enrolled in Palliative Care
- Collaborative care delivery with the Abegweit Mi'kmaw Nation Health and Wellness Center
- Delivery of healthcare support for patients with chronic disease that have had no other contact with Provincial Health Care services other than Acute Care and 911