

FORT WORTH EXPERIENCE!







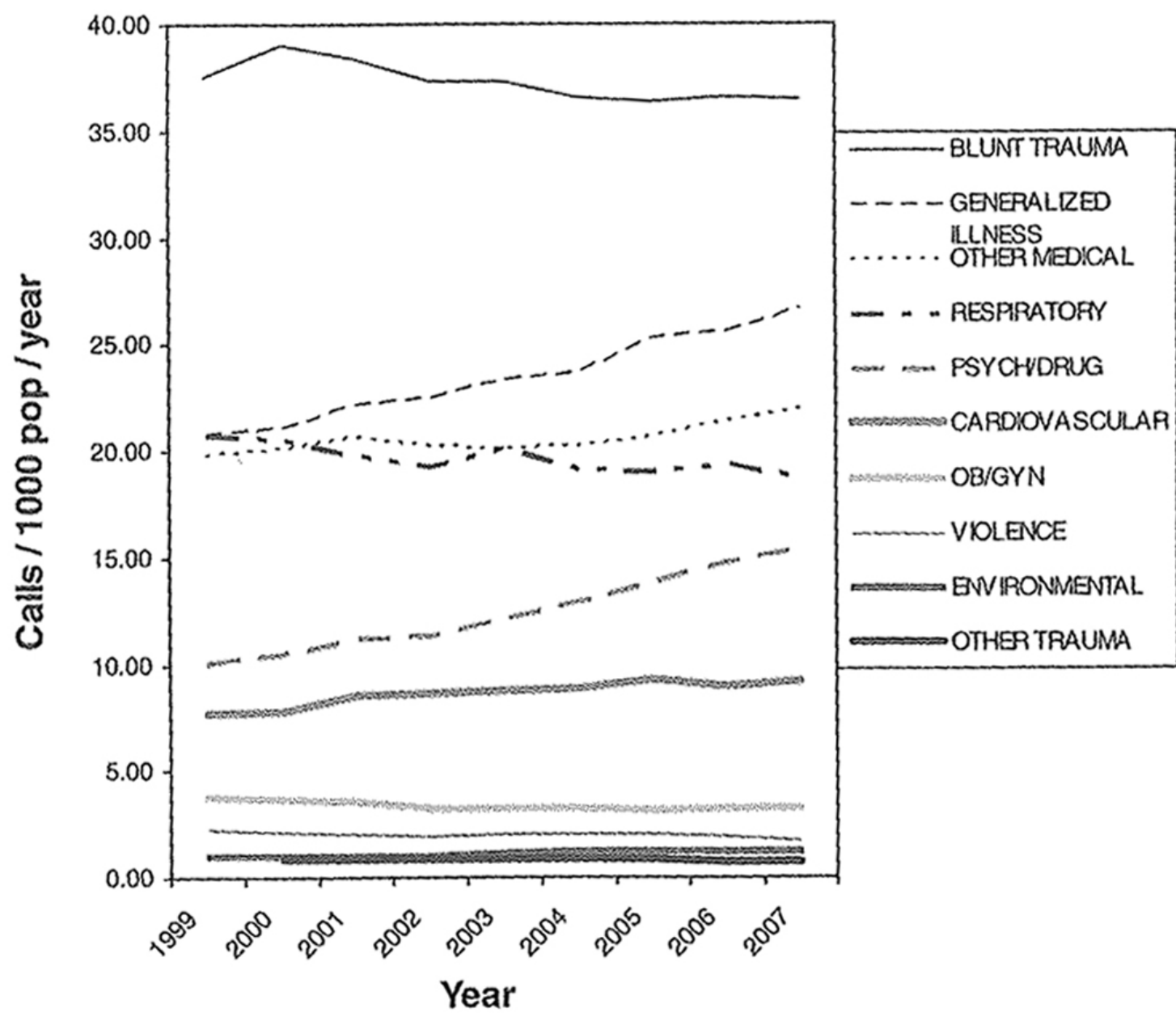
The challenges

- 5 - 10% of population will access EMS via the 911 system each year
 - 11 - 52% of these may not require ambulance transportation to an emergency department
-

"EMS?"

- 9-1-1 safety net access for non-emergent healthcare
 - 36.6% of 9-1-1 requests
 - *12 months Priority 3 calls (37,508/102,601)*
- Reasons people use emergency services
 - *To see if they needed to*
 - *It's what we've taught them to do*
 - *Because their doctors tell them to*
 - *It's the only option*
- 37 million house calls/year
 - 30% of these patients don't go with us to the hospital





(b)

**95% of training
is for
5% of calls**



Stop Training

Start Educating



- Better Patient Care
- Better Population Health
- Reduce Cost



Patient Navigation



- EMS Loyalty
- Community Health Program
- 9-1-1 Nurse Triage
- CHF/High Risk Dx Readmissions
- Observational Admission Avoidance
- Hospice Revocation Avoidance

“Mobile Integrated Healthcare Practice”



Nurse Triage

9-1-1 Nurse Triage

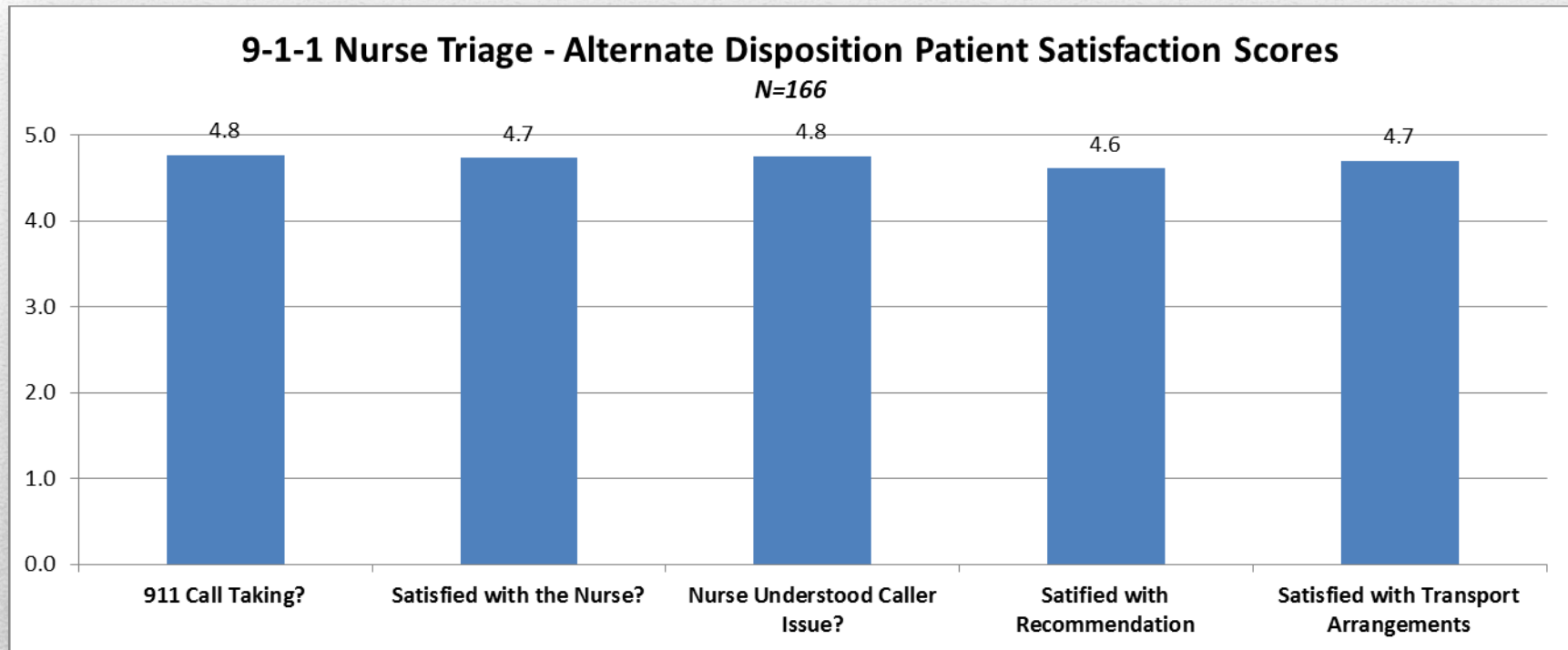
- Navigate low-acuity 9-1-1 calls to most appropriate resource
- Low acuity 9-1-1 calls (ALPHA & OMEGA)
 - Warm handoff to specially trained in-house RN
- Uses RN education and experience
 - With Clinical Decision Support software
- Referral eligibility determined by:
 - IAED Physician Board
 - Local Medical Control Authority



9-1-1 Nurse Triage Satisfaction Scores

As of:

8/31/2013



Did Your Condition Get Better? Talking with Nurse Helped

90.4%

93.4%

9-1-1 Nurse Triage

- Key = Referral Network
 - Engaged hospital & community partners
 - Funding from hospitals
 - Know your stakeholder value proposition
 - 42.9% of referred patients to alternate dispositions
 - Future?
 - Physician/Hospital call services
 - Telehealth/patient monitoring
 - Rx compliance/reminders
 - Connect with payer databases?
-

Nurse Dependent

- Right Nurse
 - Right Resources
 - Right Patient
-

Repeat Customer





**A Vision
without Resources
is a Delusion....**
