Angelic Performances:
The Evolution of Mobile Integrated Health in the City of Angles

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Current challenges

- Must show value in healthcare
- Budgetary restrictions & reductions
- Rising call volumes & response times
- High percentage of low acuity calls
- EMS Super Users
- Increased ER “wall time”
>25,000 homeless in City of LA, with 10,000 of them in downtown area
What is the LAFD doing to address these issues?
Los Angeles Fire Department

Serves nation’s second largest city – pop > 4 million

One of the most diverse cities in America

Large % of population with limited English proficiency

Huge income disparity

95 paramedic ambulances

50 BLS ambulances

85 ALS engine companies

10 ALS truck companies

400,000 EMS incidents/year

> 85% are EMS
Mobile Integrated Health Efforts

- EMS Advanced Providers
- Advanced Provider Response Units
- SOBER Unit
- Telemedicine
- Alternative Destination Response Unit
Mobile Integrated Health:
Advanced Provider Response Units

**Missions:**

- Low acuity pts: treat and release
- EMS Super-Users: referrals to SW
- Mental health pts: transport to psych urgent care
- Inebriates: transport to Sobering Center
Public Private Partnerships

- Local healthcare organizations fund salary of EMS AP
- LAFD pays for paramedic
- Equipment through private donations
A New LAFD Unit Is Providing Urgent Care on the Spot

Instead of sending people to the ER, Advanced Provider Response Units bring some physicians to injured people.

By Walter Logan - September 11, 2016

“We went to an elementary school on Figueroa. The kid— he was maybe ten— had fallen off the merry-go-round and had a good laceration across the forehead,” says Jason Lang, a firefighter and paramedic, as he runs a finger across his temple. “The school requires kids to the hospital, the mom is worried about the cost. We stitch him up right there.” Lang smiled. “The mom is ecstatic about time and cost, the kid was happy because he felt good about himself, and the regular nurse comes to take him to the ER, and we were able to say, ‘We got it, guys.’”

Lang is one of the five teams that ride with the Los Angeles Fire Department’s Advanced Provider Response Unit, which were created to address a jump in the number of emergency calls the department had been getting. Historically, non-calls that were directed to LAFD scene units had been increasing by maybe 6 percent a year. Around 2001 the pace began to pick up, some 6 to 10 percent of all calls in L.A. were medical-related, and most of them result in a trip to the emergency room. By 2005 the LAFD had seen a 10 percent hike in the number of such calls the department was handling. The emergency medical directors had to become more creative about how to meet the growing need.

So they decided to pair a seasoned firefighter/paramedic with a civilian nurse practitioner or physician’s assistant to treat people in the field. It’s a radical idea that originated in Mesa, Arizona, in 2001. More than 800 similar units have rolled out in south Denver and Anaheim. The pilot program in L.A. began with one unit in January 2016; this year, only, four more units were added, serving a giant patchwork of neighborhoods from downtown and from South L.A. to the Valley.
SOBER Unit – SOBriety Emergency Response Unit

- NP + Case Manager + paramedic
- Went into service on Nov 2017
- Transport medically cleared inebriates to free standing Sobering Center
- > 500 pts transported during first 12 months of pilot program
- 4 secondary transports to ER ≤ 4 hrs
- All for alcohol withdrawal
- No adverse outcomes
Telemedicine at 911 Dispatch Center

- Advanced Providers and MDs at dispatch using telemedicine
- Triage patients with units on scene
- Avoid unnecessary ambulance transports
- Clinic referrals
- Taxi cab transports
- Matches the patient’s health care needs with the appropriate level of service
Alternative Destination Response Unit

- State pilot program
- Paramedics with additional training may use Medical Screening Tool to clear select patients to be transported to:
  - Mental Health Urgent Care Centers
  - Sobering Centers
Challenges/Opportunities

- Financial sustainability
- Recruitment and retention of EMS Advanced Providers
- CMMI Emergency Triage, Treat and Transport (ET3) Model
There is no such thing as an inappropriate request...

**BUT THERE CAN BE AN INAPPROPRIATE RESPONSE TO THAT REQUEST**
If your system is still under the “You call, we haul” mantra you need to reconsider...
Thank you