

Dispatching Specialized Nursing Staff in LA:

*The LAFD Nurse Practitioner Response Unit*

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## Challenge of Acute, Unscheduled Care



Time-critical  
emergencies

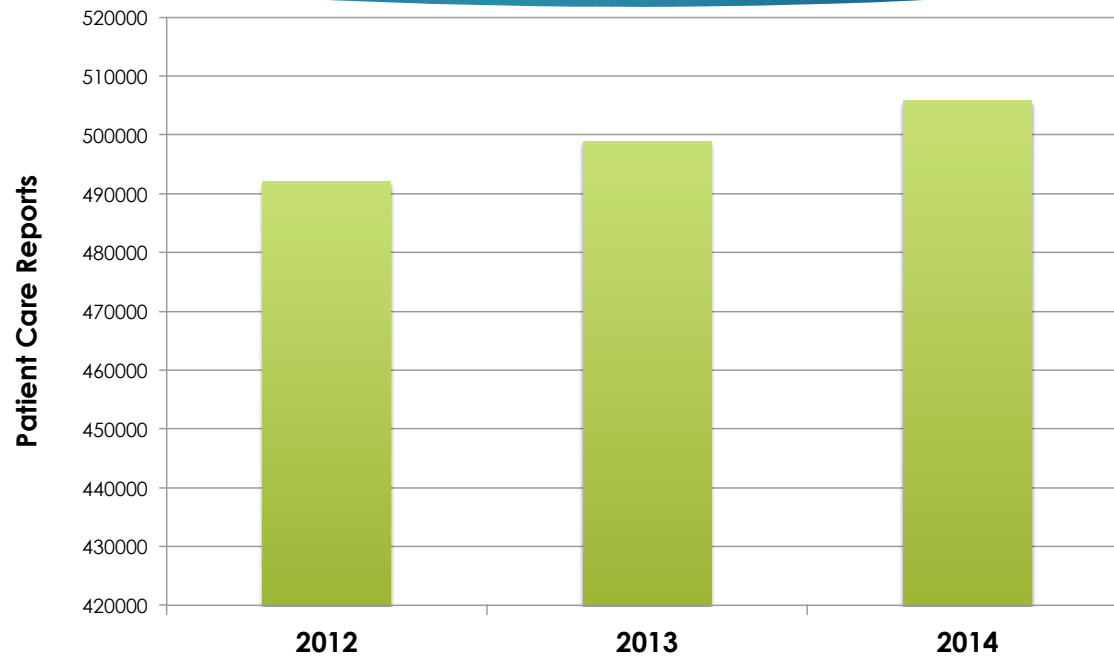


Low acuity  
complaints

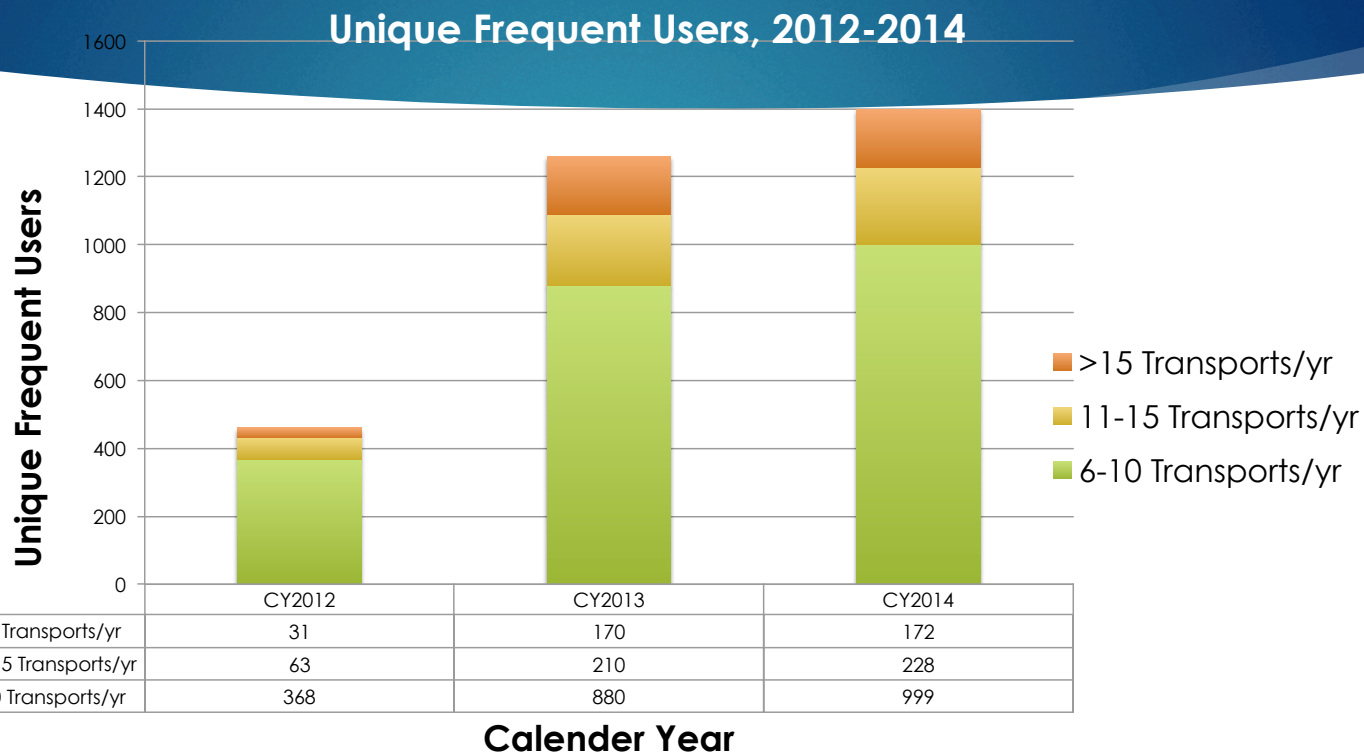


Frequent  
Users

## LAFD Low-Acuity Calls



# Increase in Frequent EMS Users





**12 month pilot project**

**Treat and Release/ Treat and Refer**

**Sponsored by Mayor's Innovation Grant**

**Medical oversight**

**Follow-up at 1d, 7d, 30d**

- Experience of Care
- Quality of Care
- Care utilization

**Supported by:**

- Mayor Garcetti
- Los Angeles City Council
- LA Times
- LAFD Union
- Los Angeles County Community Health
- Los Angeles County EMS Agency

## ***Nurse Practitioner Response Unit***



## **Editorial** Let paramedics and nurse practitioners handle some 911 calls

By **THE TIMES EDITORIAL BOARD**

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## LAFD NPRU Goals

- ▶ New, innovative approach to prehospital care
- ▶ Treat and release low acuity patients
- ▶ Help EMS super users to ↓ their rate of 911 utilization
- ▶ Improve care to a very underserved community
- ▶ Increase availability of LAFD resources for true emergencies



## NPRU Services Provided

- ▶ Physical exam
- ▶ On-scene blood testing (iStat)
- ▶ Asthma treatments
- ▶ Laceration repair
- ▶ Wound Care
- ▶ Medication administration and prescription

# Initial metrics:

*First month of operation*

- ▶ Mean # responses/day: 5.8 (max 12)
- ▶ Mean time on scene: 24 min
- ▶ % of pts successfully diverted = 51%
- ▶ Mean age: 40 (range 1-81)
- ▶ Most common co-morbidities: HTN/DM/  
Asthma



## What's Next

- ▶ EMS resources triaging NPRU-eligible patients
- ▶ Taxi cab vouchers
- ▶ Partnership with social workers for EMS super-users
- ▶ Real-time eligibility verification
- ▶ Direct referral for timely primary care follow-up
- ▶ Field Ultrasound and Telemedicine
- ▶ NPs at dispatch
- ▶ Launch of Patient Liaison Program





## Conclusions

- ▶ First fully-municipal Nurse Practitioner Response Unit in major metropolitan area
- ▶ Provide treatment on scene
- ▶ Help underserved populations with chronic disease mgmt
- ▶ Create a network of linkage to care from the field
- ▶ Treat and release/Treat and Refer (*instead of “You call, we haul”*)

THANK YOU

