

GRADY EMS MOBILE INTEGRATED HEALTHCARE

Arthur H. Yancey, II, MD, MPH

Medical Director

Grady EMS

Associate Professor of Emergency
Medicine

Emory University School of Medicine
Atlanta, Georgia

A black and white photograph of a horse-drawn ambulance. The ambulance is a dark-colored carriage with large spoked wheels, pulled by a single horse. The side of the carriage has the text "GRADY HOSPITAL" and "AMBULANCE" written on it. In the background is a large, multi-story building with many windows and a prominent tower on the left side. The image has a grainy, historical quality.

GRADY EMS MOBILE
INTEGRATED
HEALTHCARE

GRADY AMBULANCE

Grady EMS



GRADY EMS MOBILE INTEGRATED HEALTHCARE

Objectives

To independently respond to, assess, & treat the following populations:

- Frequent callers to 9-1-1 for medical problems, on 5 or more occasions per mo., from previous months' statistics
- Real-time 9-1-1 callers with EMD—based, specifically defined, lowest-level medical emergencies
- Discharged patients at risk of unscheduled return visits within 30 days

GRADY EMS MOBILE INTEGRATED HEALTHCARE

- Demand for service per frequent user population, November, 2015:
 - 9,114 medical 9-1-1 calls for City of Atlanta
 - 32 frequent users
 - 253 calls (2.8% of all 9-1-1 medical calls)
 - Approximately 8 calls per patient

GRADY EMS MOBILE INTEGRATED HEALTHCARE

- Frequent User Population Evaluations
 - Environmental:
 - indoor temperatures, fall hazards
 - Physiological:
 - ambulatory instability, activities of daily living
 - Psychological:
 - psychosis, mental retardation
 - Substance Abuse:
 - alcohol, illicit drugs

GRADY MOBILE INTEGRATED HEALTHCARE

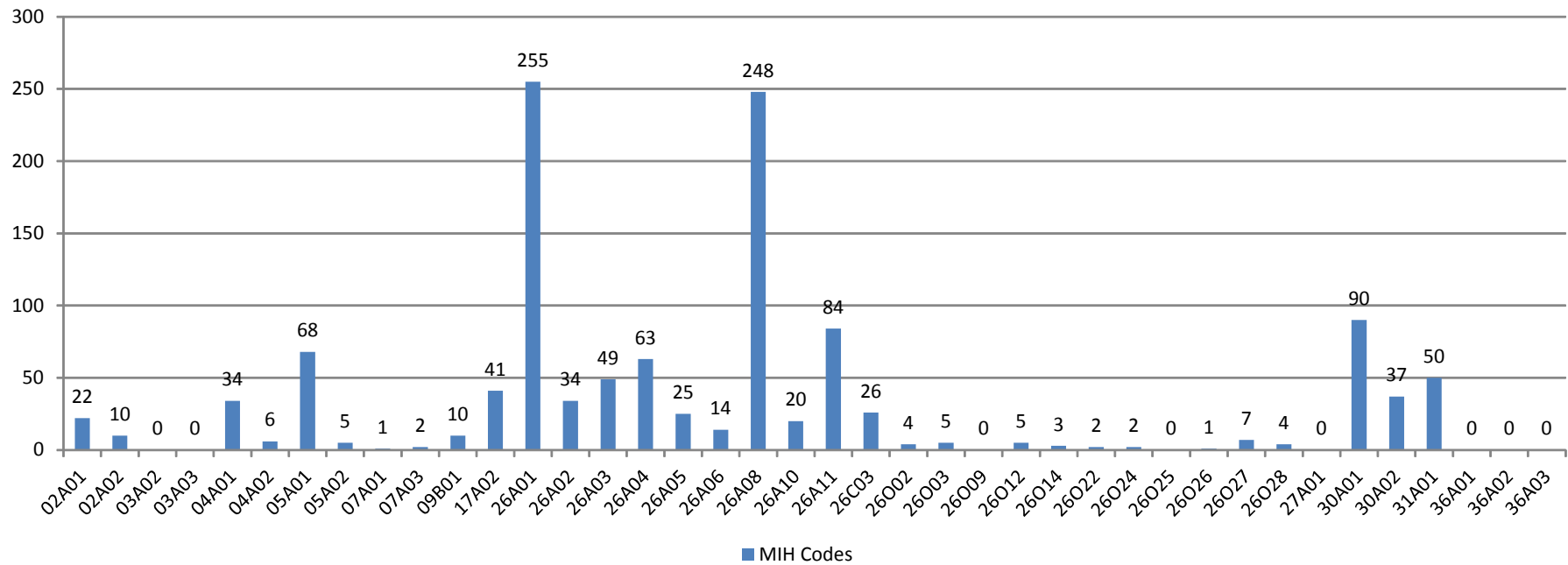
- Frequent User Population Interventions
 - Home aids for physiologic impairments
 - Oxygen supply, walker/crutches/cane
 - Service links
 - State Dept. of Family and Childrens Services (DFACS)
 - Abuse investigations, custody actions
 - Grady Health System (GHS) Social Services
 - Admin. assistance to enroll in Medicare/Medicaid
 - Grady EMS Mobile Crisis (mental) Unit interface on-scene
 - GHS primary care clinic appointments arranged on-scene
 - Grady EMS non-emerg. transport arrangements to appointments

GRADY EMS MOBILE INTEGRATED HEALTHCARE

- Demand for service from 9-1-1 caller population with EMD-based, specifically IAED-defined, low-level determinate codes, November, 2015:
 - 9,114 medical 9-1-1 calls from City of Atlanta
 - 1227 MIH-qualified calls (13.5% of all 9-1-1 medical calls)

<i>November 2015 CAD data--MIH Codes (Count By Determinant)</i>		<i>Count</i>	<i>% of Total</i>
02A01	NO DIFFICULTY BREATHING OR SWALLOWING (RASH, HIVES, OR ITCH	22	1.8%
02A02	SPIDER BITE	10	0.8%
03A02	NON RECENT INJURIES (=>6 HRS)	0	0.0%
03A03	SUPERFICAL BITES	0	0.0%
04A01	NOT DANGEROUS BODY AREA	34	2.8%
04A02	NON-RECENT INJURIES (=>6 HRS)	6	0.5%
05A01	NON-TRAUMATIC BACK PAIN	68	5.5%
05A02	NON-RECENT TRAUMATIC BACK PAIN (=> 6 HRS)	5	0.4%
07A01	BURNS <18% BODY AREA	1	0.1%
07A03	SUNBURN OR MINOR BURNS (<= HAND SIZE)	2	0.2%
09B01	OBVIOUS DEATH (UNQUESTIONABLE (A THROUG I)	10	0.8%
17A02	NON-RECENT (=> 6 HRS) INJURIES (WITHOUT PRIORITY SYMPTOMS)	41	3.3%
26A01	NO PRIORITY SYMPTOMS (COMPLAINT CONDITIONS 2-28 NOT IDENT	255	20.8%
26A02	BLOOD PRESSURE ABNORMALTY (COMPLAINT CONDITIONS 2-11 NOT IDENTI	34	2.8%
26A03	DIZZINESS/VERTIGO	49	4.0%
26A04	FEVER/CHILLS	63	5.1%
26A05	GENERAL WEAKNESS	25	2.0%
26A06	NAUSEA	14	1.1%
26A08	OTHER PAIN	248	20.2%
26A10	UNWELL/ILL	20	1.6%
26A11	VOMITING	84	6.8%
26C03	SICKLE CELL CRISIS/THALASSEMIA	26	2.1%
26O02	BOILS	4	0.3%
26O03	BUMPS (NON TRUMATIC)	5	0.4%
26O09	CUT-OFF RING REQUEST	0	0.0%
26O12	EARACHE	5	0.4%
26O14	GOUT	3	0.2%
26O22	PAINFUL UNINATION	2	0.2%
26O24	RASH/SKIN DISORDER (WITHOUT DIFFICULTY BREATHING OR SWALLOWING)	2	0.2%
26O25	SEXUALLY TRANSMITTED DISEASE (STD)	0	0.0%
26O26	SORE THROAT (WITHOUT DIFFICULTY BREATHING OR SWALLOWING)	1	0.1%
26O27	TOOTHACHE (WITHOUT JAW PAIN)	7	0.6%
26O28	WOUND INFECTED (FOCAL OR SURFACE)	4	0.3%
27A01	NON-RECENT (=> 6 HRS) PERIPHERAL WOUNDS	0	0.0%
30A01	NOT DANGEROUS BODY AREA	90	7.3%
30A02	NON-RECENT INJURIES (=> 6 HRS)	37	3.0%
31A01	FAINTING EPISODE(S) AND ALERT =<35 (WITHOUT CARDIAC HISTORY)	50	4.1%
36A01	CHEST PAIN <35 WITH FLU SYMPTOMS	0	0.0%
36A02	CHEST PAIN <35 WITH MULTIPLE FLU SYMPTOMS	0	0.0%
36A03	FLU SYMPTOMS ONLY (COUGH, FEVER, CHILLS, SWEATS, SORE THROAT)	0	0.0%
Total		1227	

MIH Codes



GRADY EMS MOBILE INTEGRATED HEALTHCARE

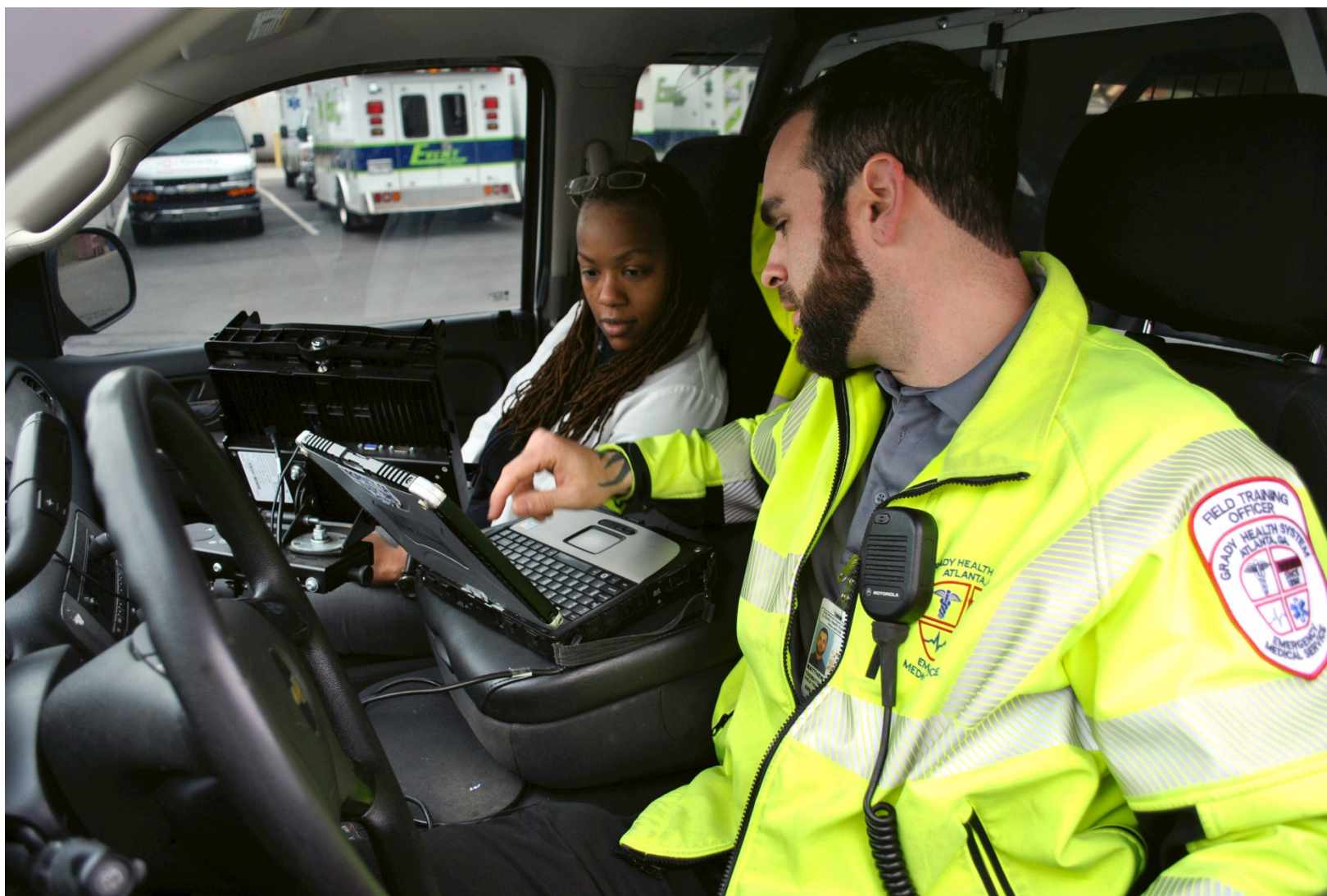
- Diagnoses of hospital discharged patients at high risk of unscheduled returns within 30 days (per CMS, with hospital fines enacted):
 - Congestive Heart Failure
 - Pneumonia
 - Post-Myocardial Infarction
 - Post-operative Hip Replacement
 - Post-operative Knee Replacement
 - Chronic Obstructive Pulmonary Disease

GRADY EMS MOBILE INTEGRATED HEALTHCARE

- MIH Responses, November, 2015
 - 9-1-1 Frequent users
 - 8 of 36 total patient contacts (22%) → 20 of 38 Jan.
 - 9-1-1 Low-level determinate code patients
 - 28 of 36 total patient contacts (88%) → 1 of 38 Jan.
 - Hospital discharged patients
 - 0 of 36 in November
 - 3 in December
 - 6 of 38 in January

GRADY EMS MOBILE INTEGRATED HEALTHCARE

- Resources dedicated to address targeted populations, through contracted partnership:
 - Grady EMS provides paramedic
 - Grady EMS SUV, stocked to State standard of First Responder Unit + oto-ophthalmoscope, I-STAT (Chem panel, ABG, UPT, Troponin, Rapid Strept), tongue blades, I&D/suture tray, ribbon packing gauze
 - Home Physician Care LLC (HPC) provides independent practitioners (currently and temporarily, family physicians)





GRADY EMS ALTERNATE DESTINATION PROGRAMS

- Conclusions
 - Decisions on categories of patients: realization of overlaps
 - Decisions on data framework for tracking:
 - Trends in demand
 - Trends in progress
 - Decisions in system design
 - Partnerships
 - training

