

High-tech Hotspotting

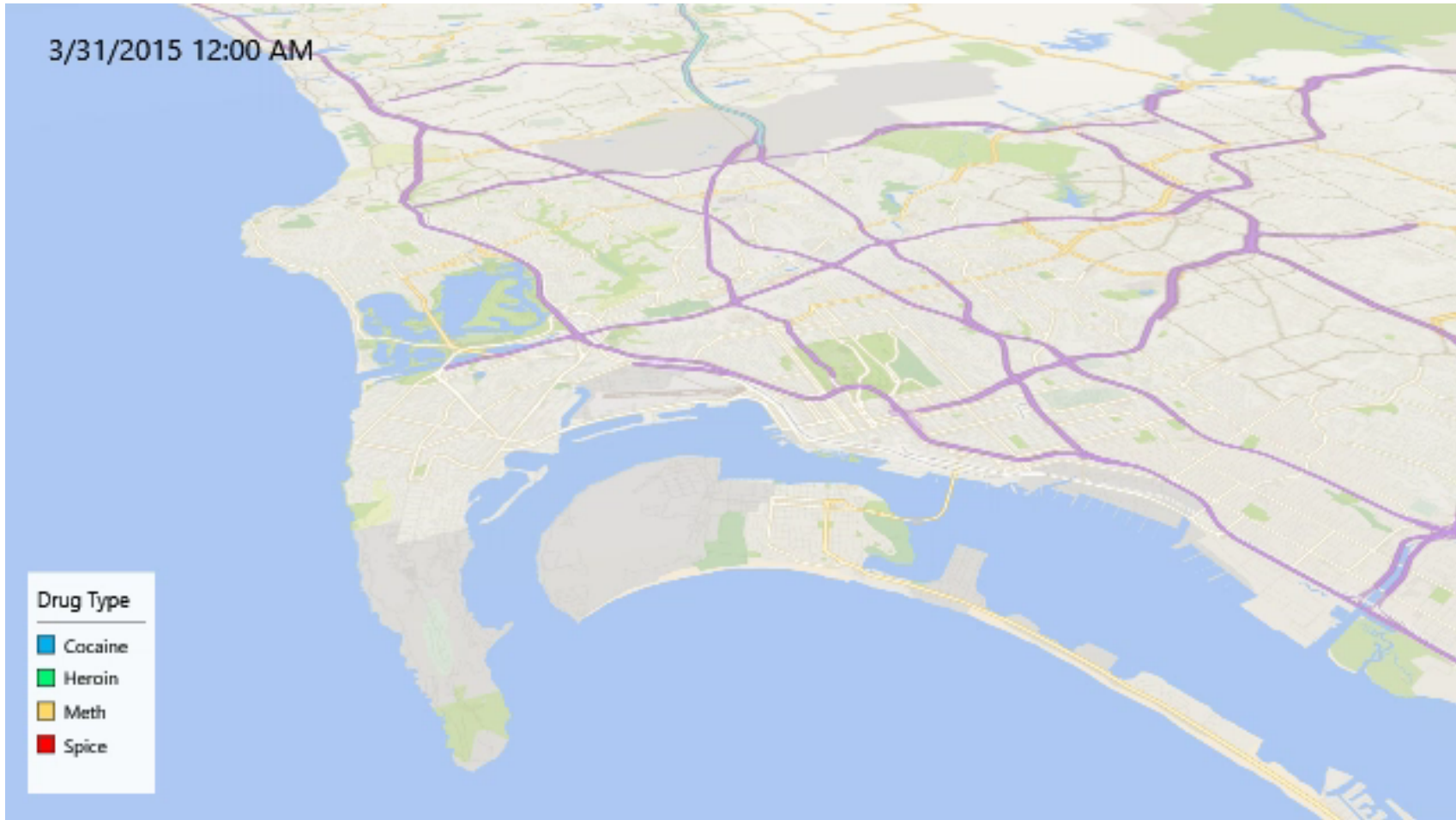


Jim Dunford, MD, FACEP
EMS Medical Director, City of San Diego
Emeritus Professor of Emergency Medicine
UC San Diego

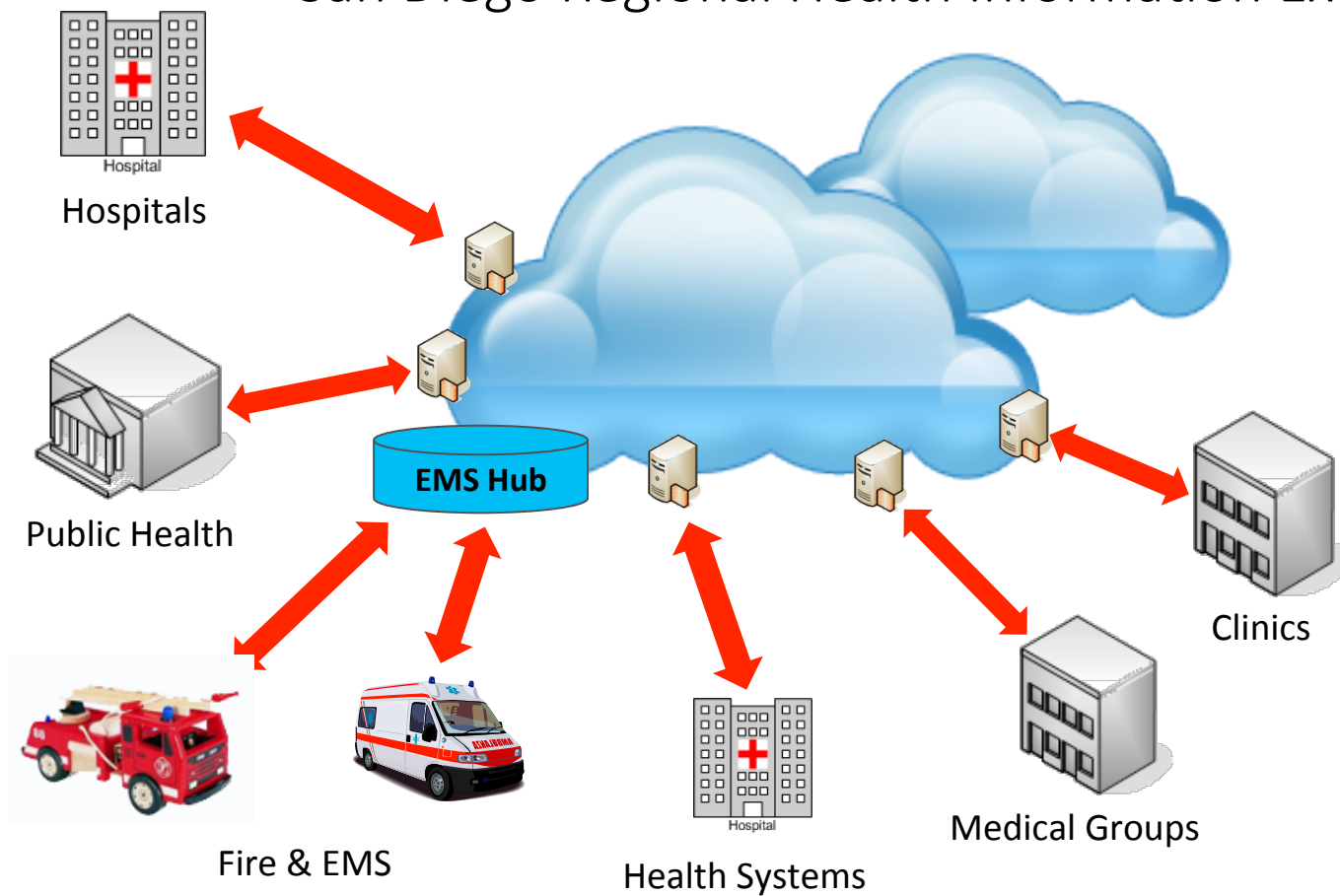
3/31/2015 12:00 AM

Drug Type

- Cocaine
- Heroin
- Meth
- Spice



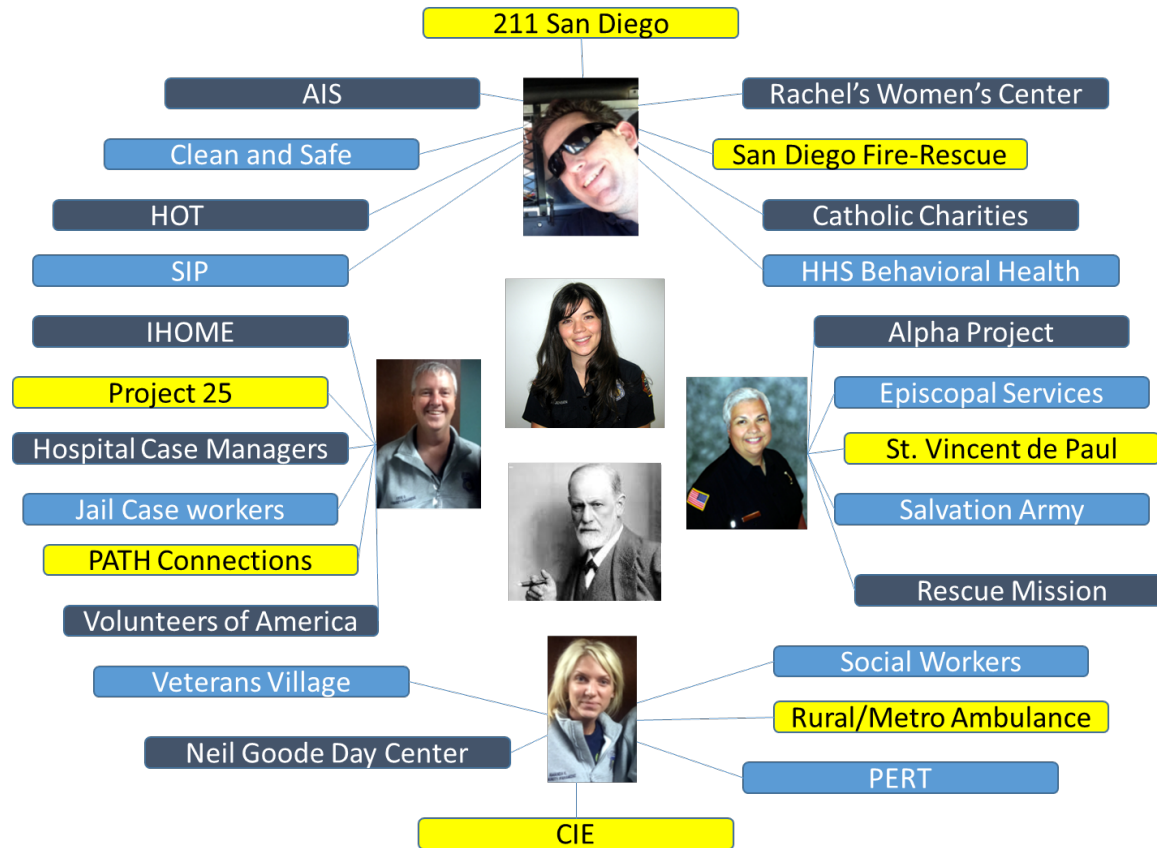
San Diego Regional Health Information Exchange



RESOURCE ACCESS PROGRAM (RAP)
Paramedicine Pilot Project



RAP 2017



Verizon LTE 12:48 PM Not Charging

secure.infotechsm.com/StreetSense/user/default.aspx Search

Dashboard Protected View Welcome Anne! [Log Out]

INFUTECH **STREET SENSE**

SYSTEMS MANAGEMENT

Case Management Dashboard

Frequent Callers

Return top: **30** Include Records on Watchlist

	Last Week	Last 2 Weeks	Last Month	Last 6 Months	Last Year
	(8)	(8)	(11)	(50)	(77)
	(5)	(7)	(10)	(47)	(71)
	(4)	(5)	(9)	(47)	(69)
	(4)	(5)	(8)	(37)	(57)
	(4)	(5)	(8)	(36)	(53)
	(3)	(5)	(8)	(30)	(50)
	(3)	(4)	(8)	(28)	(50)
	(3)	(4)	(8)	(28)	(46)
	(3)	(4)	(7)	(27)	(46)
	(3)	(4)	(7)	(26)	(46)
	(3)	(4)	(7)	(25)	(42)
	(2)	(4)	(6)	(25)	(41)
	(2)	(4)	(6)	(24)	(40)
	(2)	(4)	(6)	(24)	(39)
	(2)	(4)	(6)	(23)	(39)
	(2)	(4)	(6)	(22)	(37)
	(2)	(4)	(6)	(21)	(37)
	(2)	(4)	(5)	(21)	(37)
	(2)	(3)	(5)	(20)	(37)

pid: AGEDSH

Verizon LTE 11:38 AM 72%

secure.infotechsm.com/StreetSense/user/default.aspx

Dashboard

INFUTECH **STREET SENSE** Protected View
 SYSTEMS MANAGEMENT Welcome Anne! [Log Out]

Admin

Dashboard

CAD

Patient Search

Address Search

Managed

Algorithms

Action Items

Alerts

My Incidents

My Profile

Frequent Homeless Users

Return top: 10 Include Records on Watchlist

Last Week	Last 2 Weeks	Last Month	Last 6 Months	Last Year
(8)	(8)	(11)	(47)	(71)
(5)	(7)	(10)	(47)	(69)
(4)	(5)	(9)	(37)	(57)
(3)	(5)	(8)	(36)	(53)
(3)	(5)	(8)	(30)	(50)
(2)	(4)	(8)	(28)	(50)
(2)	(4)	(7)	(28)	(46)
(2)	(4)	(7)	(27)	(46)
(2)	(4)	(6)	(26)	(42)
(2)	(4)	(6)	(25)	(41)

Frequent Behavioral/Psychiatric Users

Return top: 10 Include Records on Watchlist

Last Week	Last 2 Weeks	Last Month	Last 6 Months	Last Year
(8)	(8)	(11)	(50)	(77)
(5)	(7)	(10)	(47)	(71)
(4)	(5)	(9)	(47)	(69)
(4)	(5)	(8)	(37)	(57)

pid: AGEDSH

Verizon LTE 2:58 PM 100%

secure.infotechsm.com/StreetSense/patient_details/observations.aspx?mpi= Search

Additional Information

INFUTECH SYSTEMS MANAGEMENT **STREET SENSE** Protected View Welcome Anne! [Log Out]

Admin Observations Demographics Case Management 9-1-1 Encounters Timeline Events Attachments Detail Report De-identified Report

Dashboard CAD Patient Search Address Search Managed Algorithms Action Items Alerts My Incidents My Profile


 Date of Birth:
 Sex: **M**
 SSN:
 Address:
 Driver's License:
 Phone Number:
 Last Update: **08/21/13 17:33**

Classifications 

FREQUENT CALLER
 FREQUENT HOMELESS USER
 FREQUENT BEHAVIORAL/PSYCH USER
 BEHAVIORAL/PSYCH
 MEGA USER

General Notes

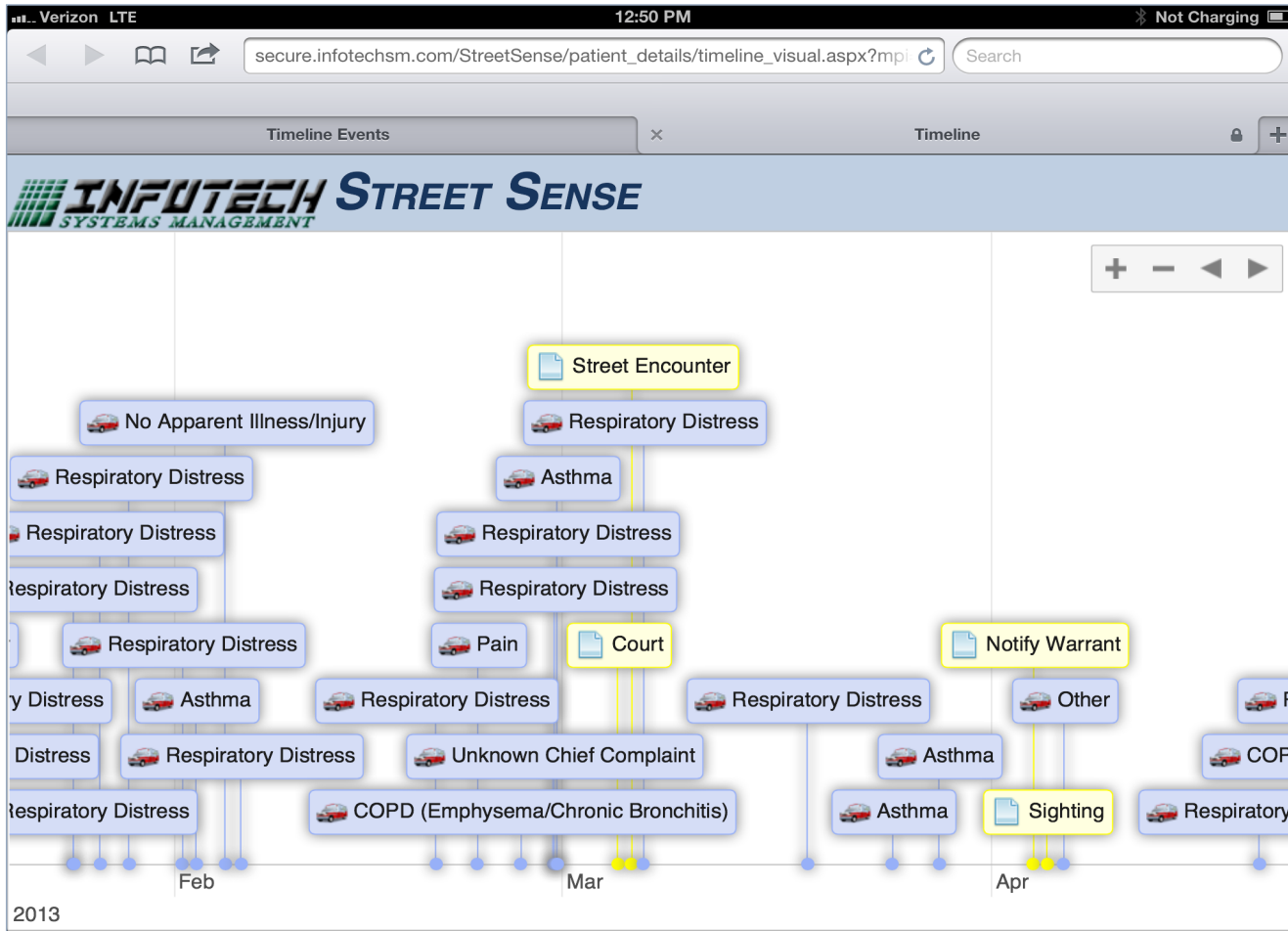
Save

Patient History, Last 12 Months



Month	Incidents
Dec 12	12
Jan 13	9
Feb 13	11
Mar 13	4
Apr 13	3
May 13	7
Jun 13	0
Jul 13	2
Aug 13	1
Sep 13	0
Oct 13	0
Nov 13	0

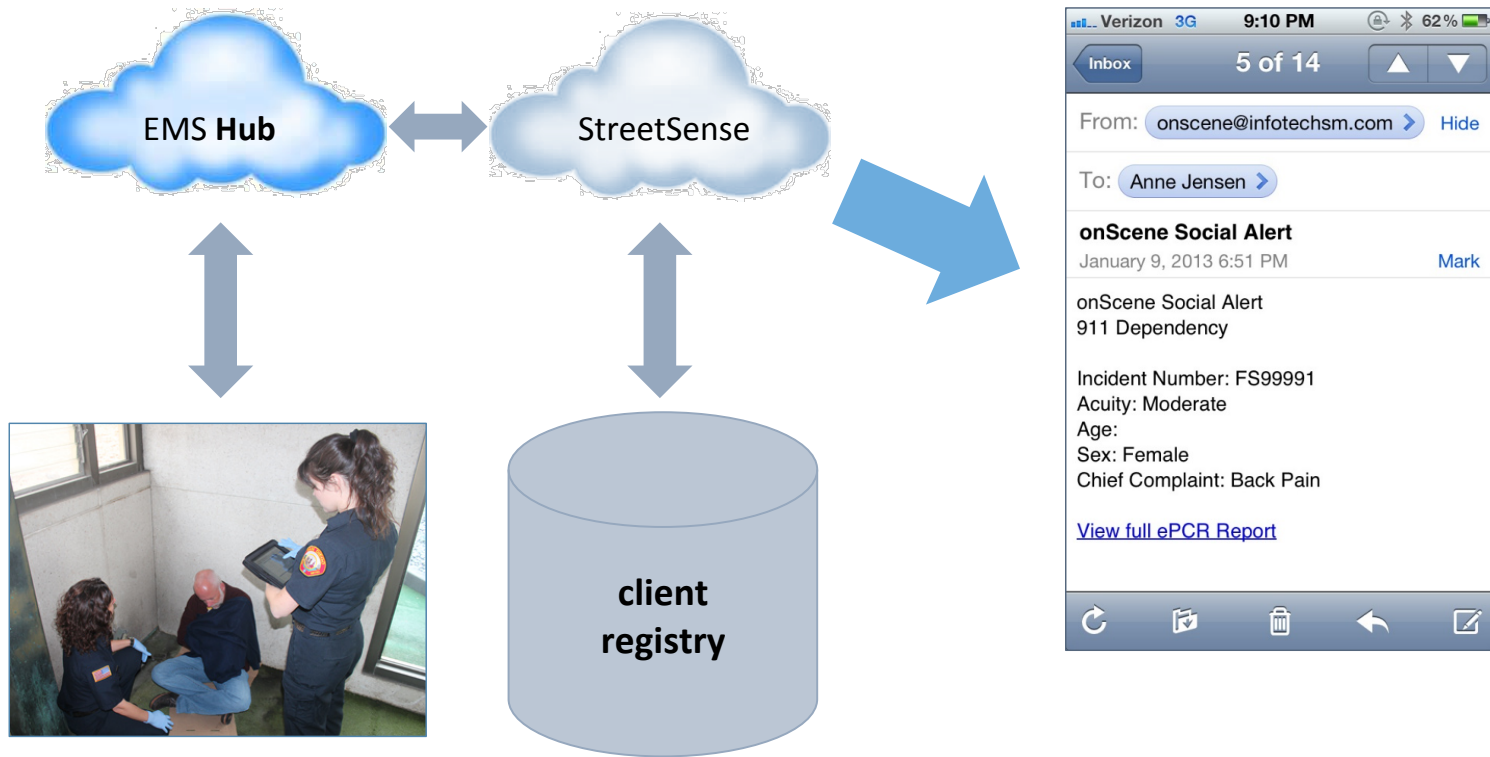
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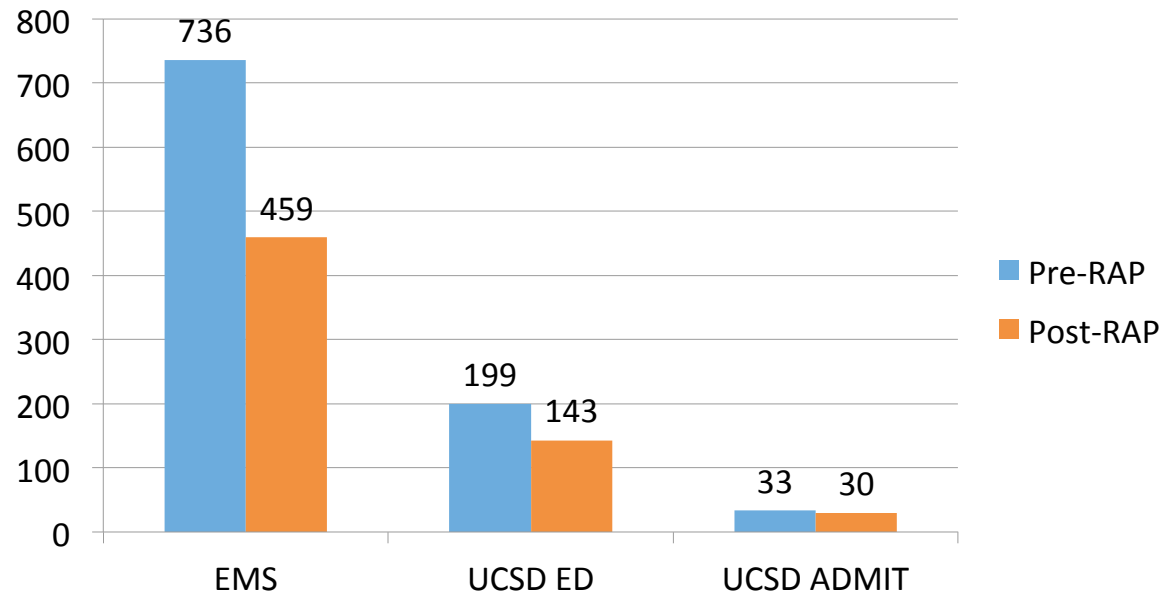
Financial tracking

		Time Spent (Hours)		
Unit Type	Count	Total	Average	Estimated Cost
AMBULANCE	70	58:25	00:50	\$ 102,871.75
ENGINE	57	15:15	00:16	\$ 4,925.75
TRUCK	4	00:52	00:13	\$ 294.67
Totals	131	75:32	00:34	\$ 108,092.17

Alerting

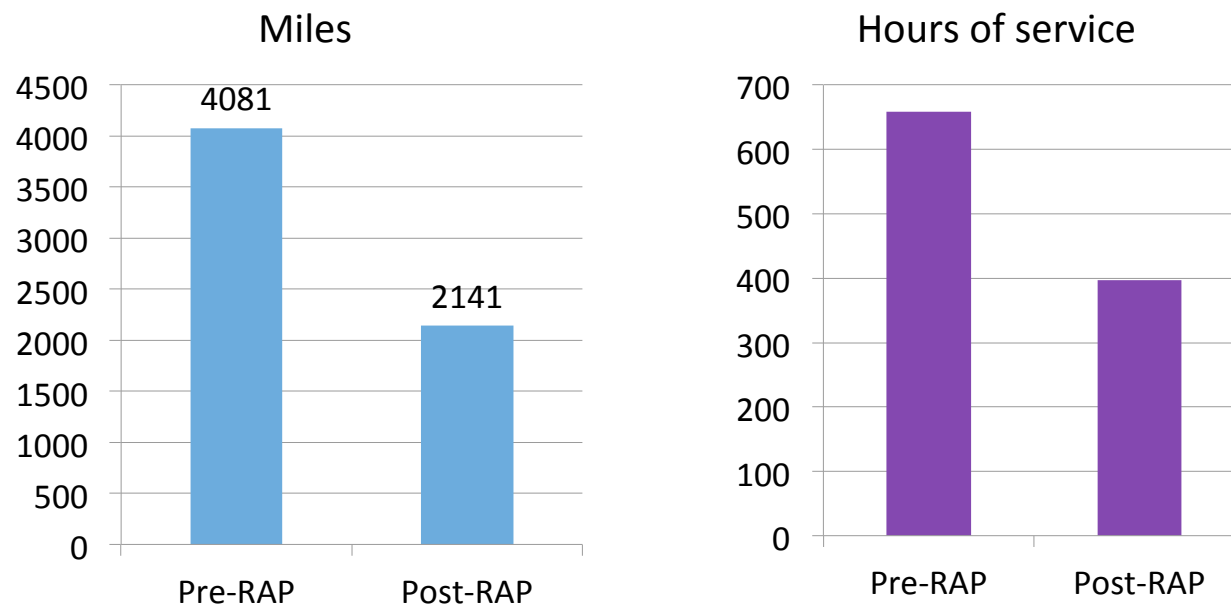


Effect of RAP: EMS, ED, in-patient days (1 hospital)



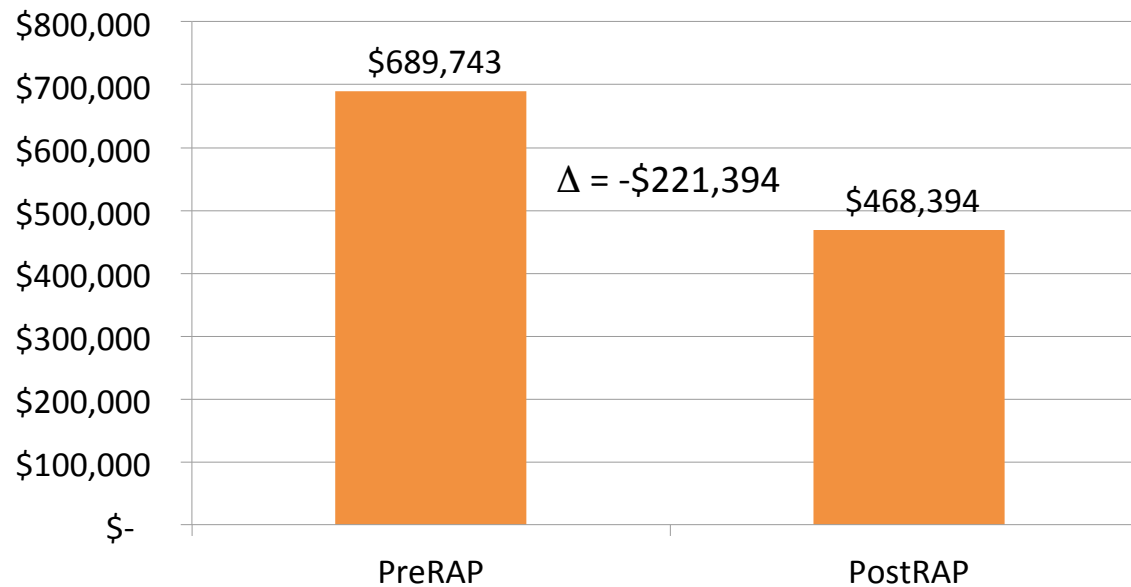
Tadros AS, Castillo EM, Chan TC, Patel E, Watts K, Jensen AM, Dunford JV. Effects of an emergency medical services-based resource access program (RAP) on frequent users of health services *Prehosp Emerg Care* 2012 Oct;16(4):541-547

Effect of RAP: Fire-EMS resources



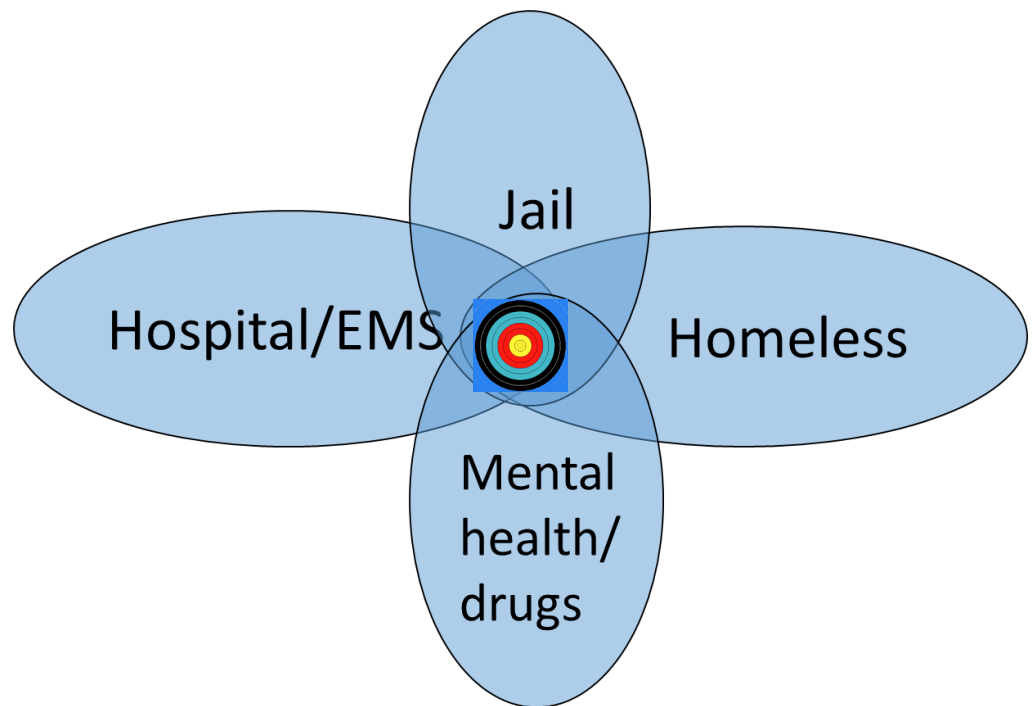
Tadros AS, Castillo EM, Chan TC, Patel E, Watts K, Jensen AM, Dunford JV. Effects of an emergency medical services-based resource access program (RAP) on frequent users of health services *Prehosp Emerg Care* 2012 Oct;16(4):541-547

Effect of RAP - healthcare charges

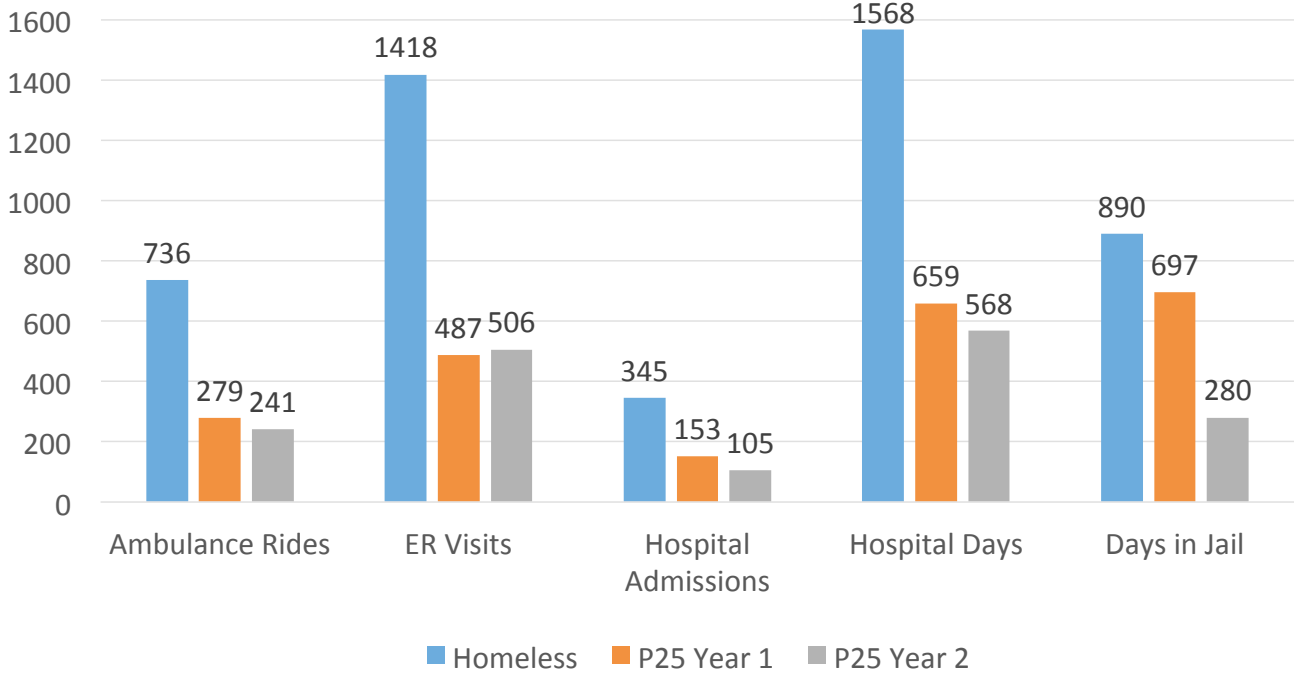


Tadros AS, Castillo EM, Chan TC, Patel E, Watts K, Jensen AM, Dunford JV. Effects of an emergency medical services-based resource access program (RAP) on frequent users of health services *Prehosp Emerg Care* 2012 Oct;16(4):541-547

Project 25

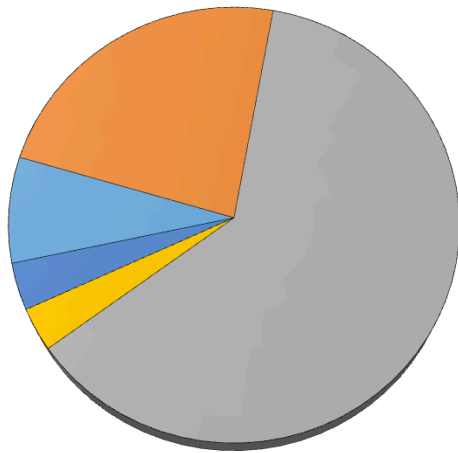


Project 25



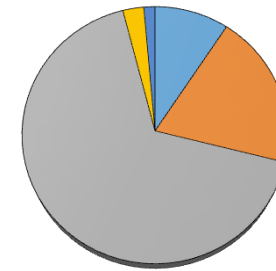
Project 25: public cost savings

Public costs 2010 (Homeless)



\$4,229,429

Public costs (P25 Year 2)



\$1,574,839

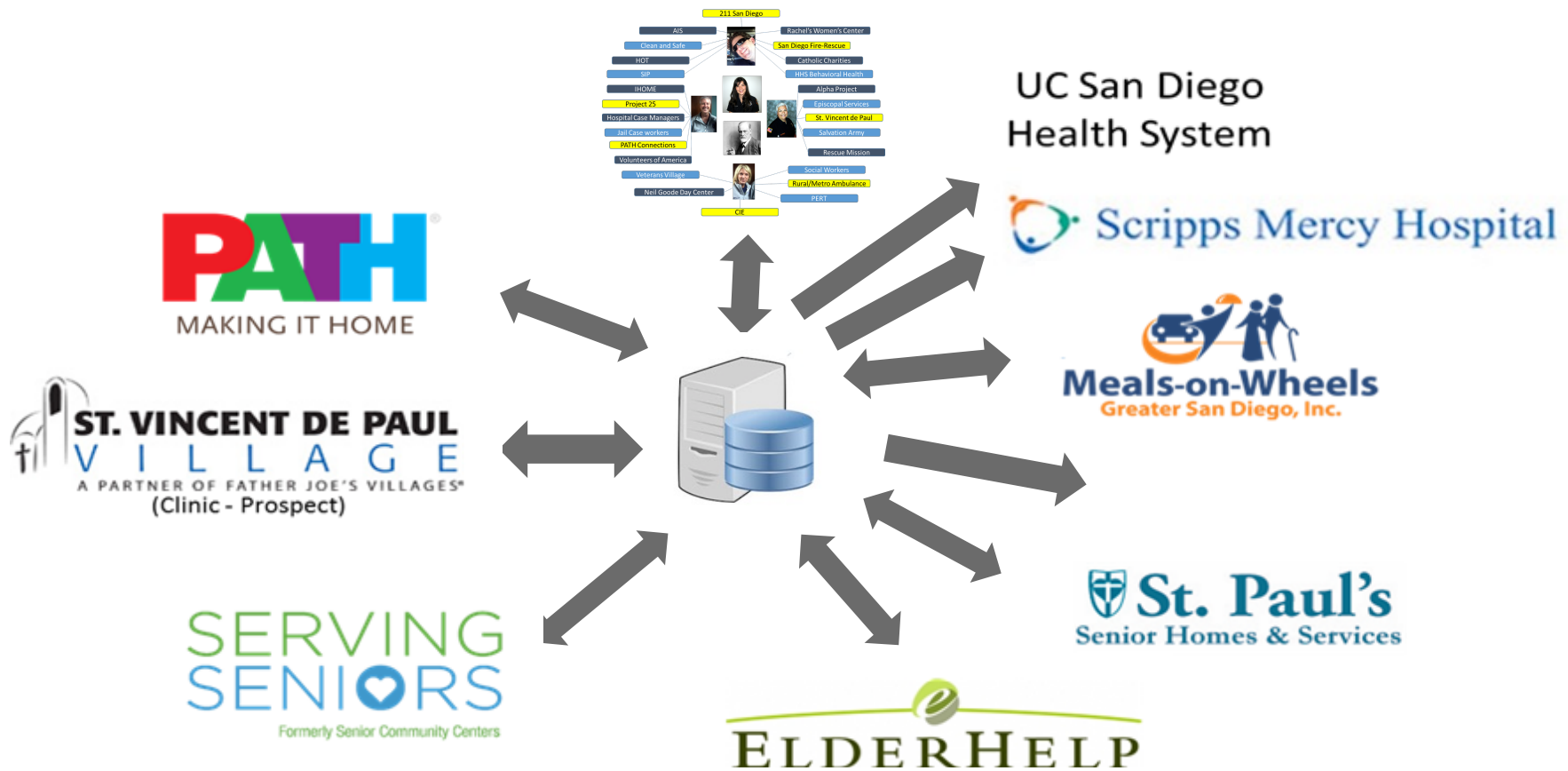
$\Delta = \$2,654,590$

Future alerting



- RAP clients
- AED locations
- Ventilator patients
- LVAD patients
- Narcotic OD
- Hypoglycemia, seizures
- Hypertension
- Elderly falls
- 30-day readmission risk

Community Information Exchange: social data exchange



9-1-1 > 211 social support referrals

2-1-1's Contact Center

Every day people dial 2-1-1 for assistance navigating the complex system of community, health and disaster services. Highly trained Client Service Representatives have helped more than 220,000 clients access services such as food assistance, healthcare information and housing and educational services.

Dial 2-1-1 for

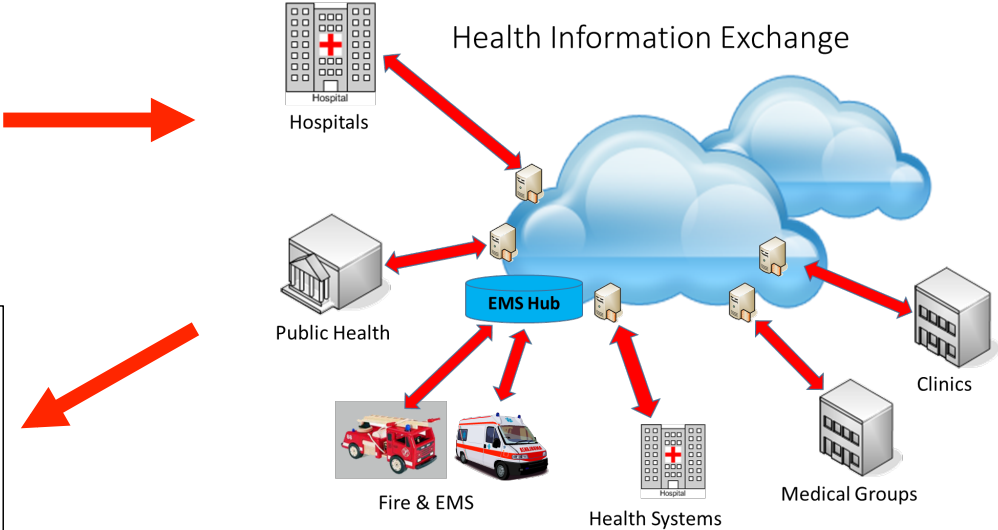
- Housing & Shelter Assistance
- Food Assistance
- Utility Assistance
- Military & Veteran Services
- Disaster Response
- Mental Health Resources
- Substance Abuse Services
- Healthcare Services
- Legal Services
- Parenting Services
- Children's Services
- Physical Activity & Nutrition Resources
- Financial Assistance
- Senior Services
- Volunteer Services
- Education Assistance
- Employment Resources



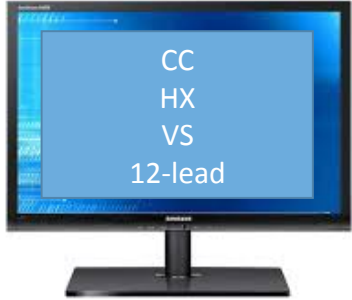
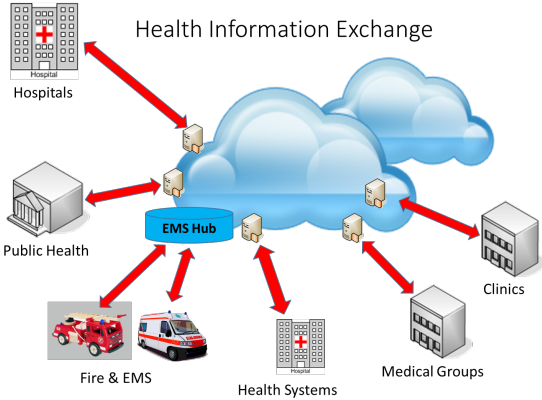
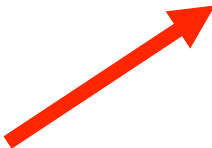
ONC: +EMS Grant SAFR functionality: *SEARCH*



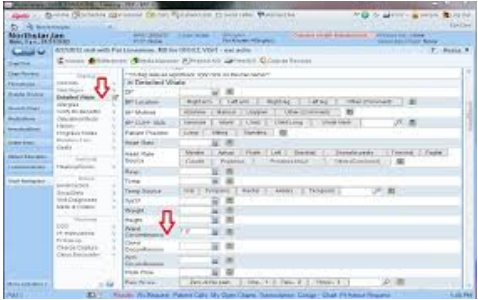
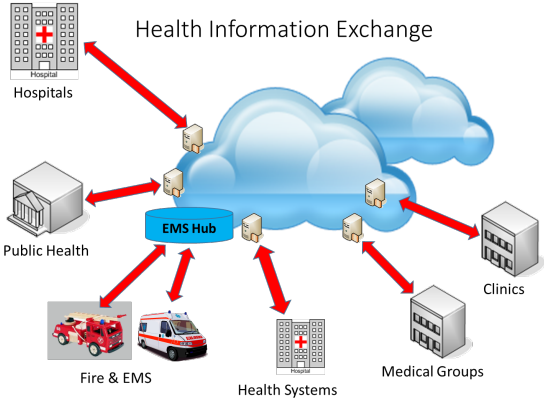
- Past history
- Allergies
- Medications
- **POLST (Physician's Order for Life-sustaining Treatment)**



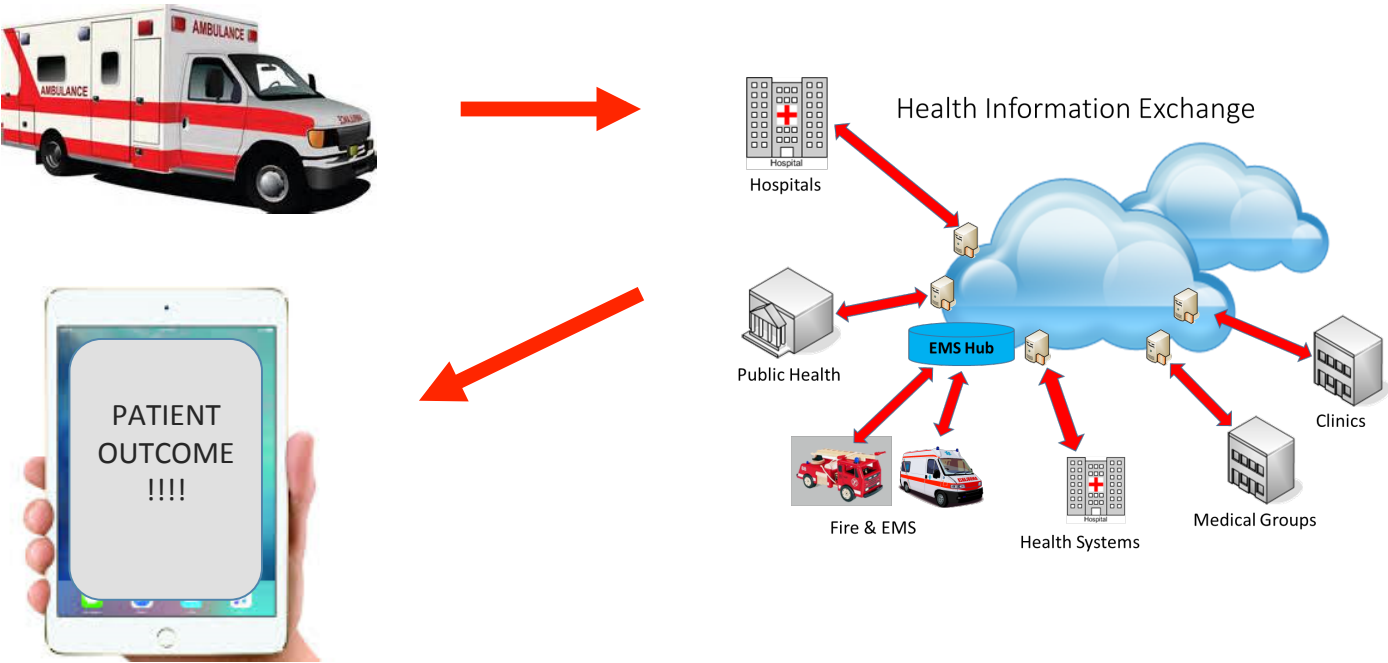
+EMS Grant functionality: *ALERT*



+EMS Grant functionality: *FILE*



+EMS Grant functionality: *RECONCILE*





AHRQ HEALTH CARE INNOVATIONS EXCHANGE

Innovations and Tools to Improve Quality and Reduce Disparities

Search

Search Help

- Home
- Innovations & QualityTools
- Browse by Subject
- Events & Podcasts
- Videos
- Learn & Network
- Articles & Guides
- Stay Connected
- Funding Opportunities
- My Innovations

E-mail Share

Service Delivery Innovation Profile

Data-Driven System Helps Emergency Medical Services Identify Frequent Callers and Connect Them to Community Services, Reducing Transports and Costs

Innovation

Comments (0)

What They Did | Did It Work? | How They Did It | Adoption Considerations

Snapshot

Summary

The City of San Diego's emergency medical services system implemented a program to identify individuals who frequently call 911 and arrange for them to receive relevant medical, social service, and other interventions that can reduce their future reliance on emergency services. This initiative, known as the Resource Access Program, uses sophisticated health information technology that immediately recognizes and notifies a program coordinator whenever a frequent user of emergency services calls 911. The coordinator, an experienced paramedic, then alerts a network of community stakeholders (e.g., physicians, social workers, police officers, case managers, housing providers) and works with them to implement measures to address the caller's immediate and underlying health and social needs. The program has significantly reduced emergency medical service transports for frequent 911 callers, leading to major cost savings.

Evidence Rating (What is this?)

Contact the Innovator



James Dunford, MD, FACEP



Anne Marie Jensen, PM

Look for Similar Items by Subject



San Diego
C A L I F O R N I A