

MEMPHIS FIRE DEPARTMENT

RADAR

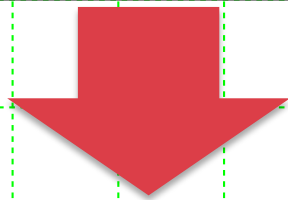
RAPID ASSESSMENT,
DECISION AND REDIRECTION

A COMMUNITY PARAMEDICINE PROGRAM

Non-emergency use of Emergency Medical Services (EMS)

One in five 911 calls are low acuity

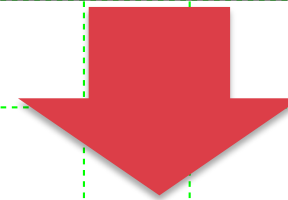
25,000 non-emergency calls a year



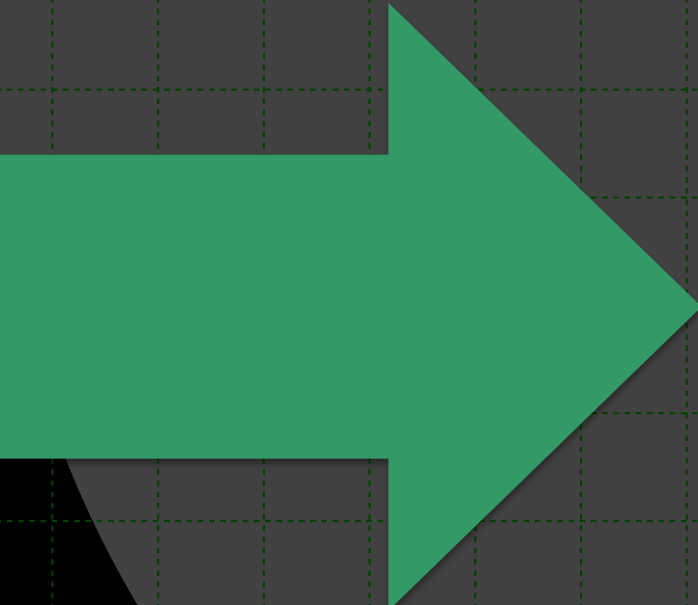
Unnecessary risks



Unsustainable costs

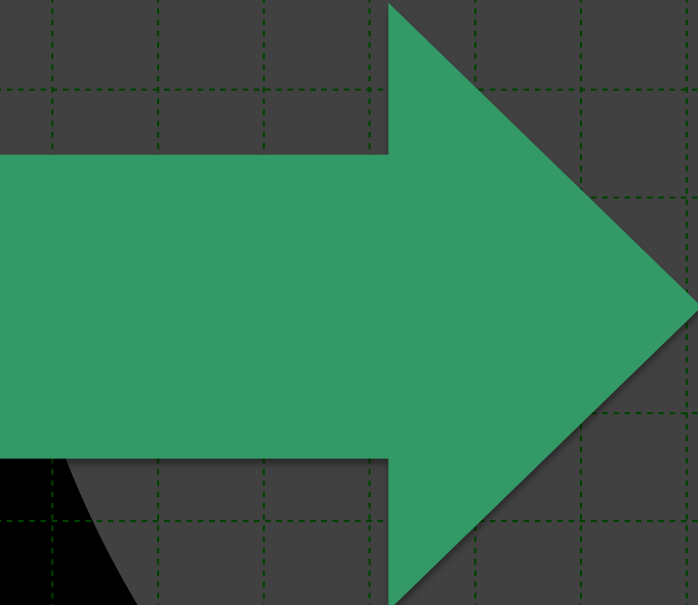


The RADAR Response



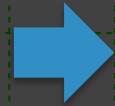
Paramedic and Physician
Dispatched, Self Deploy, or
Field call

The RADAR response protocol

- 
1. Assessment
 2. Decision
 3. Treatment
 4. Redirection

TOTAL
RADAR
CALLS

880



911 calls handed by RADAR

AVERAGE
PER
MONTH

147

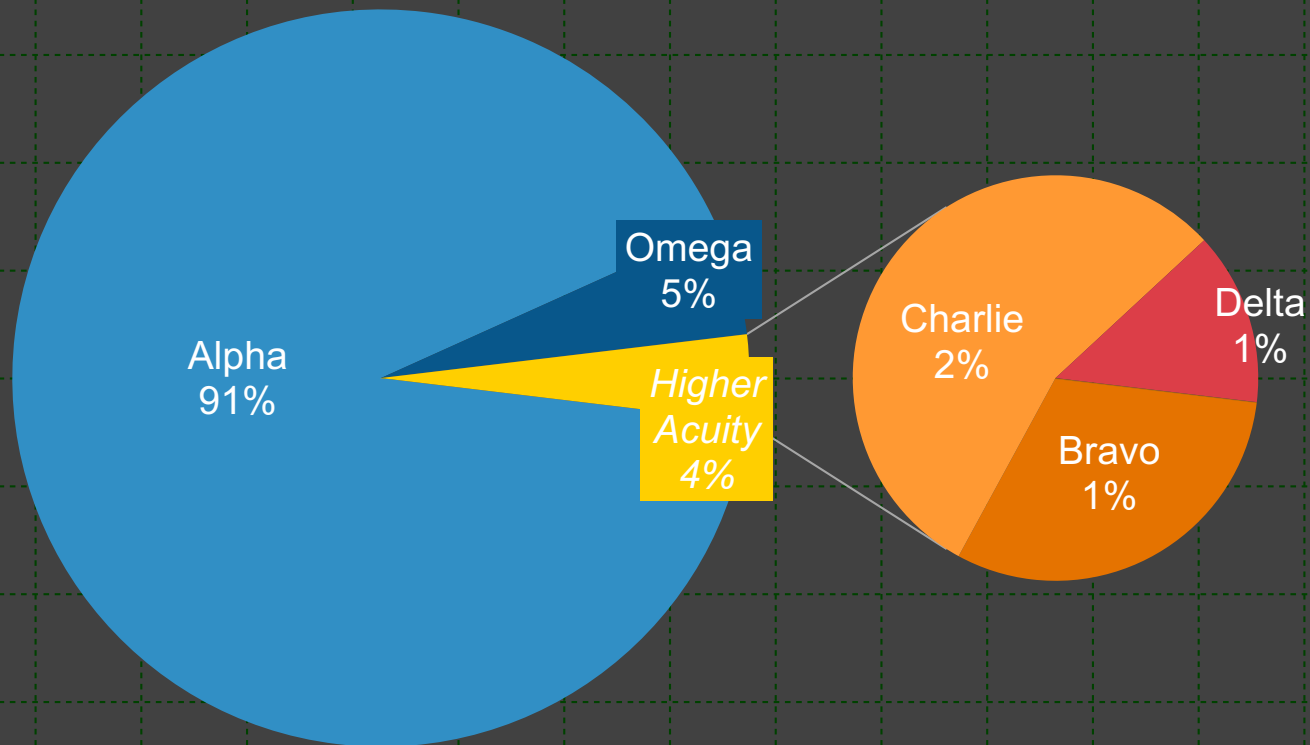
TOTAL
RADAR
LOW
ACUITY
CALLS

808



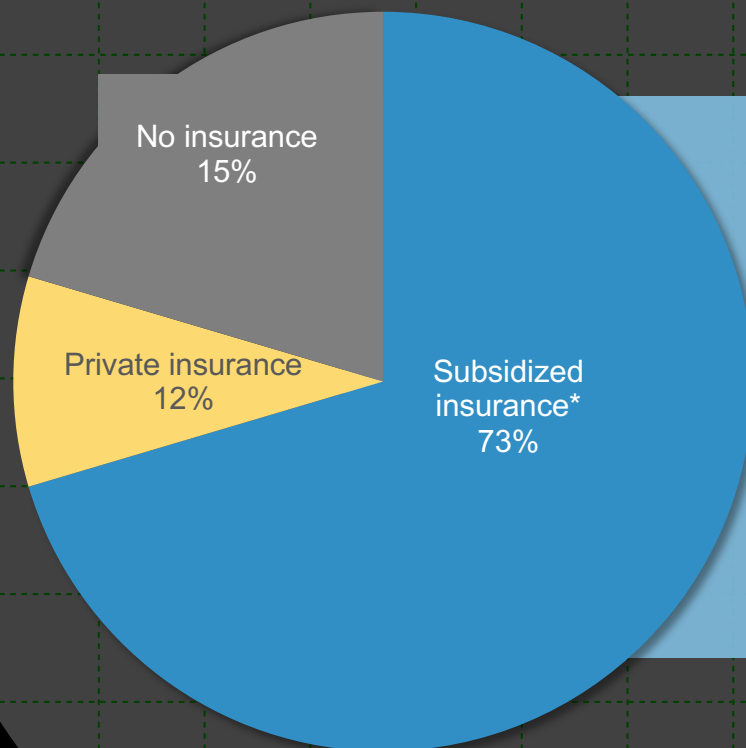
RADAR responded to 20%
of low-acuity 911 calls*

96% of RADAR calls were low acuity

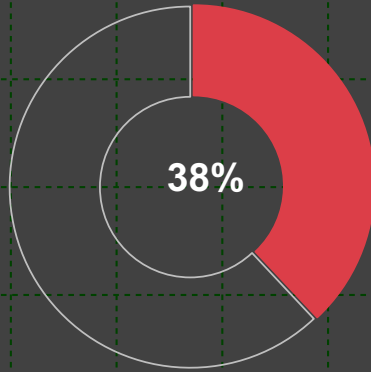


Half of RADAR calls were coded 26-Alpha

73% of RADAR callers have Medicaid, Medicare, or both



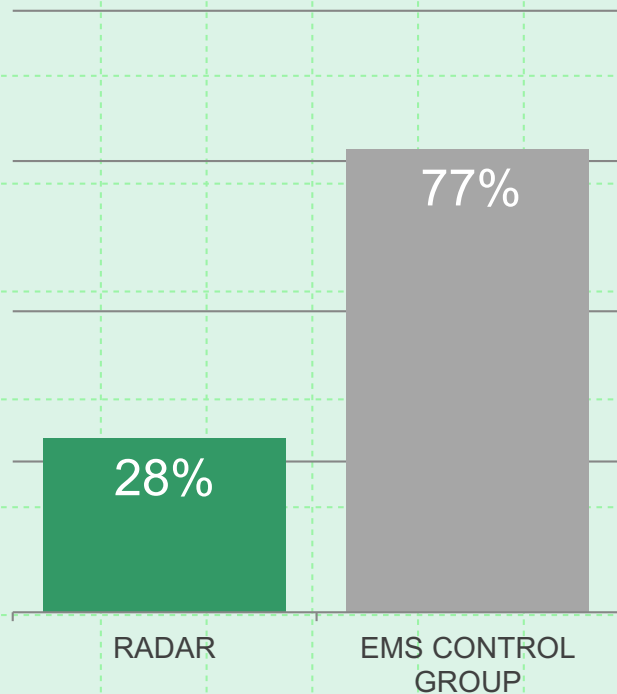
| Most frequent providers | # | % |
|-------------------------|-----|-----|
| United Health Care | 175 | 20% |
| BlueCare | 157 | 18% |
| AmeriGroup | 88 | 10% |



Only 38% of RADAR patients did not have a PCP

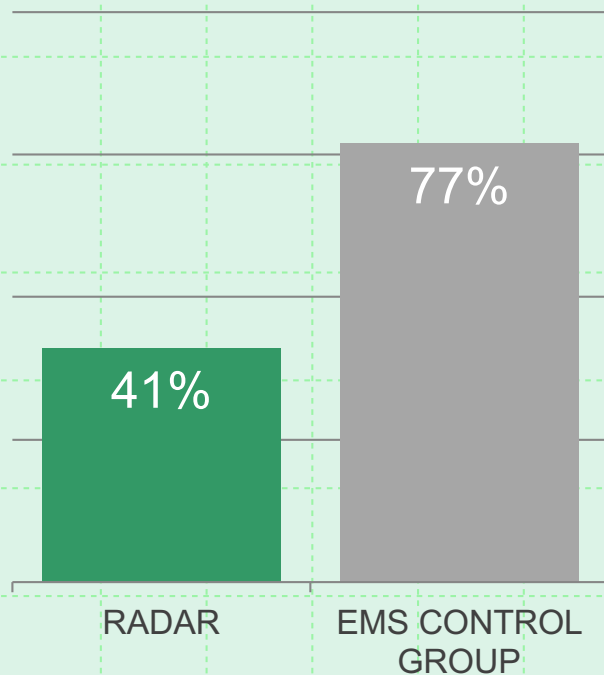
- RADAR attempted to connect these callers to a PCP
- 60% of PCP appointments were made through Resurrection Health

RADAR reduced ambulance transport of low-acuity calls



RADAR was 62% more effective at resolving Alpha calls without EMS transport.

RADAR cut low-acuity
ED visits by half (47%)



RADAR redirected
524 low acuity callers
away from ED visits.

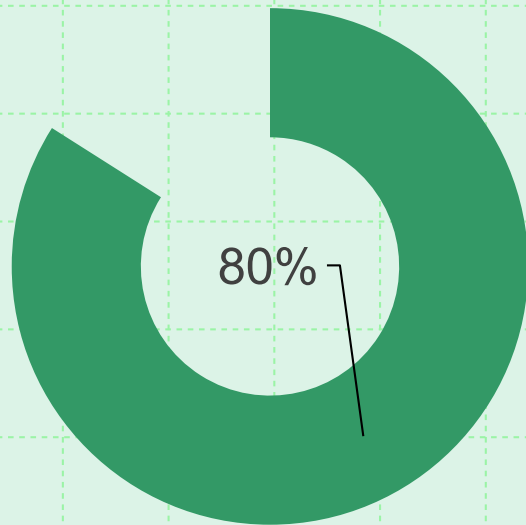
RADAR reduced ED transport costs

110

NON-AMBULANCE
TRANSPORTS TO ED

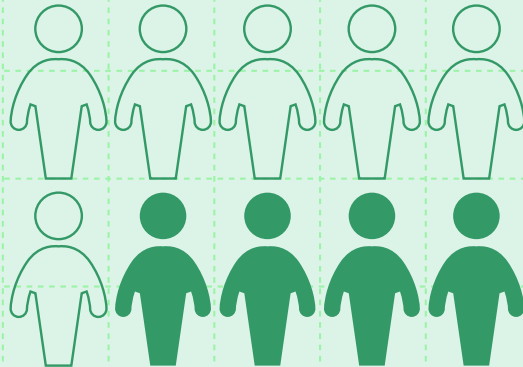
Saving over
\$100,000

RADAR responds to “Frequent Flyers”

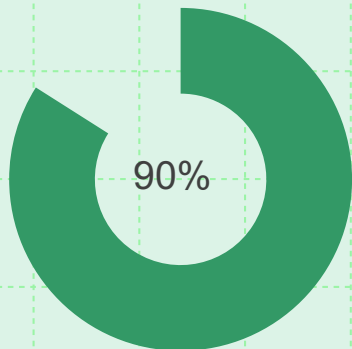


80% of RADAR callers did not re-engage 911 within a week.

RADAR links patients with primary care providers



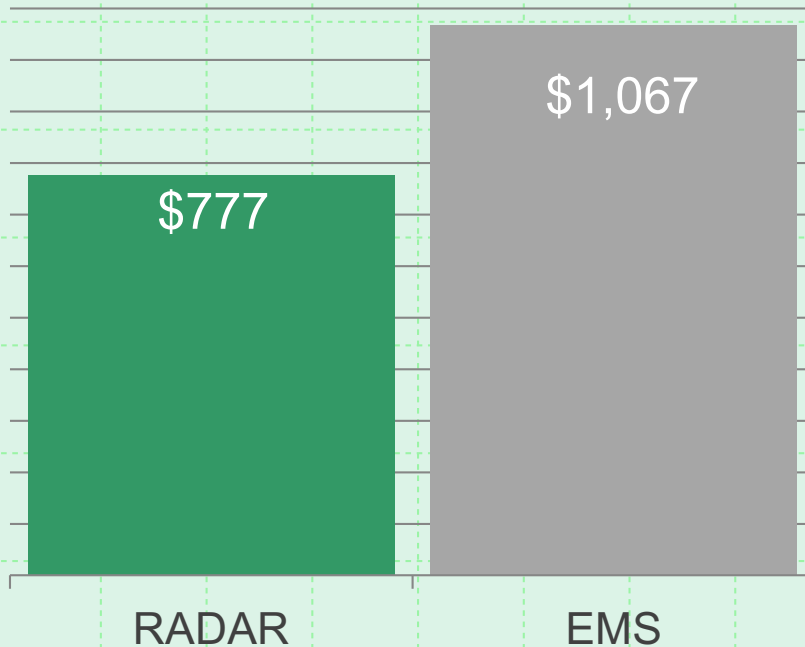
RADAR connected 42% of callers to more appropriate health care providers.



9 in 10 callers who scheduled a PCP appointment with RADAR assistance kept their appointment.

RADAR reduced costs of responding to low acuity 911 calls

COST PER RESPONSE



With a full-time physician on-board, RADAR costs 27% less than an ambulance per call