

A Social Medium for the Needy: Providing Intensive Case Management in the City by the Bay



Clement Yeh MD

Medical Director

San Francisco Fire Department

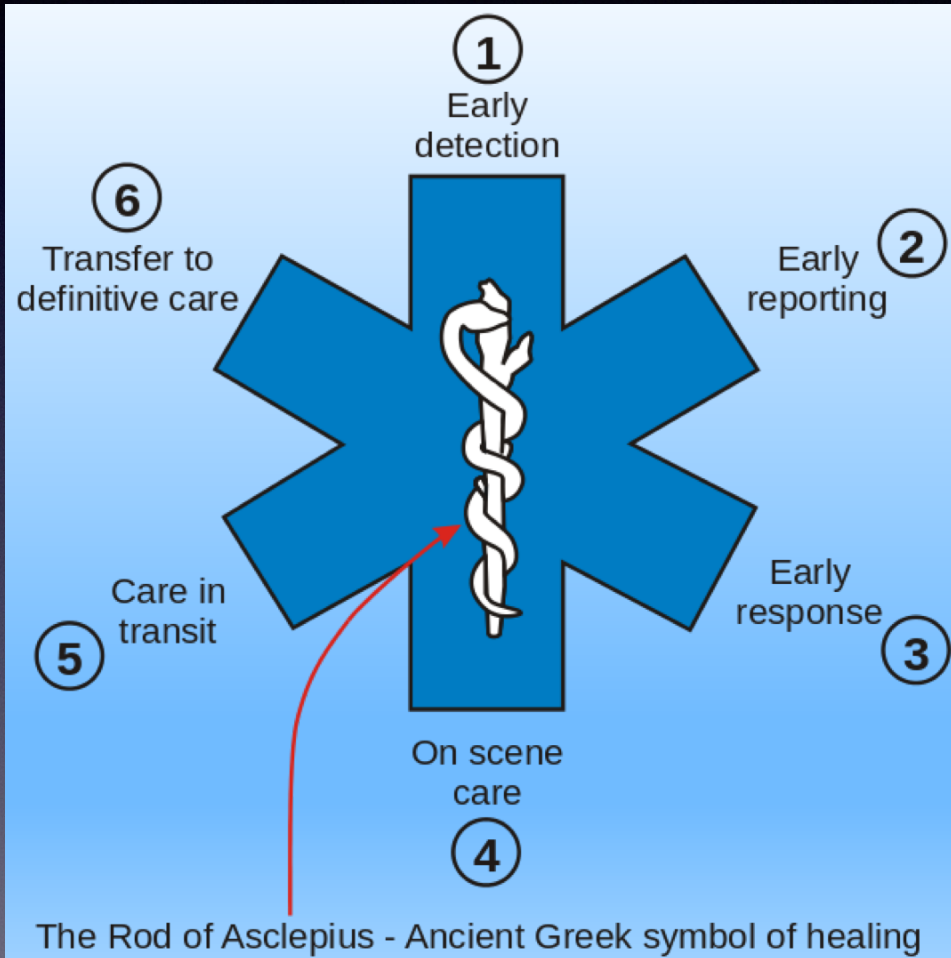
San Francisco Department of Emergency Management

Associate Clinical Professor of Emergency Medicine

University of California, San Francisco



EMS-6



Program Description



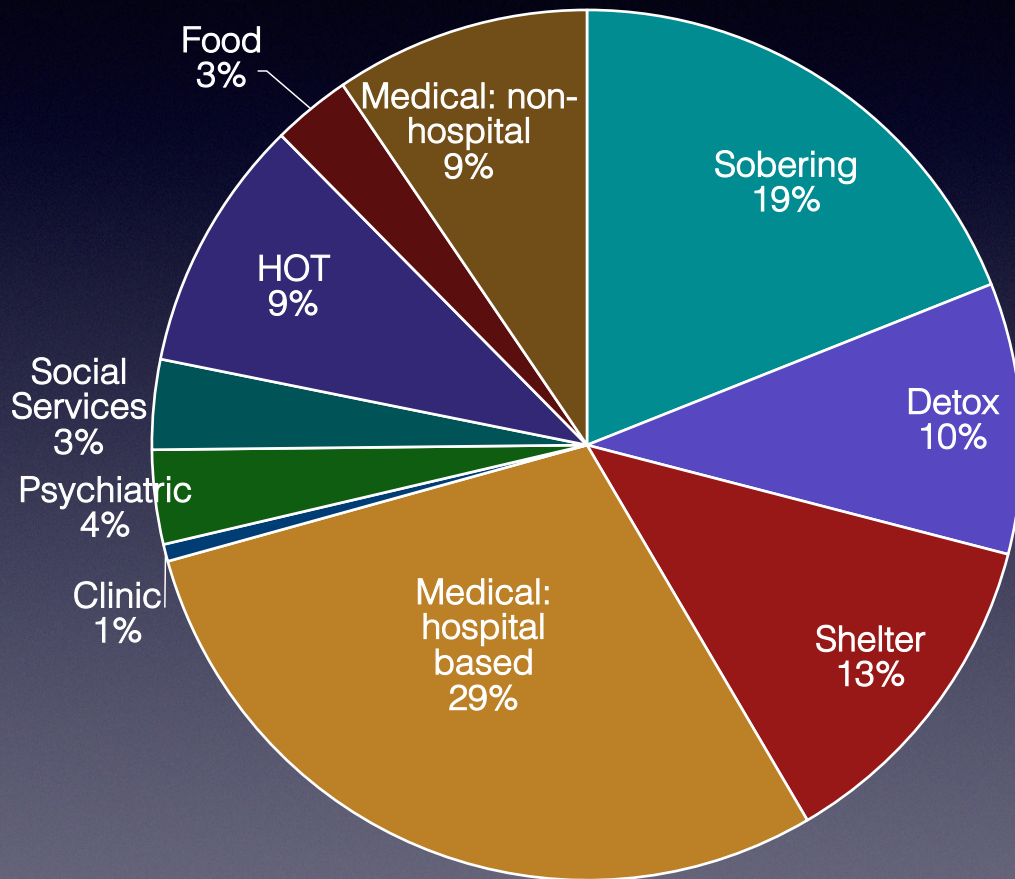
- H-33 EMS Captain: Paramedic Supervisor Role
- SF DPH HOT Outreach Specialist: Care Coordination Role
- Dispatched to 911 incidents
- Special called by other EMS Resources, clinics, case managers
- 12 hours/day x 7 days/week (1200-2400)
- Work in conjunction with existing services to stabilize high-users and refer to non-emergency programs

What is ICM



- Shared goal of recovery
- Indefinite (client determined) period of time
- Diverse settings
- Fewer than 20 clients / team

2017: 1,887 referrals



- Housing
- Primary care
- Behavioral health
Substance abuse
treatment
- Navigation centers

HUMS



- High users of multiple systems
- Count vs Cost
- Top 1% users of urgent/emergent services
- 511 people = \$49.7M (25% costs)

EMS-6: Focus on Super Users

EMS-6 Encounters spent with Super Users	90%
Super Users who have had contact with EMS-6 <small>*This 42% of Super Users were responsible for 57% of all Super User activity</small>	42%*
Super Users who reported homelessness in 2016	71%

Data Compiled from SFFD Sources Only
(No Private Ambulances)

Decreased utilization

	Individual	Prior 911 Contacts	Intervention / Outcome	Current 911 Contacts
	Case 1	15	Conserved	0
	Case 2	16	Housed	1
	Case 3	19	Increased level of care	0
	Case 4	20	Completed detox and treatment	0
	Case 5	25	Completed detox and treatment	0
	Case 6	28	Reunited with family	0
	Case 7	30	Completed detox and now housed	0
	Case 8	35	Skilled nursing facility	0
	Case 9	35	Conserved	0
	Case 10	38	Case managed	3
	Case 11	39	Completed detox and treatment	3
	Case 12	48	Housed	5
	Case 13	49	Ongoing attempts at detox	4
	Case 14	86	Housed	1
	Case 15	159	Reunited with family	0

Keys to ICM



- Patient centered system
- Social support
- Redefine success
- Relentless advocacy