

An aerial photograph of the Los Angeles skyline, featuring numerous skyscrapers and buildings. In the background, a range of mountains is visible, with significant snow cover on their peaks and upper slopes. The sky is a clear, deep blue.

# Angelic Performances: The Evolution of Mobile Integrated Health in the City of Angles

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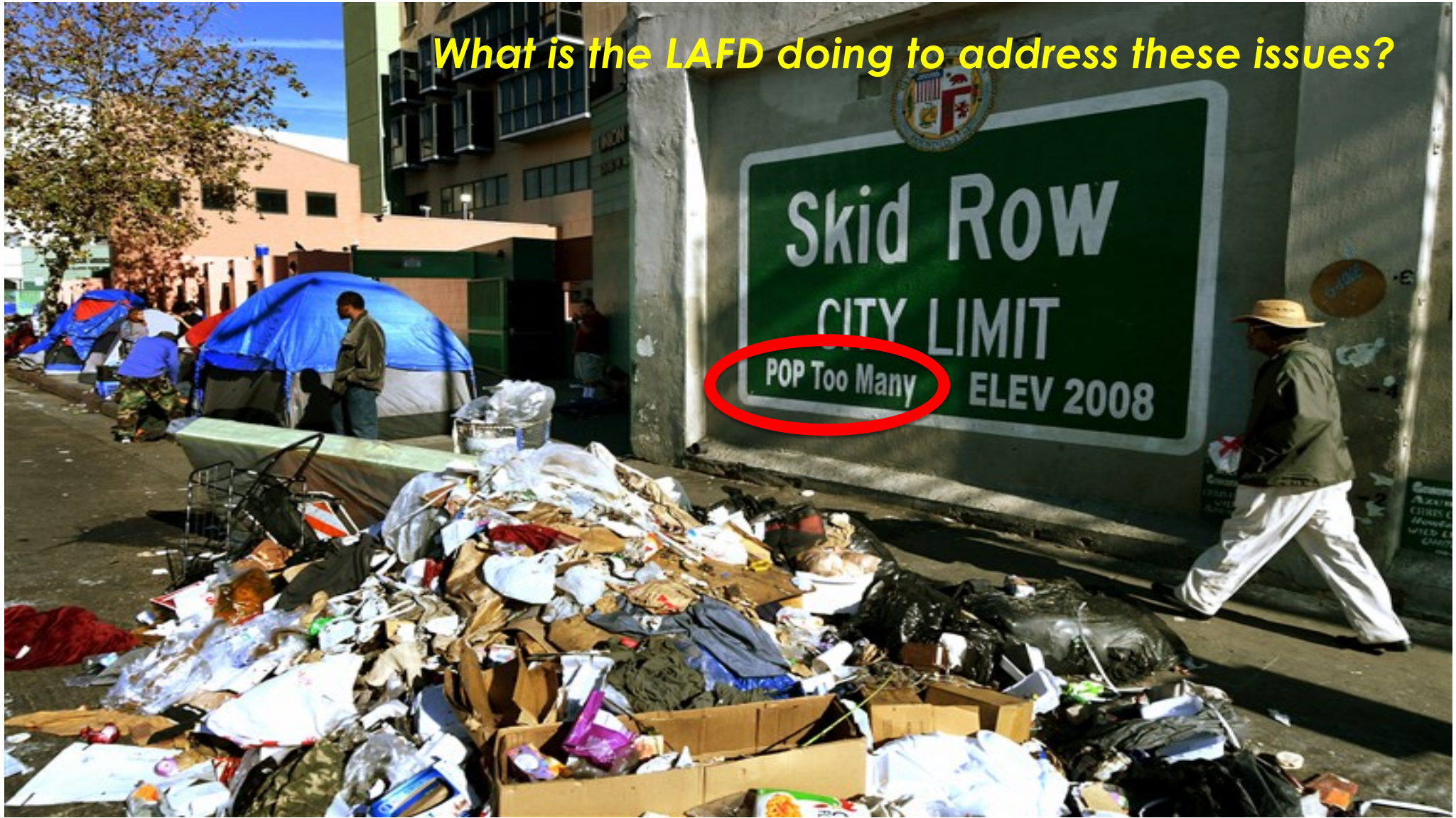
## **Current challenges**

- ▶ **Must show *value* in healthcare**
- ▶ **Budgetary restrictions & reductions**
- ▶ **Rising call volumes & response times**
- ▶ **High percentage of low acuity calls**
- ▶ **EMS Super Users**
- ▶ **Increased ER “wall time”**

**>25,000 homeless in City of LA, with  
10,000 of them in downtown area**



What is the LAFD doing to address these issues?





# Los Angeles Fire Department



Serves nation's  
second largest  
city – pop > 4  
million

One of the  
most diverse  
cities in  
America

Large % of  
population with  
limited English  
proficiency

Huge income  
disparity

95 paramedic  
ambulances

50 BLS  
ambulances

85 ALS engine  
companies

10 ALS truck  
companies

400,000 EMS  
incidents/year

> 85% are EMS

# Mobile Integrated Health Efforts

- ▶ EMS Advanced Providers
- ▶ Advanced Provider Response Units
- ▶ SOBER Unit
- ▶ Telemedicine
- ▶ Alternative Destination Response Unit





## Mobile Integrated Health: Advanced Provider Response Units

### ▶ **Missions:**

- Low acuity pts: treat and release
- EMS Super-Users: referrals to SW
- Mental health pts: transport to psych urgent care
- Inebriates: transport to Sobering Center

# Public Private Partnerships

- ▶ Local healthcare organizations fund salary of EMS AP
- ▶ LAFD pays for paramedic
- ▶ Equipment through private donations







Jonni Lang is on an LAFD team that tends to patients in the field.

David J. Phillip

## A New LAFD Unit Is Providing Urgent Care on the Spot

Instead of hauling people to the ER, Advanced Provider Response Units bring nurse practitioners to injured people

By Elaine Kagan - September 28, 2016

"We went to an elementary school on Figueroa. The kid—he was maybe ten—had fallen off the bleachers and had a good laceration across the forehead," says Jonni Lang, a firefighter and paramedic, as he runs a finger across his temple. "The school requires he goes to the hospital, the mom is worried about the cost. We stitch him up right there." Lang smiles. "The mom is ecstatic about time and cost, the kid was stoked because he felt good about himself, and the regular rescue comes to take him to the ER, and we were able to say, 'We got it, guys.'"

Lang is on one of the five teams that ride with the Los Angeles Fire Department's Advanced Provider Response Units, which were created to address a jump in the number of emergency calls the department had been getting. Historically, 911 calls that were directed to LAFD rescue units had been increasing by maybe 2 percent a year. Around 2011 the pace began to pick up. Some 85 to 90 percent of 911 calls in L.A. are medical-related, and most of them result in a trip to the emergency room. By 2016 the LAFD had seen a 20 percent rise in the number of such calls the department was handling. The emergency medical directors had to become more creative about how to meet the growing need.

So they decided to pair a seasoned firefighter/paramedic with a civilian nurse practitioner or physician's assistant to treat people in the field. It's a radical idea that originated in Mesa, Arizona, in 2007. Since then, similar units have rolled out in south Denver and Anaheim. The pilot program in L.A. began with one unit in January 2016; this past July, four more units were added, serving a giant patchwork of neighborhoods from Arleta to downtown and from South L.A. to the Valley.



# SOBER Unit – SOBriety Emergency Response Unit <sup>10</sup>

- ▶ NP + Case Manager + paramedic
- ▶ Went into service on Nov 2017
- ▶ Transport medically cleared inebriates to free standing Sobering Center
- ▶ > 500 pts transported during first 12 months of pilot program
- ▶ 4 secondary transports to ER  $\leq$  4 hrs
- ▶ All for alcohol withdrawal
- ▶ No adverse outcomes



# Telemedicine at 911 Dispatch Center

- ▶ Advanced Providers and MDs at dispatch using telemedicine
- ▶ Triage patients with units on scene
- ▶ Avoid unnecessary ambulance transports
- ▶ Clinic referrals
- ▶ Taxi cab transports
- ▶ Matches the patient's health care needs with the appropriate level of service



# Alternative Destination Response Unit

- ▶ State pilot program
- ▶ Paramedics with additional training may use Medical Screening Tool to clear select patients to be transported to:
  - ▶ Mental Health Urgent Care Centers
  - ▶ Sobering Centers



## Challenges/Opportunitites

- ▶ Financial sustainability
- ▶ Recruitment and retention of EMS Advanced Providers
- ▶ CMMI Emergency Triage, Treat and Transport (ET3) Model

There is no such  
thing as an  
inappropriate  
request...

***BUT THERE CAN BE AN  
INAPPROPRIATE  
RESPONSE TO THAT  
REQUEST***





**If your system is still under the  
“*You call, we haul*” mantra  
you need to reconsider...**

**Thank you**

**LAFD Advanced Provider Response Units**

