When 9-1-1 Calls YOU
Presenters

Community Council/DAAA (Evidence-based Programs)

- Jessica Walker, Director Business Development
- Kelly Blair, Manager Evidence-based Programs

Dallas Fire-Rescue Mobile Community Healthcare Program

- Isaac Gooch, Lieutenant/Coordinator
- Jarrod Gilstrap, Paramedic
Community Council/Dallas Area Agency on Aging

1940: Community Council founded 1940

1972: Dallas Area Agency on Aging established
About Us

Mission

The Community Council serves the community by providing leadership in:

- Determining priority issues in the human services area
- Convening partners to significantly impact service delivery
- Increasing awareness of, and access to services

Vision

The Community Council is dedicated to enhancing the quality of life in North Texas, enabling each individual to achieve his or her full potential.
About Us

Strategic Goals

- Lead high-priority issues
- Serve as a neutral convener
- Conduct research into emergency and current issues
- Provide advocacy on issues within the Council’s mission

Services

- Dallas Area Agency on Aging
- 2-1-1 Information Referral Service
- Healthcare Navigators
- Healthcare Coalitions
- Evidence-Based Programs
- Youth Services & Programs
- Economic Empowerment
- Capacity Building
- Convener
- Fiscal Agent
- Incubator
Partnerships With Local Paramedics

- Strengthening Evidence-based Program Delivery
- Impacting Frequent Users of 9-1-1
Evidence-Based Programs

- A Matter of Balance
- Chronic Disease Self-Management Program
- Tomando Control de su Salud (Spanish CDSMP)
- Diabetes Self-Management Program
- Programa de Manejo Personal de la Diabetes
- Diabetes Self-Management Training/Medical Nutrition Therapy (Medicare)
- Diabetes Prevention Program
Evidence-Based Programs Continued

• Stress Busting for Family Caregivers

• Home Meds

• Care Transitions
EBP Coming Soon...

• Chronic Pain Self-Management Program

• Walk With Ease

• Chronic Disease Self-Management Program Toolkit
When 9-1-1 Calls **YOU**

If you have an emergency, always **CALL 9-1-1**
DALLAS FIRE-RESCUE DEPARTMENT

MOBILE COMMUNITY HEALTHCARE PROGRAM
DFR is a metro, fire-based EMS system
  - 42 front line ambulances
  - 200,000 annual response volume

MCHP program
  - 911 call high-utilizers or “High Risk Patients”
  - Contracts with local hospitals and entities to decrease over utilization of medical services
  - These patients account for disproportionate resource utilization and high uncollected costs
Mobile Community Paramedic (MCP)

- MCPs are trained in community outreach, social work and advanced patient assessment at Collin College Advanced Paramedic CE

- Each patient assigned one MCP based on:
  - Geographic location, MCP strengths, MCP Span of control

- Backup MCPs are assigned and introduced
Program Flow

Identification

Selection

MCHP Program

Graduation

On-Going Monitoring
Patient Identification

EPCR review and pattern identification

10+ 911 calls in most recent 90 day period

20+ 911 calls made in a calendar year

Field Intelligence

Frequent Patient Ranking Report

1. Doe, Jane 123 Main St
2. Smith, John 456 Elm Rd
Patient Selection

Initial contact by phone
- Program awareness

In-person meeting scheduled
- "Meet n Greet"
- Early needs assessment conducted

Program benefits and responsibilities discussed

Questions answered and concerns alleviated

Patient agreement and verbal contract reached
Patient Enrollment Includes Comprehensive Medical History
Medication Identification
Thorough physical assessment
Insurance and payment assistance overview
CONSENT FOR CARE

I, ____________________________, hereby consent to examinations, medical and therapeutic care and/or procedures which have been determined to be necessary for me by the paramedic or emergency medical technician and as authorized by the Medical Director of the Dallas Fire & Rescue Department Emergency Medical Services.

I further consent to photographic that may be taken and maintained as part of the medical record and used as an adjunct to the delivery of health care services. I understand that any such photographs will be maintained with the same level of privacy as is the medical record.

I acknowledge that Dallas Fire & Rescue Department is primarily an emergency medical service based health care provider and that paramedics and emergency medical technicians, under the authority of the Dallas Fire & Rescue Department Emergency Medical Services Director, will be providing the care rendered.

CONSENT FOR RELEASE OF INFORMATION

I hereby authorize the Dallas Fire & Rescue Department to release and/or receive.

Medical information from or to referring health care providers, including a public health nurse, or home health agency referral, insurance companies, and other third party sponsors for the purpose of providing health care to me, processing of claims, audit of payments for hospitalization and/or treatment, and to facilitate overall assessment of effectiveness of the Mobile Community Healthcare Program.

I understand that the information released may include records related to genetic information, HIV/AIDS, sexually transmitted diseases, mental health treatment, and drug and alcohol abuse treatment. Please initial:

[] Basic patient information regarding date and time of appointment(s) to family members (parents, spouse, adult children, guardians), and caregivers.

Personal information (i.e. name, address, phone #) and information related to any social conditions, to the DFDP Crisis Intervention Unit for the purpose of obtaining referrals to community programs.

Date          

Patient’s Signature

I certify that I have signed this authorization voluntarily and that it is my true signature. I understand that by signing this authorization, I authorize the release of the information described above.

Medical Intake Form
• Consent For Care Form
• Protected Health Information (PHI) Form
Needs Assessment and Goal Setting

- Medical
- Psycho-Social
- Socio-Economic/Environmental
Immediate Stabilization

Identifying and managing initial unmet needs:

- Healthcare
- Psycho-Social Care
- Socio-Economic / Environmental
Establishing Trust

▪ Most patients have long standing trust issues with first responders

▪ Many patients felt to have been “abused by the system.”

▪ Assigned MCP forms initial trust-bond with patient through:
  – Explanation of MCHP policies/procedures
  – Consistency of home visit scheduling
  – Providing/explaining Patient Education booklet
Not all needs are medical.
Setting Initial Goals

- PCP and specialty care established
- Diseases managed
- Medication(s) reconciled
- Needed medical devices obtained
- Health insurance or payment assistance sought
- Serial inebriate threats identified and avoided
- Self-care awareness
- Education
Making sure needs are met

Not only does MCHP ensure than medical devices are available. They work hard to ensure safety for the patients as well.
Weekly Home Visits

- Physical Assessment
- Vitals Check
- Medication Reconciliation
- Pain Evaluation
- Review of 911 calls and hospital ED visits
- Emerging or new issues
Weekly Case Management

Medical Director and MCHP Team meet to evaluate progress of medic with patient
Weekly Case Management Meeting

Drug Allergies: *Penicillin*

<table>
<thead>
<tr>
<th>Drug Allergies</th>
<th>Reason</th>
<th>Dose</th>
<th>SIG</th>
<th>Prescriber</th>
<th>Adherence</th>
<th>Rescission Date</th>
<th>Refill Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>INDOMETHACIN (indomethacin)</td>
<td>Hypertension</td>
<td>10mg</td>
<td>po</td>
<td>Dr. Smith</td>
<td>Unsure</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACETAMINOPHEN (acetaminophen (etc))</td>
<td>Leg pain</td>
<td>96mg</td>
<td>bid</td>
<td>Dr. Smith</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SINGULAR (montelukast sodium)</td>
<td>Asthma</td>
<td>1mg</td>
<td>q 3 h</td>
<td>Dr. Rogers</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

MEDICAL APPOINTMENTS THIS WEEK:

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Code</th>
<th>Provider</th>
<th>Patient Attended</th>
<th>HCP Attended</th>
<th>Follow-up</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/22/2014</td>
<td>PCP Appt</td>
<td></td>
<td>Bluntt-Flowers</td>
<td>Dr. Smith</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

LAST WEEK, MCP NOTED THE FOLLOWING:

<table>
<thead>
<tr>
<th>Date</th>
<th>Narrative</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/22/2014</td>
<td>Sample narrative about patient status, weekly updates, goes here.</td>
</tr>
<tr>
<td>8/19/2014</td>
<td>Called patient, doing well. Continue to follow up on status.</td>
</tr>
</tbody>
</table>

NEXT STEPS/PLAN OF ACTION FOR THIS WEEK:

<table>
<thead>
<tr>
<th>Date</th>
<th>This week’s Plan of Action</th>
<th>Additional Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/22/2014</td>
<td>Vital Check</td>
<td>Check Phone Call</td>
</tr>
</tbody>
</table>

MEDICAL DIRECTOR NOTES:

<table>
<thead>
<tr>
<th>Date</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/22/2014</td>
<td>Continue evaluating patient and review PCR at next meeting.</td>
</tr>
</tbody>
</table>
Reassessment

Reassessed every 30 days

Continue MCHP Program

Complex Care Program
Certificate of Graduation

is hereby awarded to:

Jane Patient

for successfully completing program goals of the

City of Dallas, TX
Dallas Fire-Rescue Mobile Community Health Care Program

February 2016 through July 2016

We thank you for your participation!

Awarded this day, the 14th of July 2016

Norman Said
Assistant Chief, EMS Bureau

Sumar, D.O., M.D., Medical Director

Clayton Page, MCHP Administrator
Regina Trela, Mobile Community Paramedic

Graduation
Training Paramedics as Volunteers
Day Zero & Outreach Strategies
BINGO & POPCORN!

Do you have diabetes?
Test your diabetes knowledge and have fun by playing diabetes bingo!

Join us in the Community Room for popcorn and diabetes bingo!
MOVIE and POPCORN!

Do you have concerns about falling?
It’s common.

Join us at Pleasant Oaks Recreation Center for popcorn and a short video on “A Matter of Balance: Managing Concerns About Falls”

Thursday, February 16, 2017
9:30 a.m. - 10:30 a.m.
Community Education

We participate with the Dallas Area Council on Aging by teaching Chronic Disease Management classes and Matter of Balance classes.
Referral Strategies
Educating Community Paramedics About AAA Resources
What’s Next?
Volunteer Partners of the Year
2016
Questions?
Contact Information

- Jessica Walker  jwalker@ccadvance.org  214-954-4218
- Kelly Blair  kblair@ccadvance.org  214-954-4229

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Jarrod Gilstrap  jarrod.gilstrap@dallascityhall.com  214-952-4050