



Couchiching
Family Health Team

Community Paramedicine

Association of Family Health Teams of Ontario

simcoe.ca



Presenter Disclosure

- **Presenters:** Kyle MacCallum, Kristen Gilmartin, Stephanie Kersta
- **Relationships with commercial interests:**
 - Nil to disclose





Disclosure of Commercial Support

- **This program has no received financial support or in-kind support from outside organizations**





Mitigating Potential Bias

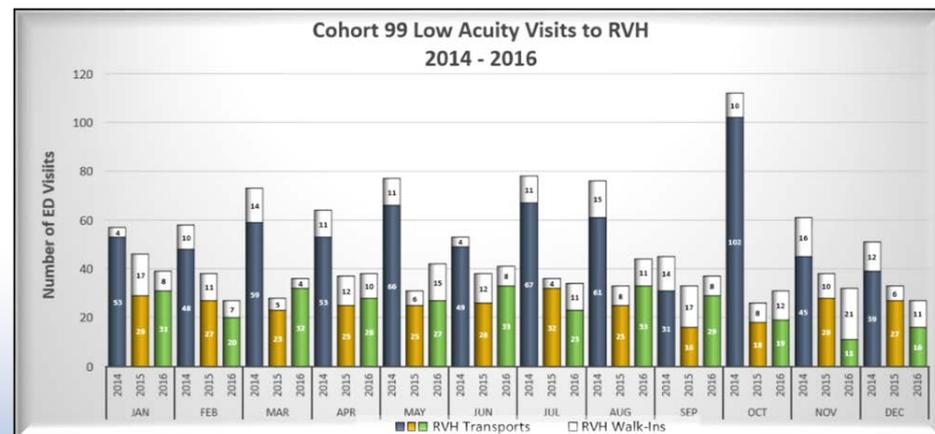
No potential bias



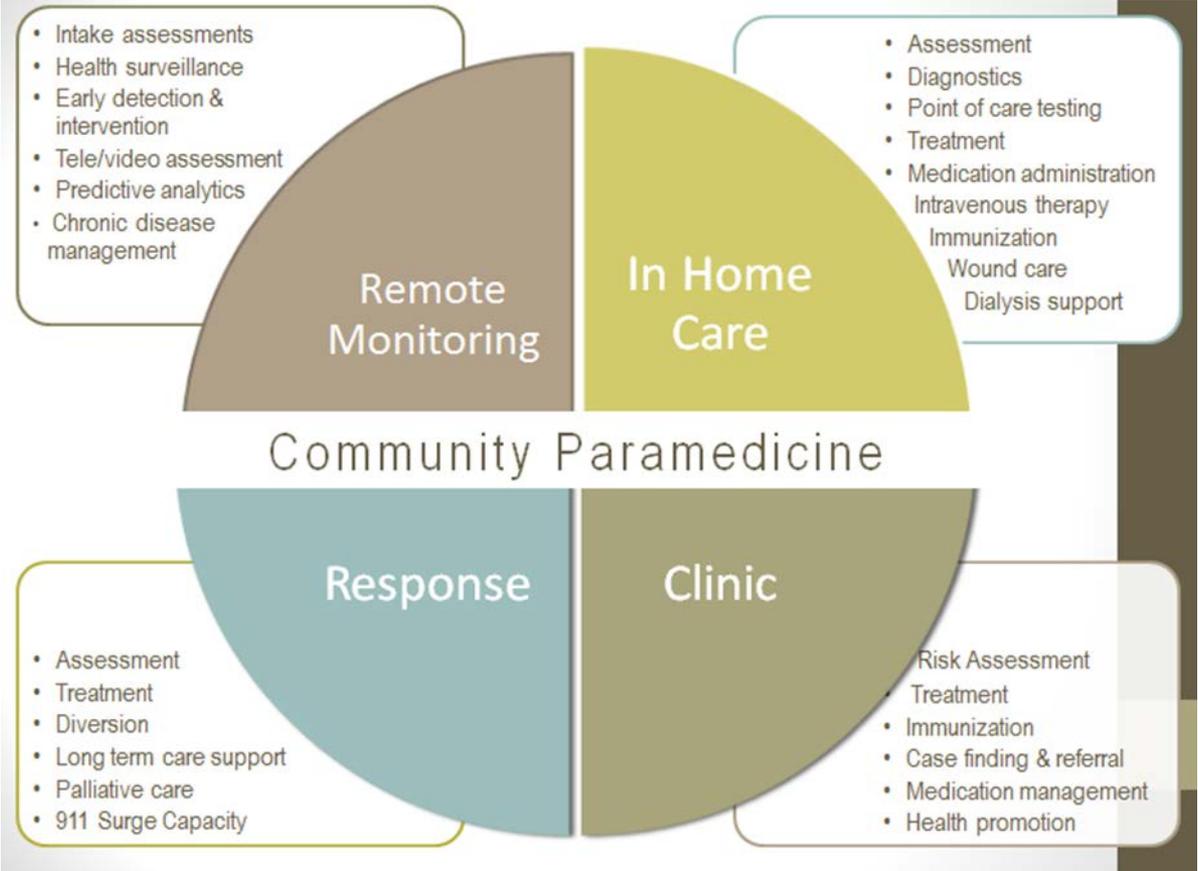
Systemic Issues Driving Change



- Patients with frequent low acuity 911 use
- Patients with poor access to care
- Lack of follow up for chronic disease patients
- Lack of system navigation
- High rates of transport refusals
- Lack of communication between health care and emergency services
- High ED usage
- Aging population



Community Paramedicine



Arms of Community Paramedicine



- **Paramedic Referral Program**
- **Community Paramedic Home Visiting**
- CP @ Clinic
- Collaborative Tables



Paramedic Referral Program – Current State



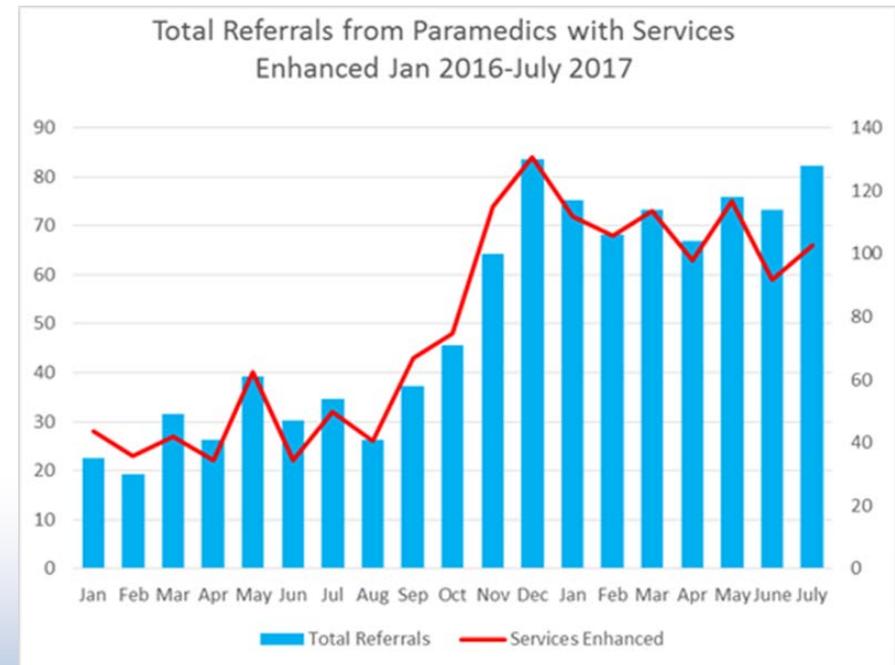
- Paramedic Referrals
- Social determinants of health
- Crisis prevention
- Using existing resources to improve access to and quality of care



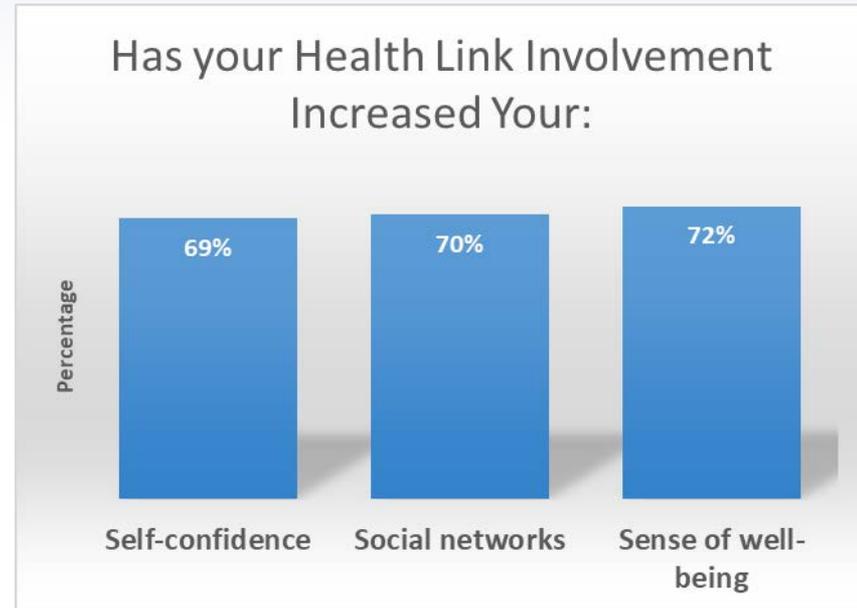
Program Results – Patient Experience



- Over 2000 referrals have been received since early 2015
 - Over 1600 patients served
- Over 60% of Community Paramedicine referrals result in patients receiving new or increased services
- Case Study



Program Results - Patient Experience



Surveys to date n=64

- Has your experience as a Health Link patient/client satisfied your goals? 67%
- Is being a patient/client of Health Links meaningful to you? 83%



Program Results – System Impact



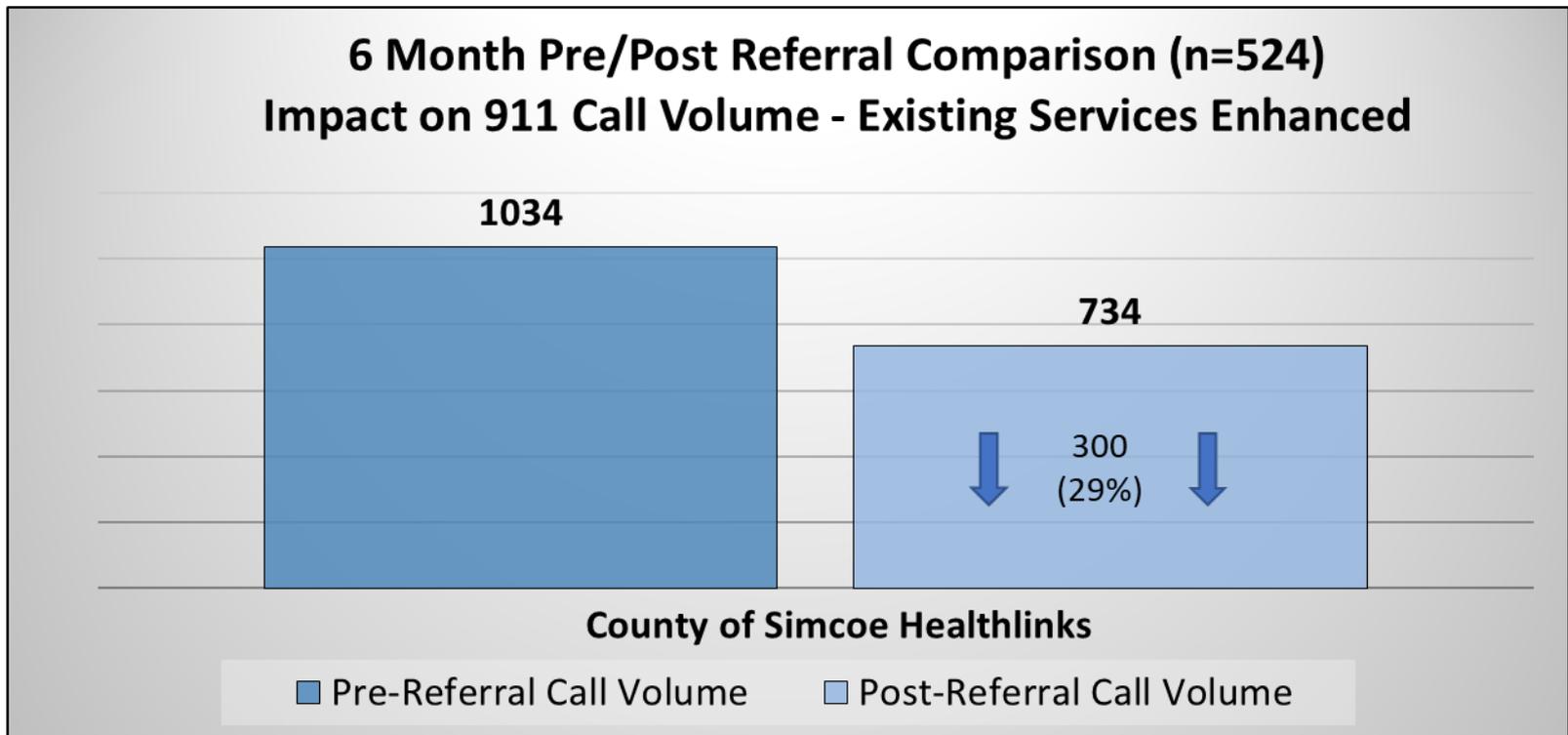
- Reductions in 911 call volumes
- Reductions in emergency department visits
- Reductions in hospital admissions
- Reductions in length of stay
- Improved patient independence and quality of life



Program Results – System Impact



- Reductions in 911 call volumes



Program Results – System Impact



- Reductions in OSMH ED visits
 - **36% increase in ED visits for Health Links patients**
 - n=120
 - 1 year before and 1 year after Health Link Enrollment



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Program Results – System Impact



- Reductions in OSMH admissions
 - **47% decrease in admissions for Health Links patients**
 - n=120
 - 1 year before and 1 year after Health Link Enrollment



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Program Results – System Impact



- Reductions in Southlake ED visits
 - **31.7% reduction for all active Health Links patients**
 - n=297
 - 1 year before and 1 year after Health Link Enrollment
 - 30.2% reduction in length of stay in emergency department

HealthLink
South Simcoe and Northern York Region
Let's Make Healthy Change Happen



Program Results – System Impact



- Reductions in Southlake hospital admissions
 - **60.1% reduction for active Health Links clients**
 - n=297
 - 1 year before and 1 year after Health Link Enrollment
 - 64.6% reduction in length of stay for admissions

HealthLink
South Simcoe and Northern York Region
Let's Make Healthy Change Happen



An Added Resource to Community Paramedicine



- Community Service Navigation
- Accessing information and services in real time
- Handout materials in the hands of front line staff

Finding help in Simcoe County is easy when you make the right call

9-1-1

Emergency number for Paramedic or other emergency services in life-threatening/emergency situations

2-1-1

Information and referral helpline to community, social, government and health services in non-emergency situations



System Impact – Strengthening Partnerships



When you don't know where to turn.



Barrie Community HealthLink



Home and Community Care
North Simcoe Muskoka Local Health Integration Network



Home Visiting



Home Visiting Video – will embed



Community Paramedicine Home Visit Program



- Pilot project initiated in April 2016
- Dedicated response unit in Ramara as a shared resources for 911 response and Community Paramedicine
- Expansion to Orillia and Oro-Medonte
- Added value for chronic disease management for otherwise isolated patients
- Primary Care Collaboration



CP-HV Scope of Practice



COPD

- Antibiotics
- Prednisone
- Atrovent & Ventolin

HF

- Lasix
- Nitro Patch
- Potassium

DIABETES

- Insulin adjustment
- Assess ketones
- Fluid replacement

- Point of care blood work (INR and chem 8)
- Exacerbation response
- Discharge follow up
- 911 call prevention
- Patient education



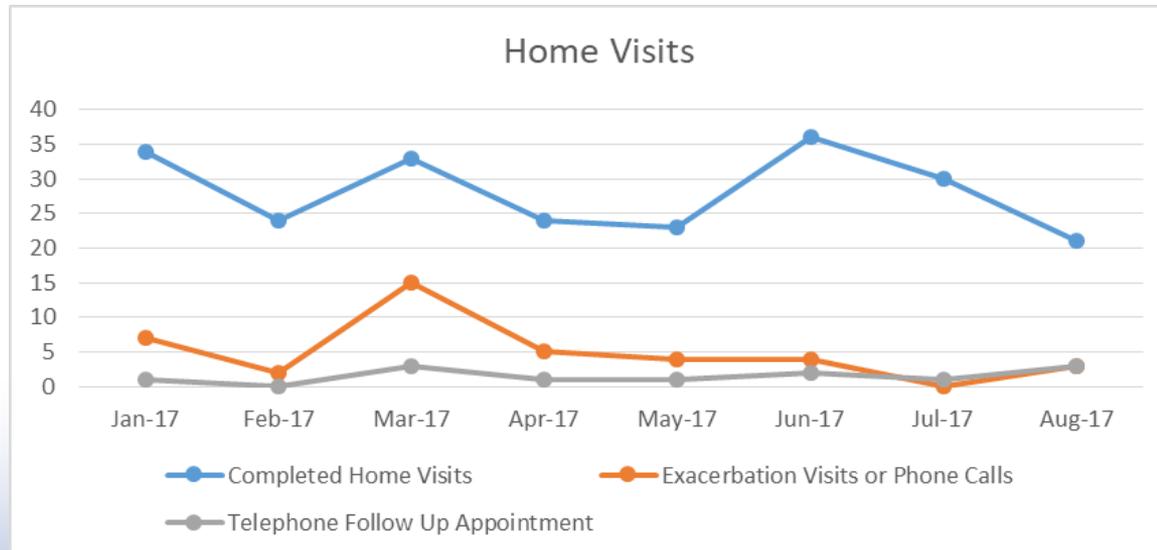
Home Visiting Program



- Types of visits

- Chronic Disease Patient Focus - COPD / CHF / Diabetes

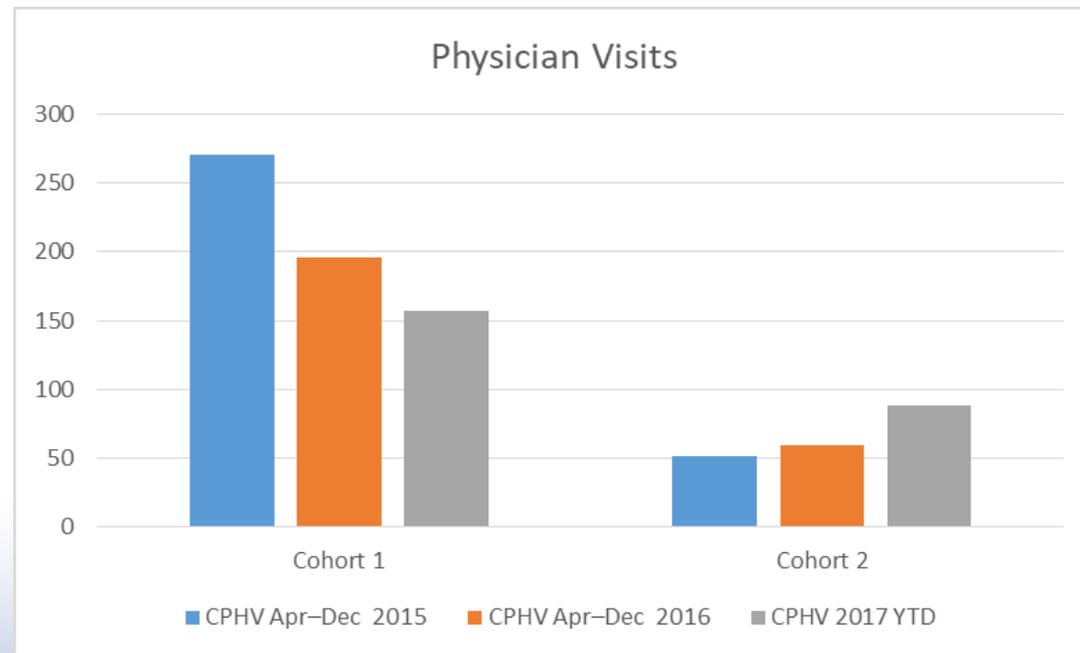
Paramedic Action	Apr-Dec 2016	2017
Completed Home Visits	315	225
Exacerbation Visits or Phone Calls	38	40
Telephone Follow Up Appointment	22	12
Paramedics Physician interaction	46	44



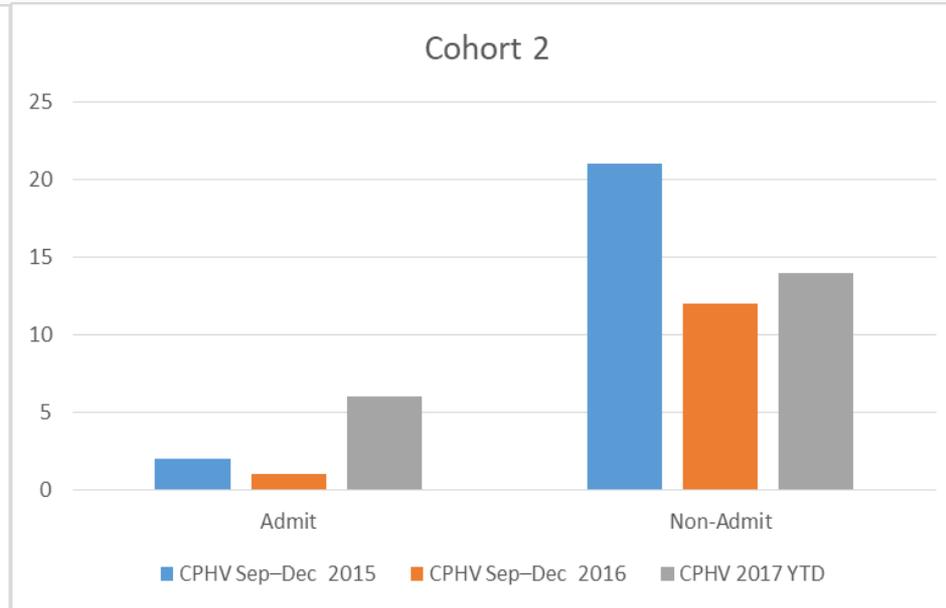
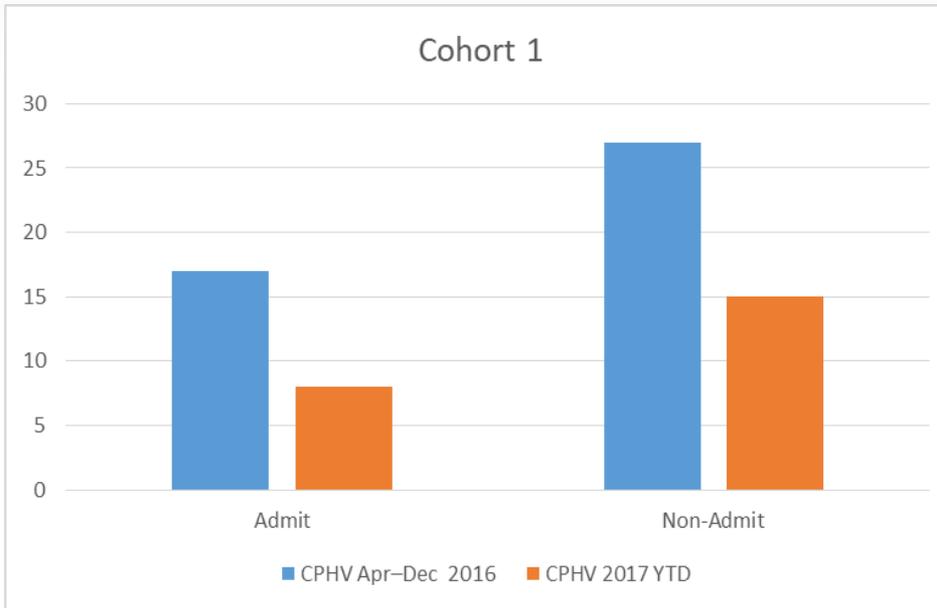
Home Visiting - Performance



- Cohort 1 – started April 2016
- Cohort 2 – started Sept 2016
- Mixed results between cohorts



Home Visiting - Performance



- Mixed results between Cohorts
- Reduction in non-admit ED visits



Questions?



Paramedic Referrals

Health Promotion



Remote Monitoring

In Home Care

