

Mobile Medic

Division Chief – Jason Culberson

RCFD Evaluation of our Programs

- Approximately three years ago we began to look at how we served our patients and community.
 - 2012 call volume **13,584**
 - 2013 call volume **14,387**
 - 2014 call volume **15,422**
 - 2015 year to November 30 = **15,721** (projected call volume is 17,000 +)
 - Medic 1 is one of the top 50 busiest ambulances in the nation.

We were faced with ever increasing call volumes...Should be a good thing, right?

RCFD Evaluation

2014-2015

- 20 patients accounted for 369 calls for service
- One patient accounted for 40 calls for service

2015

- November 2015 the same patient was transported 12 times
- That same patient owes \$68,128.67 for the direct billable services rendered in 2014-2015.....What is the cost to the community as a whole?

WE NEED TO FIND A BETTER WAY

RCFD Evaluation

- Ambulances are constantly crossing paths going to each others district
- Staff is tired
- Unit longevity
- Started with 3 units 2003-2007, 4 units in 2007, 6 units in 2014
- Reimbursement is not going up at the same pace as the call volume

WE NEED TO FIND A BETTER WAY

We See Them

- Poor living conditions
- Patients not able to care for themselves
- Difficulty navigating the system
- Caregiver unable to provide any longer
- Improving healthcare for our neighbors
- “Another way to save a life”

WE NEED TO FIND A BETTER WAY

Common Patients

- Some of our patients do have access to the other services
- Example: Home Health patient had
- BMS patients would access our services even though they had access to BMS services at the time of call
- We needed someone to tie all these pieces together for us
- Everyone not aware of what the other was doing

WE NEED TO FIND A BETTER WAY

Our Job has evolved

- Not just emergencies anymore
- Transfers
- Standby's
- Primary Care

Mobile Medic

What we came up with

Mobile Medic

- Mobile Medic is a single responder
- Have a different focus other than simply transport
- Can take the time to care for patients
- More public health/whole patient focus
- Mobile Medic assists people not requiring an ambulance to seek the appropriate level of care and arranging adequate transportation. (Transport with Family, Taxi, or even LEO)

We think we found a program that fits well with our mission: Prepare ~ Prevent ~ Protect

Mobile Medic/MIHCP GOALS

- Better reach the Medically Underserved Population of Rapid City and direct them to the appropriate level of service.
- Improve health outcomes among medically vulnerable populations
- Save taxpayer dollars through better utilization of Community Resources
- Reduce the man hours on equipment and personnel.
- Reduce high utilization of Emergency Department for non-emergent care
- Place the patient in the right level of care at the right time
- Collaboration with other community organizations

How does the Mobile Medic Operate?

Pennington County 911

- Pennington County 911 receives the call
- Sends the most appropriate best response
- Accomplished through a scripted set of questions
- Units sent are based on the answers to those and the “priority”

When is a Mobile Medic Sent

- Card 26 – Sick Person
- Law Enforcement Evaluations
- Requests by Medic Units

Law Enforcement Eval Request

- LEO – request for medical evaluation
- Decreases LEO/Detox/Jail liability and cost– follow a protocol and a guide – approved by Medical Director for Detox/Jail/RCFD

Mobile Medic Requested

Determine Best Disposition

Find what the patient needs and connect them with the right level of care at the right time

- ER
- DETOX
- Jail
- Community Health
- Urgent care clinics
- Dentist
- IHS
- VA
- Crisis Care
- Call to Caseworkers (home health, BMS, DSS, etc...) and coordinate the care

Potential Impacts

Increase Patients access

- Appropriate care
- Timely care
- Consistent care
- Quality care
- Get patients directed to the right service at the right time
- More opportunities for patients to get services needed

Financial Impacts

- Healthcare delivery impacted
- Cost savings across the board in our healthcare system
- Proven to be successful

QUESTIONS

