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