

# Mobile Integrated Healthcare 360 Arizona:

## How Fire-Based and Private Sector Community Paramedicine is Shifting the EMS Paradigm

### Speakers

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#### ***Les Caid, Fire Chief Rio Rico Medical & Fire District***

Les spent 25 years with the Tucson Fire Department, and retired as the Deputy Chief of Emergency Management. He then worked 4 years with R/M Fire as the Regional Fire Chief of operations in Arizona and Oregon. He has served on the IAFC Exercise/ Response Subcommittee and ACA Task Force. He is the EMS Chair of the Arizona Fire Chief Association, Board Member of Arizona Fire District Association, and long standing member of the AFCA Mutual Aid Committee. Chief Caid, has been an active participant and leader in AZ's statewide mobile integrated healthcare/community paramedic movement, and served as chair of the subcommittee on data, for Arizona's Treat and Refer Committee. Les has an A.A. in Fire Science, B.S. in Public Administration and Master of Science Degree in Executive Leadership. After several years of prep-work by Chief Caid, in January 2014, RRMFD started the first Community "Healthcare" Paramedic program in Arizona.

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#### ***James Dunford, MD, FACEP, City of San Diego EMS Medical Director, Professor Emeritus (Emergency Medicine), UC, San Diego Health System***

Jim has practiced and taught in the UCSD Emergency Department since 1980, and played a lead role in San Diego's trauma, heart attack, stroke and public defibrillation systems. He became the Medical Director of San Diego Fire-Rescue in 1986 and the City's first EMS Medical Director in 1997. Jim flew on the Life Flight helicopter for 6 years and established the UCSD emergency medicine residency program. He partnered with the San Diego Police Department to create the Serial Inebriate Program (SIP), a national model addressing chronic homeless alcoholics. He created the Resource Access Program (RAP), a City of San Diego community paramedic program that assists the most frequent users of EMS. Jim was a co-investigator in the ROC trials. He champions the value of EMS data in individual and population health. In 2015, Jim received the ACEP Outstanding EMS Physician Award.

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#### ***Amanda Aguirre, President & CEO, Regional Center for Border Health***

Since 1991, former Arizona State Senator Amanda Aguirre has served in the capacity of President & CEO of the Regional Center for Border Health, Inc. and its subsidiary San Luis Walk-In Clinic, Inc., a primary care rural health clinic. She has been involved for more than 34 years in health care and business administration. In 2007 she established a licensed post-secondary vocational training center, the RCBH's "College of Health Careers". In addition, during the last three-years she has provided scholarships to 33 EMTs in Yuma County to become Paramedics. In 2003 Ms. Aguirre became the first female and first Hispanic to represent District 24 (new legislative district 4) in the Arizona House of Representatives and in the Arizona State Senate (2016) where she served through 2010. In 2005 she introduced HB2599 Emergency Worker legislation establishing liability protection and work compensation guidelines for volunteer citizens performing emergency medical assistance.

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#### ***Paul Luizzi, Fire Chief, Goodyear Fire Dept.***

Paul has served as the Fire Chief for the City of Goodyear since 2013. He has also served in a number of leadership positions for the City of Goodyear including Interim Deputy City Manager, Deputy Fire Chief, and Battalion Chief. Paul has over 28 years of fire and EMS experience for public safety organizations in Massachusetts, New Hampshire and Arizona. He has a designation as a Chief Fire Officer, is a Certified Public Manager, earned an MBA from Franklin Pierce University, and a Bachelor of Science degree in Public Administration from Roger Williams University.

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#### ***Kim Moore, EMS Chief, Verde Valley Ambulance***

EMS Chief Kim Moore began her career with Verde Valley Ambulance Company on August 1, 1999. She started as a reserve EMT. After becoming a paramedic in 2002 she was hired full-time on the line. Then VVAC brought the billing internally and while Kim was on shift she would input calls while on duty, helping the Billing Manager. In 2009 she completed a lateral move to Administrative Assistant for Doug Longfellow, and received the title of Battalion Chief. On December 29, 2010 she was promoted to EMS Chief. Kim is married to Joe Moore, Deputy Chief of Verde Valley Fire District and former Chief of Clarkdale Fire District, of which, has been consolidated by Verde Valley Fire District. They have four children and eleven grandchildren. Her hobbies consist of having fun with her family or golfing with her husband on the weekends.



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### *Melanie Mitros, PhD, Director, Strategic Community Partnerships, Vitalyst Health Foundation*

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Melanie Mitros is Vitalyst Health Foundation's Director of Strategic Community Partnerships. Melanie works with coalitions and community boards to identify timely and relevant topics and establish strategic alliances for effective change initiatives. As the lead staff for Vitalyst's Innovation Grants and Medical Assistance Program, she oversees the application, evaluation and engagement processes. Formerly, as the founding Director of the Arizona Living Well Institute, she engaged public and private partners to build a statewide infrastructure for effective promotion and delivery of evidence-based health promotion programs. She holds a Ph.D. from Arizona State University in Physical Activity, Nutrition and Wellness, with a concentration in aging and special populations.

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### *Barb Averyt, BSHA, Executive Director, Care Coordination, Health Services Advisory Group*

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Ms. Averyt has a broad background in healthcare that spans over 30 years of healthcare operations, project management and leadership experience within for-profit, not-for-profit and government health care systems. Currently, she is the Executive Director for Care Coordination and Nursing Home Quality at Health Services Advisory Group (HSAG), the Arizona Quality Improvement Organization. In this work, Ms. Averyt and her staff focus their work on bringing communities together to implement safe care transitions and reduce avoidable hospital readmissions. Ms. Averyt currently holds a Bachelors of Science in Healthcare Administration and has held positions in hospitals, nursing homes, home health agencies, ambulatory clinics, and the state hospital trade association. She has had a career spanning many diverse roles, including Case Manager, Quality Specialist, Project Manager, Healthcare Compliance Investigator, Patient Safety Director and Chief Quality Officer.

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### *Jeff Clark, Fire Chief, Eastside Fire & Rescue*

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A proponent of Fire Service Based MIH programs, currently the Fire Chief of Eastside Fire & Rescue in the Seattle area and the former Fire Chief of the City of Chandler Fire, Health & Medical Department.

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### *Beth Kohler, Deputy Director, AHCCCS*

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Beth Kohler is the Deputy Director of Arizona's Medicaid program, the Arizona Health Care Cost Containment System. In this capacity she oversees the day to day operations of the agency and helps set the strategic vision for the program. Prior to her work at AHCCCS, she was the Deputy Policy Director and health policy advisor in the Arizona Governor's Office. Beth has also worked as a Medicaid consultant for various states, and has served as a senior fiscal and health policy advisor for the Arizona Legislature. Beth received a BA with high distinction from the University of Virginia and has a Master's Degree in Public Affairs from the University of Wisconsin Madison.

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### *Harry Beck, Fire Chief (Ret.), Mesa Fire & Medical Dept.*

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Chief Beck retired in 2016 from the Mesa Az. Fire and Medical Department after serving 13 years as Fire Chief. During his tenure the department received a \$12.5 mil. grant from the Center for Medicare and Medicaid to expand the departments pilot MIH service into a full service regional model. The model is based public/private partnerships that coordinate to provide integrated services and products. Partners include doctor groups, hospitals, pharmacies, insurance companies, universities, public health officials, billing and data management companies, volunteer service organizations, medical technology companies, transportation companies and the Arizona Department of Health Services.

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### *Brent Myers, MD, MPH, Chief Medical Officer, Evolution Health*

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Dr. Brent Myers serves as both Chief Medical Officer for Evolution Health and Associate Chief Medical Officer for American Medical Response. He has deep expertise in systems of care, population health approaches and public health. Prior to his appointment, Dr. Myers served as Director and Medical Director of Emergency Medical Services for Wake County in Raleigh, N.C where he earned national recognition for his EMS innovation and research. Leading Evolution Health's medical operations function and interprofessional clinical practice, Dr. Myers is responsible for population needs assessment, intervention design, clinical architecture, workflow and system implementation. Dr. Myers is also responsible for operations and medical oversight of Evolution Health's Medical Command Centers, logistics, clinical education, telehealth and telemedicine practice. Board certified in emergency medicine and emergency medical services, he is an internationally sought after expert, researcher, educator and national thought leader in mobile healthcare and EMS innovation.



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### *Bob Costello, Fire Chief, Buckeye Fire, Medical & Rescue Dept.*

Chief Bob Costello has served with the City of Buckeye Fire-Medical-Rescue Department since 2004 and has been Fire Chief since 2008. After starting his career as a firefighter with Rural Metro, Costello became a certified patrolman with the Peoria Police Department and worked as a fire investigator. He joined the State Fire Marshal's Office, where he served in several capacities for 16 years – most notably as its Fire Training Director. Costello has been a certified trainer and recognized leader at Arizona Community Colleges for more than 20 years. In 2012, Chief Costello was elected to the Arizona Fire Service Hall of Fame. In 2016, Chief Costello was appointed to the Arizona State Emergency Medical Services Council by Gov. Ducey. Chief Costello has been working to start a Community Paramedicine Program for the past 4 years and the program has received multiple awards since it began on May 15, 2015.

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### *Stu Esh, Captain, Buckeye Fire, Medical & Rescue Dept.*

Captain Stuart Esh has been working for the City of Buckeye Fire Department for 15 years. Captain Esh has been a certified paramedic and Captain for 12 of those 15 years. Captain Esh also has served as interim Fire Marshal for the City of Buckeye during his career with Buckeye Fire. Captain Esh has been instrumental with several programs and projects within the City such as the creation of the Public Education Program, CPR Instruction, creation of city mapping program for electronic use with the City of Phoenix, creation/enactment of the first fire sprinkler ordinances in the City for commercial and residential buildings, and was the first Union President. Captain Esh has been instrumental in the Buckeye Fire Department's Community Paramedicine Program from the conception of the program.

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### *Laura Baker, Assistant Chief, Tucson Fire Dept.*

Laura is an Assistant Chief for the Tucson Fire Department (TFD) and has been with TFD since 1994. She has served as the Deputy Chief of Training, Fire Prevention and Operations. She currently oversees Fire Prevention, Medical Administration, and the 9-1-1 Communications Center. Laura received her Bachelor of Science in Business Administration from UC Berkeley in 1992 and received an Associates degree in Paramedicine from Pima Community College in 1997. Laura earned a Master of Science in Fire Service Administration from Arizona State University in December 2004. Laura completed the Executive Fire Officer Program (EFOP) in March 2007. Laura is the Past President for the International Association of Women in Fire and Emergency Services and is a member of the Vision 20/20 Steering Committee.

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### *Josh Hurguy, Battalion Chief, Golder Ranch Fire Dist.*

Josh is the Deputy Chief of EMS for Golder Ranch Fire District. He began his career in 1997 with Kords Ambulance, trickling along through a couple of mergers and acquisitions before going to Golder Ranch in July of 2001. Josh has an A.A. in Paramedicine, B.S. in Public Agency Service and Master's in Administration. Josh was proud to be a part of developing Golder Ranch Fire District's Community Integrated Healthcare Program which went operational on June 30th, 2016.

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### *Keith Boesen, PharmD, CSPI, Director, Arizona Poison & Drug Information Center*

Keith Boesen began as an intern at the Arizona Poison and Drug Information Center during his pharmacy education at The University of Arizona, and became a full-time employee of the center in 2002, following his graduation with a doctor of pharmacy degree. He became the director of the center in 2009. He completed advanced training to become a Certified Specialist in Poison Information and is currently co-director of a dual fellowship program training both pharmacists and physicians. At the poison center, he consults on home and hospital cases that involve exposures to various chemicals, medications and venomous creatures. He has written chapters for toxicology references and assisted with articles published in various medical journals. He was involved with the clinical trials for new rattlesnake and scorpion antivenoms as well as various research projects with pharmacy students ranging in topics from rattlesnake venom variability to symptoms associated with new designer drugs.

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### *Kelly Green Boesen, PharmD, BCPS, CDE, Clinical Pharmacist/Certified Diabetes Educator, Arizona Poison & Drug Information Center*

Kelly Green Boesen, is a Clinical Pharmacist in Tucson, Arizona. She has worked in many different aspects of the pharmacy profession. Her areas of interest are caring for chronic diseases and optimizing the use of medications, with special attention to diabetes management. Other areas of interest include working with underserved populations, health literacy, collaborative practice agreement development, and the expansion of pharmacists' role in the medical care team. Dr. Green Boesen received her PharmD from the University of Arizona. She completed a general pharmacy practice residency and a fellowship in Family and Community Medicine at the University of Arizona. She has been a board certified pharmacotherapy specialist since 2003 and a certified diabetes educator since 2015.

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### *Matt Eckhoff, Director, Community Integrated Paramedicine, Rio Rico Medical & Fire Dist.*

Matt works with stakeholders throughout Arizona to implement a regional Community Integrated Paramedicine (CIP) model led by the Rio Rico Medical & Fire District. The Santa Cruz County Community Healthcare Integrated Paramedicine Program (CHIPP) has a keen focus on serving the community via reduction of preventable 911 calls and avoidable health system utilization, while improving medication adherence and access to primary care and community resources. Matt enjoys working with a broad array of stakeholders to explore and implement sustainable enhancements to Arizona's EMS system. Matt has been involved in the evolution of Community Integrated Paramedicine in Arizona since 2012 through advocacy planning, stakeholder engagement, and program development. A native New Yorker, Matt loves being a transplant to scenic Arizona where he earned a Bachelor of Science degree in Psychology/Biology from Northern Arizona University and a Master of Public Health degree from the UA Zuckerman College of Public Health.

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### *Jonathon S. Feit, MBA, MA, Co-Founder & CEO, Beyond Lucid Technologies, Inc.*

Jonathon Feit is Co-Founder & CEO of Beyond Lucid Technologies, a software company that connects ambulances and hospitals prior to the patient's arrival, and charts patients' care over time. He is a widely published marketing and technology expert who has been invited to speak internationally on topics ranging from IT strategy to telemedicine in rural Russia. At BLT, Jonathon has forged collaborations with Dell, AthenaHealth, Telamon, Xerox, Lockheed Martin, and General Dynamics. He led BLT to acclaim as winner of the EMS World Innovation Award (2014) and JEMS Hot Product award (2015). Jonathon, who has Tourette's Syndrome and is passionate about advocating on behalf of people with disabilities, has been featured in Inc., San Francisco Chronicle, and Harvard Business Review. He holds an MBA from Carnegie Mellon University, a Combined BA/MA cum laude from Boston University, and graduate certificates from the Pepperdine School of Law and MIT's Sloan School of Management.

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### *Taylor A. George, MHS, NR-P, Research Associate, Zuckerman College of Public Health, Univ. of AZ*

Taylor A. George MHS, NR-P is a Teaching and Research Associate at the University of Arizona Mel and Enid Zuckerman College of Public Health, as well as a Doctoral Student concentrating in Health Policy and Management. Before coming to Arizona, Taylor worked in non-profit healthcare administration, which he transitioned into after serving as a front-line paramedic both domestically and abroad. Taylor's interests and expertise are in emergency services and trauma systems, specializing in multi-partner and multi-discipline integration.

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### *Bob Ramsey, Founder & CEO, Starwest Tech*

Bob Ramsey is President & CEO of Starwest. Bob has been an active business and community leader for over 40 years, founding companies in a variety of fields: ground and air ambulance services, medical supplies, air freight, information technologies, management systems, and avionics. Has founded and operated 29 ambulance and EMS services in U.S. Bob pioneered EMS private/public partnership models from the 1980's. Many of those models continue today with various municipalities for dedicated 911 services. In 2006, he implemented inter-operative ePCR and real-time active management systems. Bob was awarded and presented by the Medical Director of Homeland Security, the National Lifetime Achievement Award, from the "Gathering of the Eagles", The EMS State of Science in 2010 for his many contributions. For over three decades six Governors have appointed Bob to serve on various Boards and Commissions including the Arizona Department of Health Services' Governor's Emergency Medical Services Council.

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### *Matt Zavadsky, MS-HSA, EMT, Chief Strategic Integration Officer, MedStar Mobile Healthcare*

Matt is the Chief Strategic Integration Officer for MedStar Mobile Healthcare in Fort Worth, TX. He has helped guide the implementation and financial sustainability of numerous innovative programs with healthcare partners that have transformed MedStar fully as a Mobile Integrated Healthcare provider. Matt is also the President-Elect for the National Association of EMTs and chairs their Mobile Integrated Healthcare and EMS Data committees and is the co-author of the book "Mobile Integrated Healthcare – Approach to Implementation" published by Jones & Bartlett Publishing. He has a Master's Degree in Healthcare Administration, with a Graduate Certificate in Healthcare Data Management and is Adjunct Faculty for the University of North Texas Health Science Center.

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### *Aphreikah DuHaney-West, Chief Nursing Officer, Havasu Regional Medical Center*

Aphreikah DuHaney-West, FACHE, CPPS has over twenty six years of experience in the Healthcare field and over 12 years as a Healthcare Executive. She's a Fellow of the American College of Healthcare Executives and a Certified Professional in Patient Safety. Mrs. DuHaney-West has presented Nationally on Transforming Care at the Bedside, Patient Safety, Patient Family Centered Care, Proactive Leadership, Disciplines of Execution and Partnering with Community Programs. Recently her partnership with Havasu Fire Department Paramedicine Program and Community Readmission Coalition was featured in state and national publications. The team recently was awarded the Arizona Hospital Association Innovative Program Award. Mrs. DuHaney-West is currently a Servant Leader and Chief Nursing Officer at Havasu Regional Medical Center.

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### *Jasen Stello*, Battalion Chief/EMS Coordinator, Lake Havasu City Fire Dept.

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Battalion Chief Stello is a 22 year veteran with the Lake Havasu City Fire Department. He currently sits on the Havasu Regional Medical Center Readmission Coalition and has been a key individual in the development and implementation of two specific programs for the department, those being the Alternative Response Vehicle (Community Paramedic Program), and the development of the departments Company Officer Academy. BC Stello has completed Arizona State University's Fire Service Institutes Advanced Public Executive Program, is a graduate from the Peoria Regional Battalion Chiefs Academy, has an Associate degree in Fire Science, and is currently working on his Bachelor degree in Fire Service Administration, and has been recognized as a Fire Officer (FO) and Chief EMS Officer (CEMSO) by the Commission on Professional Credentialing. In addition he has served as an affiliate faculty member with Mohave Community Colleges Fire Science and Paramedic Program.

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### *Val Gale Jr.*, Assistant Chief, Chandler Fire, Health & Medical Dept.

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Val is the Health & Public Relations Assistant Chief for the Chandler Fire, Health & Medical Department and has responsibility over the Department's EMS responses, Public Relations, and the Community Paramedic and Crisis Response programs. He has served as a Fire Fighter, Engineer, Captain, Battalion Chief, and now Assistant Chief. He was Fire Fighter of the Year in 2008, Paramedic of the Year in 2002, and Medal of Valor awardee in 1999. Val holds a bachelor's degree from ASU and is currently working on a master's degree at NAU. He is a member of the National EMS Advisory Council.

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### *Monica Vandivort*, M.D., Assistant Professor & Home Care Medicine Director, Univ. of AZ College of Medicine/Banner Tucson & Sierra Vista

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Monica Vandivort, MD is an Assistant Professor of Medicine in the Division of Geriatrics, General Internal Medicine and Palliative Medicine in the College of Medicine at the University of Arizona, Tucson. Dr. Vandivort is a board certified internal and geriatric medicine physician and a certified medical director in long-term care. She has over 20 years' experience in providing primary care in a clinic settings, nursing home and assisted living sites, and at home. As a clinician-educator physician in Banner University Medical Group, she is a leader and champion for the development of home-care programs and guiding health system change. Since 2014, Dr. Vandivort has participated as a faculty scholar with the Reynolds Program for Applied Geriatrics through the University of Arizona Center on Aging.

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### *Catherine Liemohn*, GHPC/HRSA Technical Assistance Consultant

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Catherine has worked with the GHPC technical assistance team since its inception with FORHP in 2002. During the past fifteen years, Catherine has worked with multiple grant recipients (Network Development, Delta, Network Planning, Workforce and Outreach Grantees), with focus areas including emergency medical services, pharmacy services, care management, telehealth - eEmergency & e Stroke, telehealth - home monitoring, workforce development and many network structure/formation issues. Additionally, Catherine served as the Executive Director of the East Georgia Health Cooperative, a rural health network of hospitals, FQHCs, public health and private physicians from 1999 to 2003, and 2005 to 2007. She has provided technical assistance to numerous rural communities throughout Georgia since 1999. She also worked with the Georgia Department of Public Health Division of Emergency Preparedness and Response, with FQHCs and long term care facilities statewide on emergency preparedness programs. MPP, Vanderbilt University BSPH, University of North Carolina at Chapel Hill.

