

# Breakout Session A: Program Development

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Community Plan

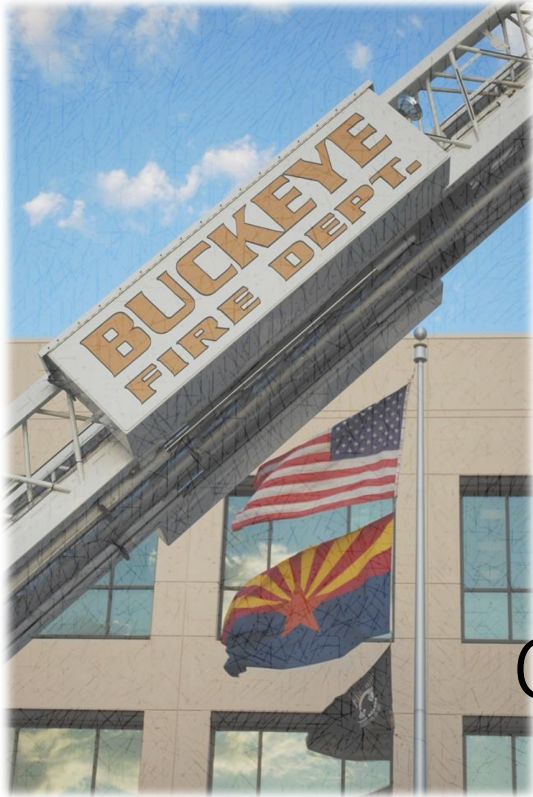
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Community Plan



# BUCKEYE FIRE-MEDICAL-RESCUE DEPARTMENT

## Community Paramedicine Programs: The Development Process

- Community Paramedicine Programs can be whatever you want it to be
- Tailor the program to your community's specific needs and characteristics (rural vs. urban)
- Community Paramedicine Programs change the role of the paramedic but not the scope of duties of the paramedic



- Our Community Paramedicine Program was developed based on multiple events that demonstrated the need for the program
  - Accidental overdose
  - Fall injury
  - Recognition that families had a lack of support system
  - CMS readmission penalties



- Start with your base hospital and Medical Director
- Determine your policy-making body's willingness to fund the program
- Perform community outreach to confirm the accuracy of your needs assessment
- Analyze and determine your organization's ability to staff and support the program
- Seek out available partnerships



- Determine available funding source(s)
- Analyze and determine your program's staffing requirements
- Vehicle and equipment needs and acquisition assessment
- Develop policy forms, process, and procedure
- Developing partnerships



- First and foremost is your relationship with the Medical Director
- Buy-in from your policy-making body
- Organizational buy-in and support
- DATA COLLECTION    DATA COLLECTION    DATA COLLECTION
- Staffing Standards and Selection





- Patient referrals are received from Hospital Staff
- After discharge information is received, Organization makes contact with patient to schedule a home visit
- What happens at the first visit?
  - Patient Activation Measure Survey
  - HIPAA Releases
  - Home safety check
  - Pharmaceutical Review
  - Review of discharge instructions
  - Follow-Up w/ PCP or Specialist
  - Connection to Resources
  - Patient Assessment/Care plan development
  - Documentation
- Follow-Up visits scheduled as needed



What to Look For	What to Look For
Is address clearly visible from the street?	<ul style="list-style-type: none"> <li>• Having your address clearly visible from the street helps the caregiver to locate patient's home.</li> <li>• Carpets should remain consistent throughout home and be slip resistant.</li> <li>• Throw rugs, runners, and mats should be slip resistant, secured down, or rolled up and stored safely.</li> <li>• Use non-skid cleaners, polishes and waxes.</li> <li>• Wear comfortable, non-slip shoes.</li> </ul>
Are rooms and hallways easy to navigate?	<ul style="list-style-type: none"> <li>• Be sure there is enough space to walk through the room and to maneuver around safely.</li> <li>• Electrical cords should be placed along walls and not under rugs or in traffic areas.</li> <li>• Glass doors should be marked so not mistaken as open.</li> </ul>
Lighting Adequate throughout house?	<ul style="list-style-type: none"> <li>• If possible, place nightlights throughout home.</li> <li>• Be sure light bulbs are replaced.</li> <li>• Be sure light switches are accessible by patient.</li> <li>• Flashlights w/in reach in case of power outage.</li> </ul>
Are any safety hazards present?	<ul style="list-style-type: none"> <li>• Handrails can be installed along stairways for safety.</li> <li>• Be sure handrails are secured to the wall and bottom of stairs.</li> <li>• Be sure stair tread is deep enough for patient's foot.</li> <li>• Landings are rug free.</li> </ul>
Phones Set Up Properly?	<ul style="list-style-type: none"> <li>• Emergency Numbers should be kept close to patient.</li> <li>• Phones can be purchased with larger keys for help dialing.</li> <li>• Adjust volume of ringer if needed.</li> </ul>

- Referral process or enrollment criteria should be clearly outlined by organization
- Your program dictates patient contact or level of service
  - Hospital discharge follow-up
  - Loyal customer follow-up
  - Contracted follow-up
  - Field referral



- It's **A LOT** more work than what it looks like
- Difficult finding funding sources
- Need buy-in from community, policy-making body, and organization
- Appointment/patient coordinator is a vital role of program
- DATA COLLECTION   DATA COLLECTION   DATA COLLECTION
  - Maintain constant review and analysis
- Staff Selection and Retention
- Resource allocation – Managing the program w/out outside funding
- Managing patient expectations
- Recognizing and Managing Successes and Failures



- At times, our program is too successful for our capacity
  - Number of Referrals exceeds staffing availability
- Tremendous public relations tool for organization
- Positive feedback means policy-making body supports program
- Improves Paramedics' skills and abilities
- Decreases emergency call activity
- Patients now empowered and better educated to properly manage their healthcare



You are welcome to contact:

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