



# Network for Improved Outcomes in Rural Emergency Care

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# OUR NETWORK



St. Johns Emergency Services





# City of Houston, Digitally Connecting Emergency Services

View video online through YouTube:

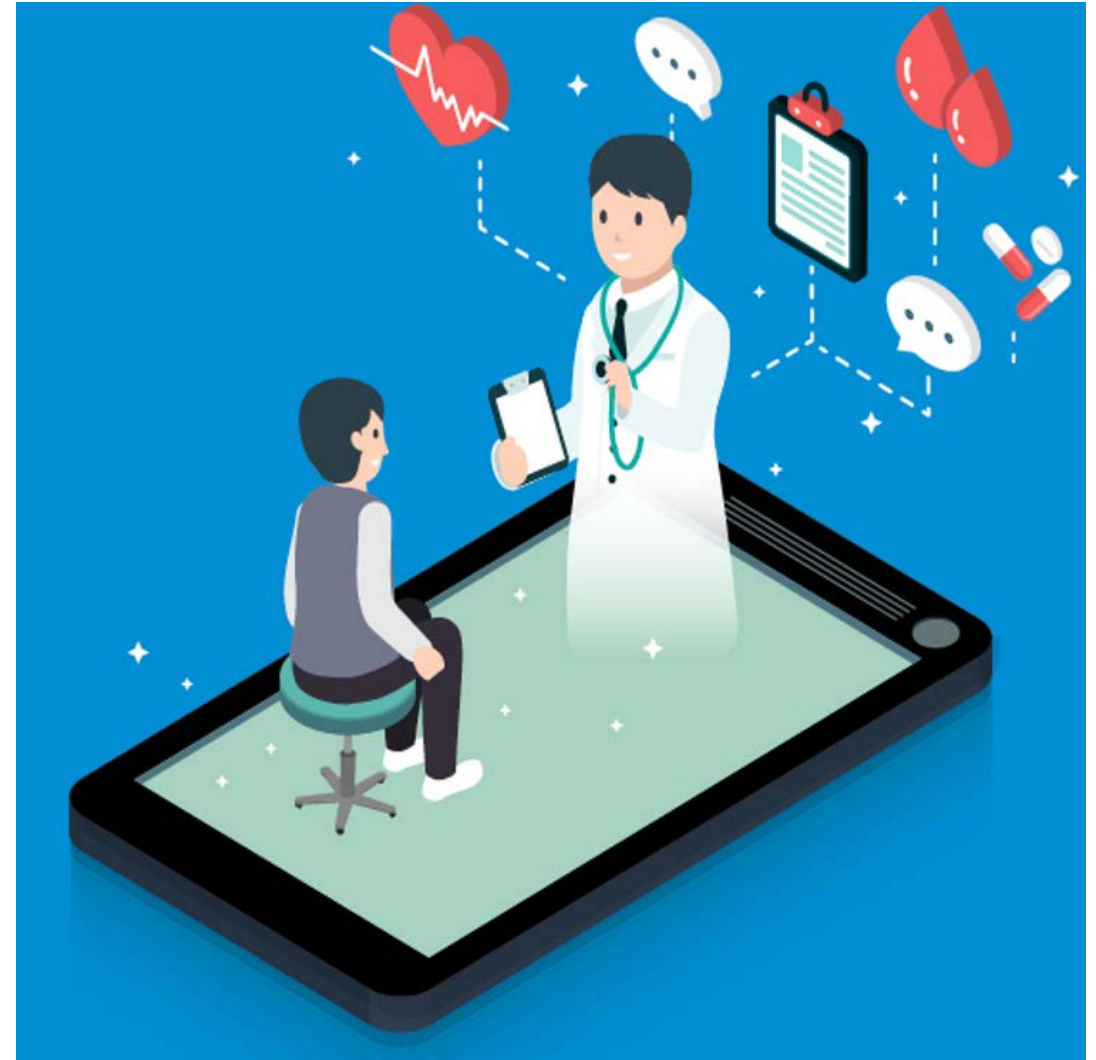
[https://www.youtube.com/watch?reload=9&v=vXriy3n8IB8&feature=emb\\_logo](https://www.youtube.com/watch?reload=9&v=vXriy3n8IB8&feature=emb_logo)



## OUR BIG IDEA

**Mission:** Delivering the right care, at the right time in the right place.

**Vision:** To have a sustainable mobile network of healthcare services leveraging partnerships and technology.





## PRIMARY PROJECT GOALS



### AVOID

Lower Acuity Visits to the Emergency Room



### IMPROVE

Time to Treatment for Critical Patients



### REDUCE

Hospital Readmissions

*Success*



## STRATEGIC OBJECTIVES



### Telemedicine Equipment & Infrastructure

- Equipping EMS vehicles with mobile routers and video enabled devices
- Direct to consumer platform as urgent care alternative



### EMS Treat & Refer

- Fulfilling training requirements and applying for AZ Treat & Refer License
- Developing protocols for Treat & Refer
- Identifying alternative transportation options



### Community Paramedicine

- Start with home safety visits
- Leveraging care coordinators / case managers to refer higher risk patients for EMS home visit



### Coordination of Care

- Transitional care management calls for post acute care discharges
- Care coordination calls for high risk / chronic disease population base



### Education & Outreach

- Chronic disease classes and support groups
- Empowering patients to self manage conditions
- Expanding classes via telemedicine



## KEY ACCOMPLISHMENTS

- Equipped 25+ EMS Vehicles
- 193 DTC Urgent Care Visits / 823 Registrations
- Over 700 Patients Diverted Directly to Crisis Stabilization Unit
- Care Coordination / Transitional Care Management
- 19% Growth in Chronic Disease Education
- Over 600+ Attendees For Various Trainings
- Treat & Refer / Community Paramedicine Training and Frameworks Developed
- \*\*Influencing State Legislation / ABC 15 Local News





## CHALLENGES FACED



### **UNCHARTERED WATERS**

No roadmap to follow. Best overcome by networking with others, going on site visits and trying to tap in to the knowledge and resources of others when looking to build the framework of a new program. The good news is that it is hard for someone to tell you that you're doing it wrong!



### **COMPETING PRIORITIES**

People are more worried about the right here and now and sometimes just simply trying to get through their day. The new lofty innovative idea isn't always top priority. This year we faced competing priorities like none other with major expansion & EHR migration. PERSERVERANCE is the key!



### **RESISTANCE TO CHANGE**

We often say change is hard and people avoid change but in reality in our day and age we like change, we just like to be in control of the change. Remember the Diffusion of Innovation Theory and find your Early Adopters!!!





OUR KEY SUSTAINABILITY FACTORS

Strong  
Collaborative  
Partnerships

Reflect &  
Adapt

Looking for  
the Win-Win

All About the  
“Benjamins”



## INFLUENCING LEGISLATION TO PROMOTE SUSTAINABILITY



### *How NIOREC Influenced Passing of AZ SB1089 (Telehealth Reimbursement)*

- All Started With a Simple Poster Presentation
- Leverage Others That Already Have The Relationships (for us that was AZHHA)
- Sharing Data, Results & Patient Stories is KEY!!!!



**THANK  
YOU**



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