

2018 CIP AGENCY PROFILE

Name of Program: Huron Valley Ambulance Community Paramedic Program

Program Type: Both Community Paramedic/ Mobile Integrated Health

About Us: Our program was initially designed to reduce ED admissions at the hospitals and decrease the call volume for our ALS units in Washtenaw County. In return we felt it would save the overall system money (decreased ambulance transports, decreased ED admissions and a decrease in hospital admissions) and to give the patient a better experience by not taking them to the hospital to wait for hours on test results. As we go further into the future, we hope to add additional services.

Date program began August 2015

Generalization of Services: We selected 26 alpha and omega calls from the Clawson Priority Dispatch system as our guide.

- 911 non-emergency calls
- High-utilizers (of 911)
- High-utilizers (of ED)
- 30- day readmission prevention: we have not partnered with either hospital system at this point but have intentions to.
- Nursing Homes
- Hospice/palliative care helper

Protocols: <https://www.washtenaw.org/DocumentCenter/Index/289>

Lead organization: Emergent Health Partners

Partnerships/Resources/Initiatives

- EPMG
- IHA
- Several Federally Qualified Health Centers
- Private Pay Insurance, BCBSM, HAP
- Whatever It Takes (WIT) Program
- Several Nursing Homes
- Hospice Agencies

Compensation and Sustainability: This CP program receives compensation for many of its services. Examples include billing for services or contracts with insurance companies, partnering with state or federal programs in which we fill gaps in their care initiatives, nursing homes and hospitals to whose patients we follow-up with or provide in place treatment. Payments generally come from entities or programs with whom a relationship has been

established and specific populations are being cared for. This program is not completely self-sustaining yet.

Number of CP Units/Vehicles: 3

Number of CP's on staff: 5 full-time and 2 part-time

Training for CP's: HVA Education Center

Hours of operation/coverage: seven days a week, 24 hours/day for unit one and five days a week ten hours a day for unit two. The third unit is a backup for when either unit is being serviced.

Number of patient contacts in 2017: We are averaging just over 3,000 calls for service each year and growing.

Media coverage: <https://www.crainsdetroit.com/article/20151018/NEWS/151019877/new-paramedics-programs-work-to-keep-patients-at-home>

Photos:



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