

## 2018 AGENCY PROFILE

**Name of Program:** Remote Specialist Visiting Provider (RSVP) Program

**Program Type:** Mobile Integrated Health

**About Us:** A cooperative effort with Bloomfield Township Fire Department (BTFD) and STAR EMS designed to prevent avoidable hospital readmission in high risk patients through video conferencing with the patient post discharge.

**Date program began:** September 2015

### Generalization of Services

- High-utilizers (of ED), frequent admissions, noncompliant patient, social barriers
- 30- day readmission prevention: CHF, COPD, sepsis, MI, pneumonia, DM, HTN, stroke or those patients identified by social work, case management or PCP.
- Follow up initiated by RSVP transition specialist after chart review, PCP referral or CM referral

**Lead organization:** Bloomfield Township Fire Department, STAR EMS, St. Joseph Mercy Oakland Hospital

### Partnerships/Resources/Initiatives:

Independent Emergency Physicians, Bloomfield Township Fire Department, STAR EMS, core group of advanced practice practitioners.

**Compensation and Sustainability:** This program was grant funded for the first 18 months and is now hospital funded.

**Number of CP Units/Vehicles:** 5 (4 for BTFD, 1 for STAR EMS)

**Number of CP's on staff:** approximately 25

**Training for CP's:** Physicians from IEP, subject matter experts from SJM-O

**Hours of operation/coverage:** Monday-Friday, 0930-1530

**Number of patient contacts in 2017:** From August 2015 to July 2018 approximately 290 RSVP visits were conducted.

**Contact:** Jeri Whitehead, BSN, RN RSVP Transition Specialist, St. Joseph Mercy Oakland Hospital. 44405 Woodward Avenue, Pontiac, MI 48341 (O)248-858-6665

