9-1-1 Alternatives

Joe Holley, MD, FACEP
Medical Director
Memphis Fire Department
57 Fire Stations
33 Advanced Life Support (ALS) Ambulances
+ 34 ALS Companies
100,000 EMS Calls/Year
911 Alternatives

• Program focus on overutilizers of the system
• Involved both individual and facility based overutilizers
• A proactive approach to reduce 911 utilization
911 Alternatives

• Full-time dedicated paramedic
• Networking and collaborative efforts with
  – Hospital Social Services,
  – Governmental Assistance Programs,
  – Transportation Assets
  – Insurers
Data Collection

- Data collection on usage patterns from 911 system and multiple EDs
- Coordination of Social Services from different hospital systems
Additional Necessary Steps

- Obtaining psychiatric evaluation for patients
- Personally accompanying and transporting patient for MD visits
- Assisting with obtaining medications
- Orchestrating appropriate alternative living arrangements
So what's all that cost?

- Employee salary, Lots of Time
- Vehicle access
- Communications
So what’s it worth?

### May-December 2006

<table>
<thead>
<tr>
<th>Top 5 Frequency</th>
<th># of trips</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>BILL</td>
<td>62</td>
<td>$22,093</td>
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<tr>
<td>JAMES</td>
<td>46</td>
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<td>CURTIS</td>
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<td>LORETTA</td>
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<td>$15,969</td>
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<tr>
<td>DORIS</td>
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$100,976

### 2007 Frequency for 2006 Top 5

<table>
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<tr>
<th>Top 5 Frequency</th>
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<td>BILL</td>
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<td>DORIS</td>
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</table>

$100,976
Program cost neutral on just 5 superutilizers

Additional cost savings through

Physician Office education
  (Emergent vs Urgent transports and prearrangements with private vendors)

Nursing Home Education

Assisted Living Facilities
  Proposed enhancing medical care availability via paramedic screening clinics
  ProActive approach to available resources (more frequent scheduled physician visits)
Effect on Call Volume

• Alpha level call volume reduced by 3% following implementation of the program

• 3000 NonEmergent calls per year out of our system
Questions?

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