Fort Worth Experience!
The challenges

• 5 - 10% of population will access EMS via the 911 system each year
  • 11 - 52% of these may not require ambulance transportation to an emergency department
“EMS?”

• 9-1-1 safety net access for non-emergent healthcare
  o 36.6% of 9-1-1 requests
    • 12 months Priority 3 calls (37,508/102,601)
• Reasons people use emergency services
  o To see if they needed to
  o It’s what we’ve taught them to do
  o Because their doctors tell them to
  o It’s the only option
• 37 million house calls/year
  o 30% of these patients don’t go with us to the hospital
95% of training is for 5% of calls
Stop Training
Start Educating
• Better Patient Care
• Better Population Health
• Reduce Cost
Patient Navigation

- EMS Loyalty
- Community Health Program
- 9-1-1 Nurse Triage
- CHF/High Risk Dx Readmissions
- Observational Admission Avoidance
- Hospice Revocation Avoidance

“Mobile Integrated Healthcare Practice”
Nurse Triage
9-1-1 Nurse Triage

- Navigate low-acuity 9-1-1 calls to most appropriate resource
- Low acuity 9-1-1 calls (ALPHA & OMEGA)
  - Warm handoff to specially trained in-house RN
- Uses RN education and experience
  - With Clinical Decision Support software
- Referral eligibility determined by:
  - IAED Physician Board
  - Local Medical Control Authority
Did Your Condition Get Better?  Talking with Nurse Helped

90.4%  93.4%

9-1-1 Nurse Triage Satisfaction Scores
As of: 8/31/2013

9-1-1 Nurse Triage - Alternate Disposition Patient Satisfaction Scores
N=166

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>911 Call Taking?</td>
<td>4.8</td>
</tr>
<tr>
<td>Satisfied with the Nurse?</td>
<td>4.7</td>
</tr>
<tr>
<td>Nurse Understood Caller Issue?</td>
<td>4.8</td>
</tr>
<tr>
<td>Satisfied with Recommendation</td>
<td>4.6</td>
</tr>
<tr>
<td>Satisfied with Transport Arrangements</td>
<td>4.7</td>
</tr>
</tbody>
</table>
9-1-1 Nurse Triage

- Key = Referral Network
- Engaged hospital & community partners
  - Funding from hospitals
    - Know your stakeholder value proposition
- 42.9% of referred patients to alternate dispositions
- Future?
  - Physician/Hospital call services
  - Telehealth/patient monitoring
  - Rx compliance/reminders
  - Connect with payer databases?
Nurse Dependent

- Right Nurse
- Right Resources
- Right Patient
Repeat Customer
A Vision without Resources is a Delusion....