Dispatching Specialized Nursing Staff in LA: The LAFD Nurse Practitioner Response Unit

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Challenge of Acute, Unscheduled Care

- Time-critical emergencies
- Low acuity complaints
- Frequent Users
LAFD Low-Acuity Calls

- 2012
- 2013
- 2014

Patient Care Reports

- 420,000
- 430,000
- 440,000
- 450,000
- 460,000
- 470,000
- 480,000
- 490,000
- 500,000
- 510,000
- 520,000
Increase in Frequent EMS Users

Unique Frequent Users, 2012-2014

<table>
<thead>
<tr>
<th>Calender Year</th>
<th>&gt;15 Transports/yr</th>
<th>11-15 Transports/yr</th>
<th>6-10 Transports/yr</th>
</tr>
</thead>
<tbody>
<tr>
<td>CY2012</td>
<td>31</td>
<td>63</td>
<td>368</td>
</tr>
<tr>
<td>CY2013</td>
<td>170</td>
<td>210</td>
<td>880</td>
</tr>
<tr>
<td>CY2014</td>
<td>172</td>
<td>228</td>
<td>999</td>
</tr>
</tbody>
</table>
Treat and Release / Treat and Refer

Sponsored by Mayor's Innovation Grant

Medical oversight

Follow-up at 1d, 7d, 30d
- Experience of Care
- Quality of Care
- Care utilization

Supported by:
- Mayor Garcetti
- Los Angeles City Council
- LA Times
- LAFD Union
- Los Angeles County Community Health
- Los Angeles County EMS Agency

Editorial

Let paramedics and nurse practitioners handle some 911 calls

By THE TIMES EDITORIAL BOARD

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LAFLD NPRU Goals

- New, innovative approach to prehospital care
- Treat and release low acuity patients
- Help EMS super users to ↓ their rate of 911 utilization
- Improve care to a very underserved community
- Increase availability of LAFD resources for true emergencies
NPRU Services Provided

- Physical exam
- On-scene blood testing (iStat)
- Asthma treatments
- Laceration repair
- Wound Care
- Medication administration and prescription
Initial metrics:
First month of operation

- Mean # responses/day: 5.8 (max 12)
- Mean time on scene: 24 min
- % of pts successfully diverted = 51%
- Mean age: 40 (range 1-81)
- Most common co-morbidities: HTN/DM/Asthma
What’s Next

- EMS resources triaging NPRU-eligible patients
- Taxi cab vouchers
- Partnership with social workers for EMS super-users
- Real-time eligibility verification
- Direct referral for timely primary care follow-up
- Field Ultrasound and Telemedicine
- NPs at dispatch
- Launch of Patient Liaison Program
Conclusions

- First fully-municipal Nurse Practitioner Response Unit in major metropolitan area
- Provide treatment on scene
- Help underserved populations with chronic disease mgmt
- Create a network of linkage to care from the field
- Treat and release/Treat and Refer *(instead of “You call, we haul”)*
THANK YOU