



***A better way to RMA-***

***Integrating MIH into daily operations***

Hanan Cohen, Director of Mobile Healthcare  
Empress EMS / PatientCare EMS Solutions



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# Full Disclosure-

- I have Nothing to Disclose

# Us

## Private Ambulance Service based in Yonkers, NY Division of PatientCare EMS Solutions

- **Municipal 911 EMS Provider in NYC, Westchester and the Hudson Valley**
  - *8 counties 2 Million + residents*
- **ALS, BLS, Critical Care Transportation, MIH-CP**
- **NAED Emergency Communications**
- **Strive to Practice at the Top of our Clinical Scope**
  - *125 EMS Units*
  - *700+ EMT's and Paramedics*
  - *150,000+ Responses annually*
  - *Still Home to NYS Patient "0"*



# Why?

It started with ET3...

- Do you know???
- Do you want to know???
- Do you measure???
- What did you do????

**Patient Care Report**

**DRAFT**

**evolution**  
NEXT-GENERATION EMS SYSTEM SUPPORT

Run Number: 2345  
Date of Service: 12/07/2004  
Patient Name: James Kirk

CREW INFO		RESPONSE INFO		DISPOSITION		TIMES	
Vehicle: J88-1 Crew #1: Brown, EMT Crew #2: Smith, EMT	Incident Type: Medical Response Priority: P1 Emergency (Life Threat)	Dispatch: Treated, Tx by EMTs Dispatch Reason: Closed Facility	Transport Priority: P2 Emergency (Non Life Threat)	At Scene Message: 12.5 At Scene Message: 18.7 Condition at Arrival: Improved	At Scene Message: 18.7 Condition at Arrival: Improved	En route: 12:08 12:07:04 At patient: 12:12 12:07:04 Transport: 12:18 12:07:04 At arrival: 12:28 12:07:04 At scene: 12:38 12:07:04	
Dispatch By: [blank] Assisted By: Police	Incident Location: 1234 Enterprise Ave Apt. 101 Boulder, CO 80501	Transport: 1234 Enterprise Ave Apt. 101 Boulder, CO 80501	Transport: 1234 Enterprise Ave Apt. 101 Boulder, CO 80501	Transport: 1234 Enterprise Ave Apt. 101 Boulder, CO 80501	Transport: 1234 Enterprise Ave Apt. 101 Boulder, CO 80501		

**PATIENT INFORMATION**

Name: James Kirk  
SSN: 999-55-5218  
Sex: Male  
Race: Caucasian

Phone: (303) 555-1201  
DOB: 04/11/1947  
Home Address: 1234 Enterprise Ave Apt. 101  
Boulder, CO 80501

**NEXT OF KIN**

Name: Theresa Kirk  
SSN: 336-52-5252  
Sex: Female

Phone: (303) 555-1201  
DOB: 02/18/1965  
Home Address: 1234 Enterprise Ave Apt. 101  
Boulder, CO 80501

**INSURANCE**

United Federation of Planets

Work Address: No  
Address: 1234 Main Street  
Boulder, CO 80501  
Phone: (303) 444-0004

**Guardian Info:**

Name: Bob Smith  
SSN: 555-55-5888  
Date of Birth: 02/11/1955

**Provider Info:**

Company: Medicare  
Self  
Bob Smith  
555-55-5888  
02/11/1955

**Provider Info:**

Company: Medicaid  
Self  
Bob Smith  
555-55-5888  
02/11/1955

**HISTORY**

Allergies: None  
Chief Complaint: Abdominal Pain  
Medications: Tylenol XL  
Method of Injury: Not Applicable

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# The Least We Can Do



To have capacity:

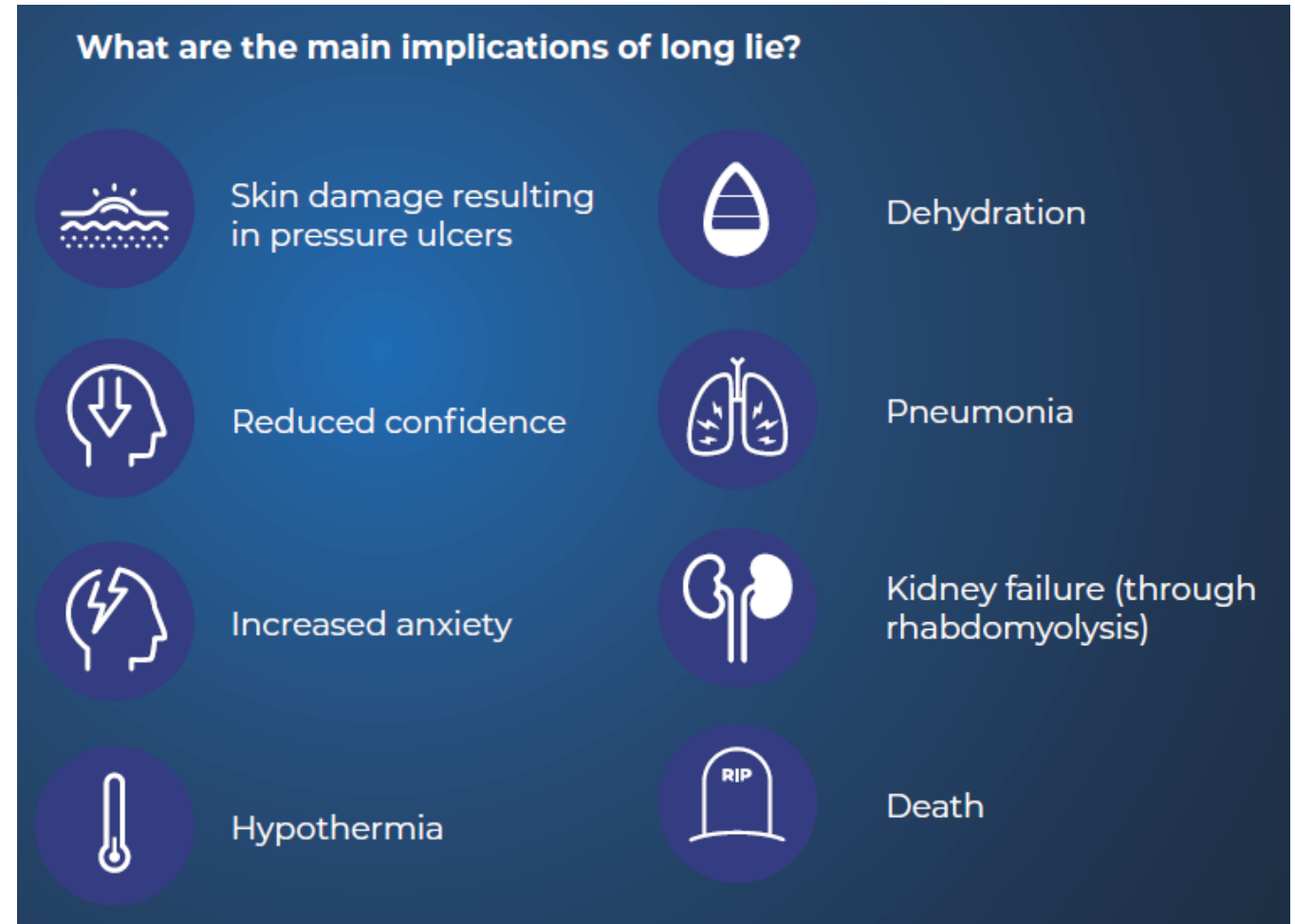
1. The patient must be able to understand that a decision must be made
2. The patient must understand the risks
3. The patient must be able to communicate those risks
4. The patient must be free of coercion or other influence

## **FEARS mnemonic**

- F: Full exam with vitals
- E: Explain real risks
- A: Ask for assistance (family and/or supervisor)
- R: Record the discussion
- S: Supportive attitude (try to convince/reassure availability)

# What?

- Documentation Standards?
- Closed Call Rules?
- Supervisory Approval?
- Med Control if Needed?
- Cad Data?
  - Previous Events
- Length of Time on Floor??
  - Long Lie??
- Now What.....?



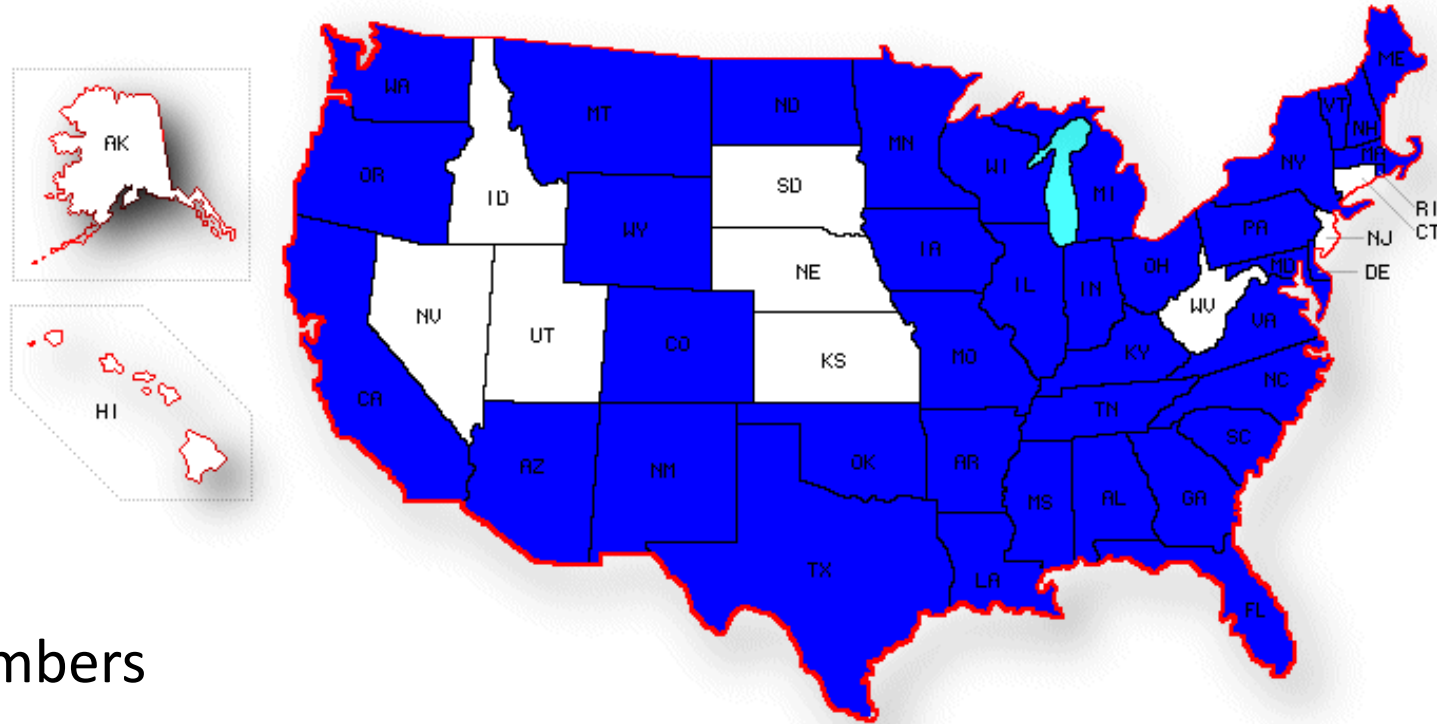
Courtesy of Magnar Health



# RMA Poll Alternative Pathways



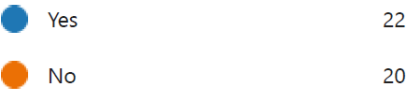
Current Members:  
40 states  
Over 350 individual members  
Over 150 agencies



Source: diymaps.net (c)

# Flash Poll

1. Do you know your agencies RMA percentage?



High- 35%  
Low- 3%....

3. Does your agency regularly review RMA documentation?

[More Details](#)



4. Does your agency have any Quality Metrics for RMA's?

[More Details](#)

Insights



Alternative Care Model?

Yes- 16  
No- 26





# Implicit Bias...

## ***“Medic-12: respond to 138 South Broadway for the Lift Assist”***

- How do ‘you’ define it... *the “No Transport” Call??*
  - Super User
  - Lift Assist
  - End of Shift / TOD
  - Cancelled / GOA
  - Easier Charting
  - Wall Time
  - *Crew member or configuration?*
  - “there’s nothing wrong with the patient”...



## Morbidity and Mortality Associated with Prehospital “Lift-assist” Calls

**Conclusions:** LA calls are associated with short-term morbidity and mortality. Patient age was found to be associated with these outcomes. These calls may be early indicators of problems requiring comprehensive medical evaluation and thus further factors associated with poor outcomes should be determined.

Lauren Leggatt, Kristine Van Aarsen, Melanie Columbus, Adam Dukelow, Michael Lewell, Matthew Davis & Shelley McLeod (2017) Morbidity and Mortality Associated with Prehospital “Lift-assist” Calls, Prehospital Emergency Care, 21:5, 556-562, DOI: 10.1080/10903127.2017.1308607



Acuity Bias!



# EMS Reality & Honesty

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## 9-1-1 safety net access for non-emergent healthcare

- *Define: Medical, Trauma, MH, SUD, SDOH, Loneliness*

### Reasons people use emergency services

- *To see if they needed to*
- *It's what we've taught them to do for 50 years*
- *Because their doctors tell them to*
- *It's the only option for access*



## UMS- Unscheduled Medical Services....



# A case for eliminating patient refusals in EMS

Changing models of patient centered care demand EMS revamp the traditional refusal model and adopt collaborative informed decision making

Oct 5, 2021

By Doug Wolfberg

## CEU???



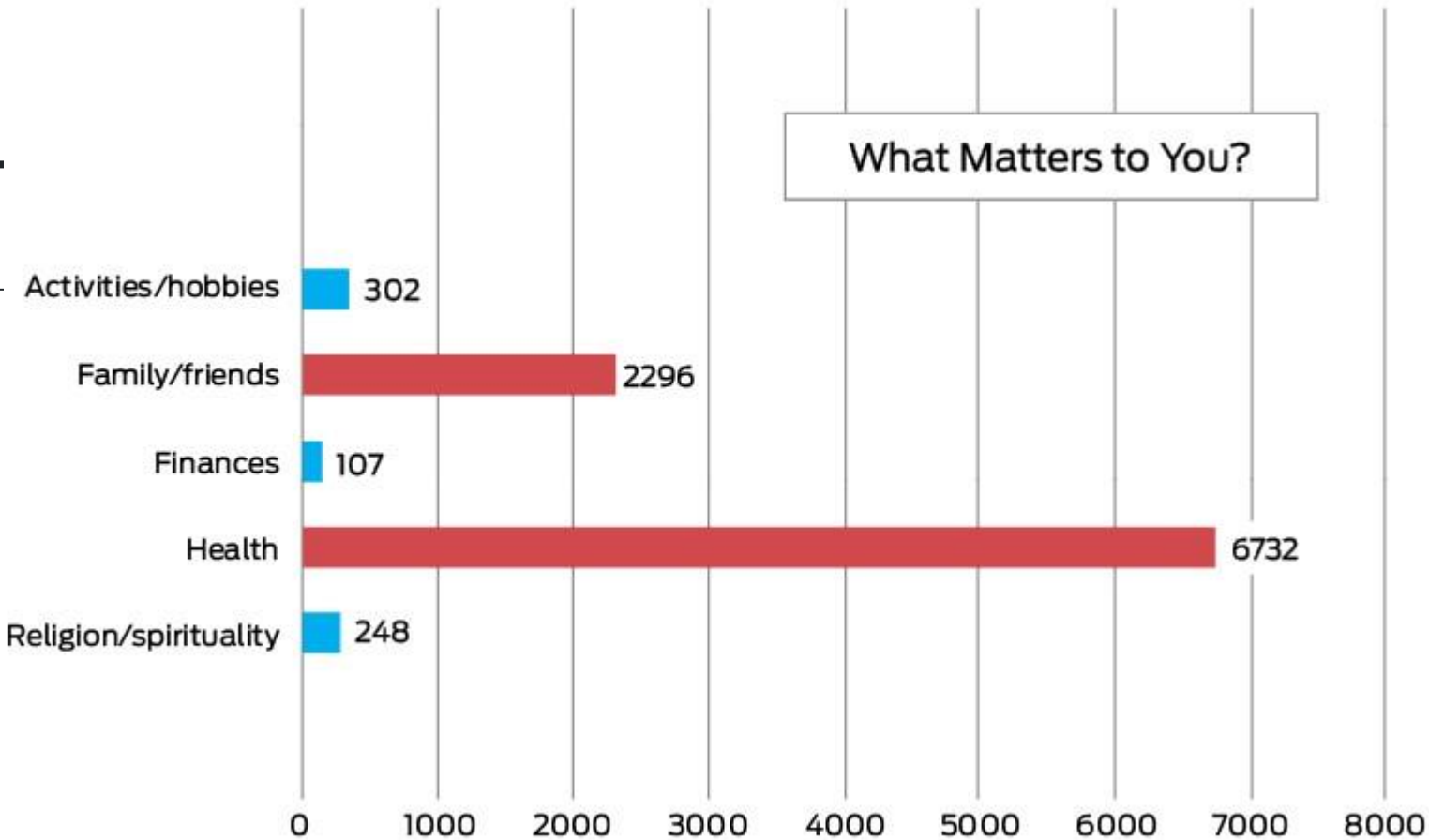


Age-Friendly EMS

Kate Taylor, DNP, FNP-C, CPPS; Desiree Partain, CCP-C, MHA; Brandon Pate, MPH, CPH, CP-C, CCP-C; Laura McEntire, LCSW, ACSW; Audrey Kwik; and Teresa Wagner, DrPH, MS, CPH, RD/LD, CPPS, CHWI, DipACLM, CHWC

September 2022

- What Matters
- Medications
- Mobility
- Mentation



Courtesy of MedStar Mobile Health





# Med Control vs Telehealth



# It's Healthcare!

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***“A people-centered EMS system includes processes, protocols, technology, policies and practices designed to provide the best possible outcome for individuals and communities... EMS is a versatile and mobile community healthcare resource.”*** - EMS Agenda 2050 (started with 1996)

Redefining RMA vs AMA- vs  
Treated and Transferred Care  
Telehealth Partner  
Potential Revenue?



# Get Over It!!

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We need partners (integrated care)

Expand our toolbox

Set expectations and educate

Coach, support, ***measure*** and reinforce

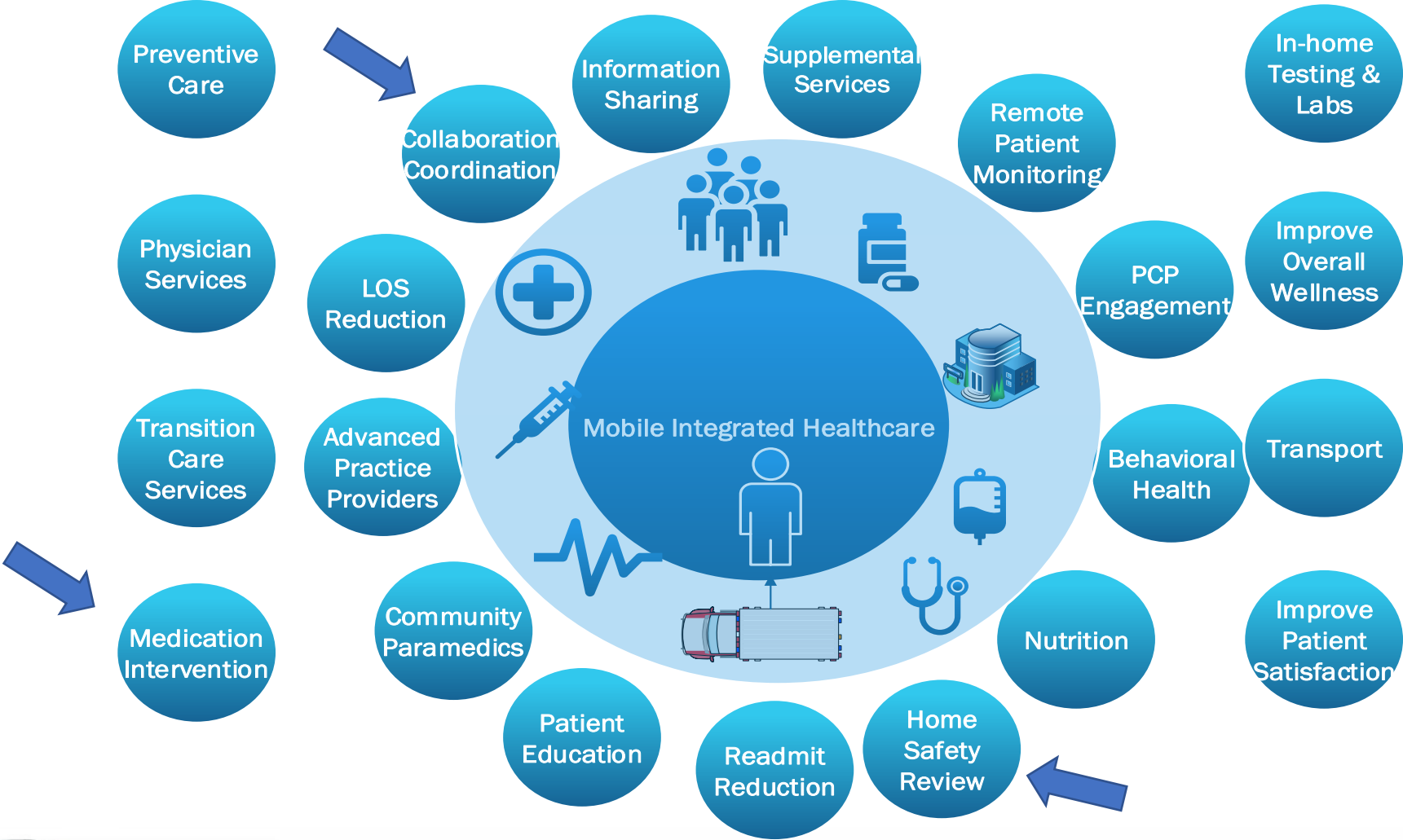
ALL patients come first

***REFUSAL VS. PERSUASION***

***Don't Let Arizona happen To You!***



# Our New Toolbox





# Partners and Value

If we are going to  
redefine ourselves as  
“Mobile Healthcare”  
let’s instill a culture of  
Healthcare!!





Thank You

Hanan Cohen

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