

EMSWORLD[®] EXPO

In Partnership With



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THE MISSION IN THE MISSION: MEDICAL CASE MANAGEMENT OF THE HOMELESS

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Faculty Disclosure

- **Alicia Dinkeldein, B.S.C.J., EMT-B, C.H.W.** has no financial relationships to disclose relating to the subject matter of this presentation.



OBJECTIVES

- The merging of emergency medical care and medical case management for those experiencing homelessness
- How EMS is well suited to confront common socioeconomic inequity issues that face an urban community



INDIANAPOLIS EMS

COVID-19 PANDEMIC TIMELINE OF EVENTS

- MARCH 6, 2020 State Department of Health confirms first case of Covid in Indiana
- MARCH 23, 2020 IEMS begins talks of dispatching Community Paramedicine members to homes
- MARCH 26, 2020 IEMS Community Paramedicine Team is dispatched
- MARCH 31, 2020 IEMS Community Paramedicine Team begins daily visits to Noncongregate Shelters (NCS) in Indianapolis
- AUGUST 11, 2020 IEMS establishes fulltime medical case management at Wheeler Mission for Men



WHEELER MISSION FOR MEN

- Located in downtown Indianapolis
- Largest homeless shelter in Indiana
- Emergency shelter with 250 beds and 150 cots/mats
- Average of 215 guests per night, increasing to 450 guests per night during the winter months



SO WHY AM I THERE?



MEDICAL CASE MANAGEMENT

- Patient care and assessments (EMT)
- Medicaid applications and Authorized Representative
- Medication management
- Scheduling of PCP, Mental Health, and Specialty Care appointments
- Nursing home placement
- Family mediation (with permission from patient)
- Direct communication with:
 - Hospital social workers and case managers
 - Mental health clinicians, social workers, and case managers
 - Sex & Violent Offender Court
 - Mental Health Court
- AND MORE





NEW PROGRAMS

- **Health Education Class**
(Purdue University School of Pharmacy Health Equity and Innovation partnership)
- **Dog Therapy**
- **Amazon Donations** (Central Indiana FOP partnership)

IS IT WORKING?

The simple answer is **YES**
however....there is room for improvement.
Let's look at the data.



TOP 10 INCIDENT TYPES

Call Type	Incidents
SICK PERSON	524
MENTAL ILLNESS	231
CHEST PAIN	210
OVERDOSE	139
ABDOMINAL/BACK PAIN	136
DIFFICULTY BREATHING	128
INJURED PERSON	111
SEIZURE	98
UNCONSCIOUS PERSON	90
ASSAULT	64
BLEEDING NON TRAUMATIC	22
ALLERGIC REACTION	19
DIABETIC	19



INCIDENTS BY TIME OF DAY

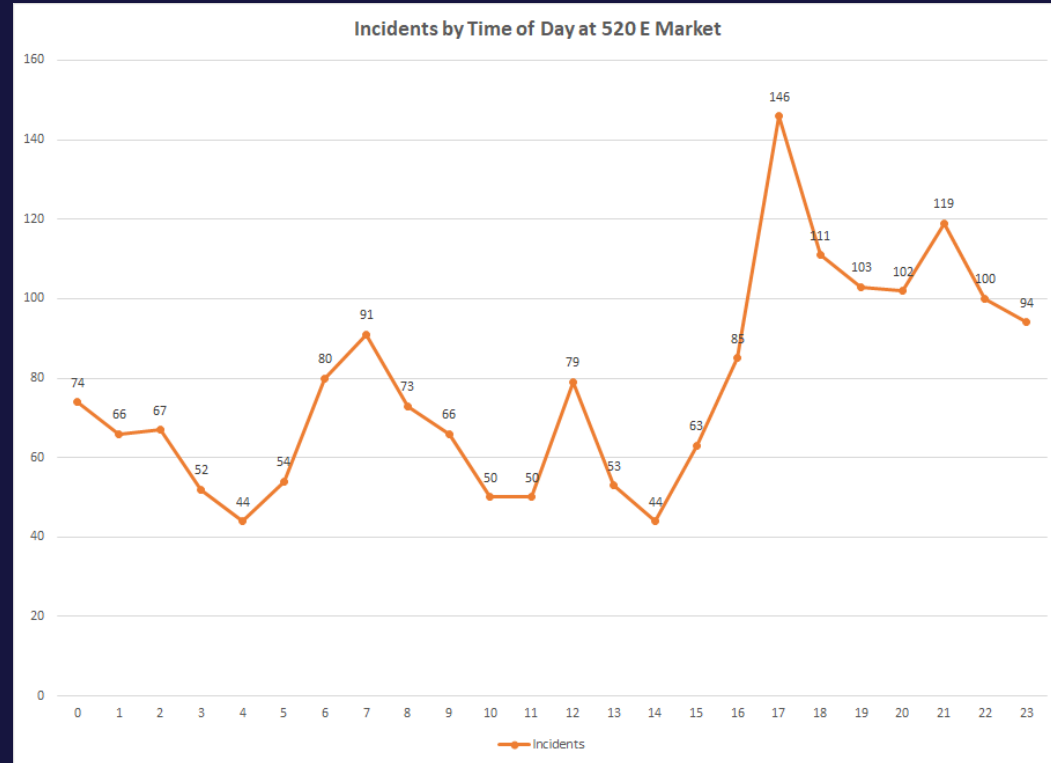
STAFFED

MONDAY – FRIDAY 0900 – 1700

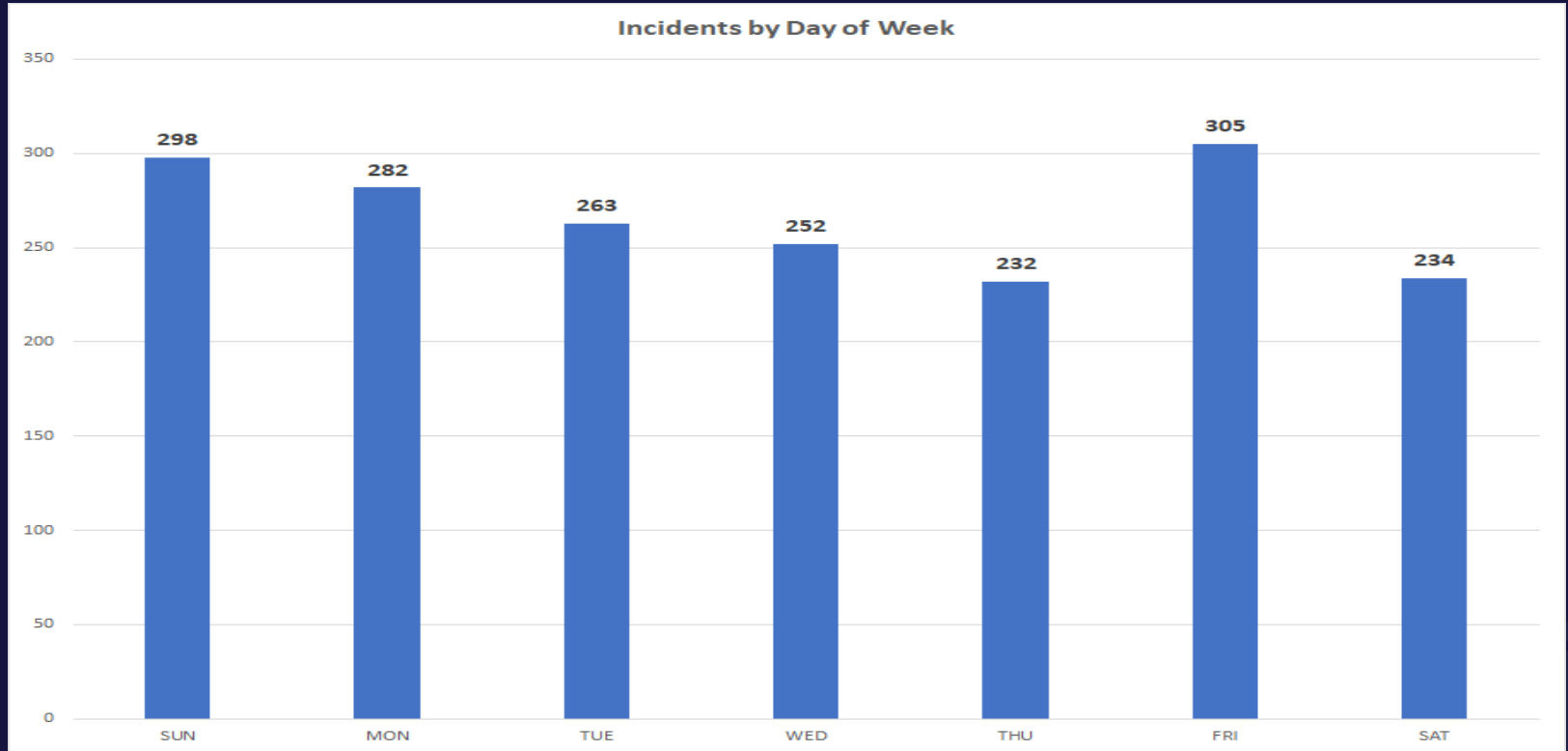
636 Incidents

NOT STAFFED

1,230 INCIDENTS



INCIDENTS BY DAY OF WEEK



References

Data were queried from the medical record and dispatch system





Thank you