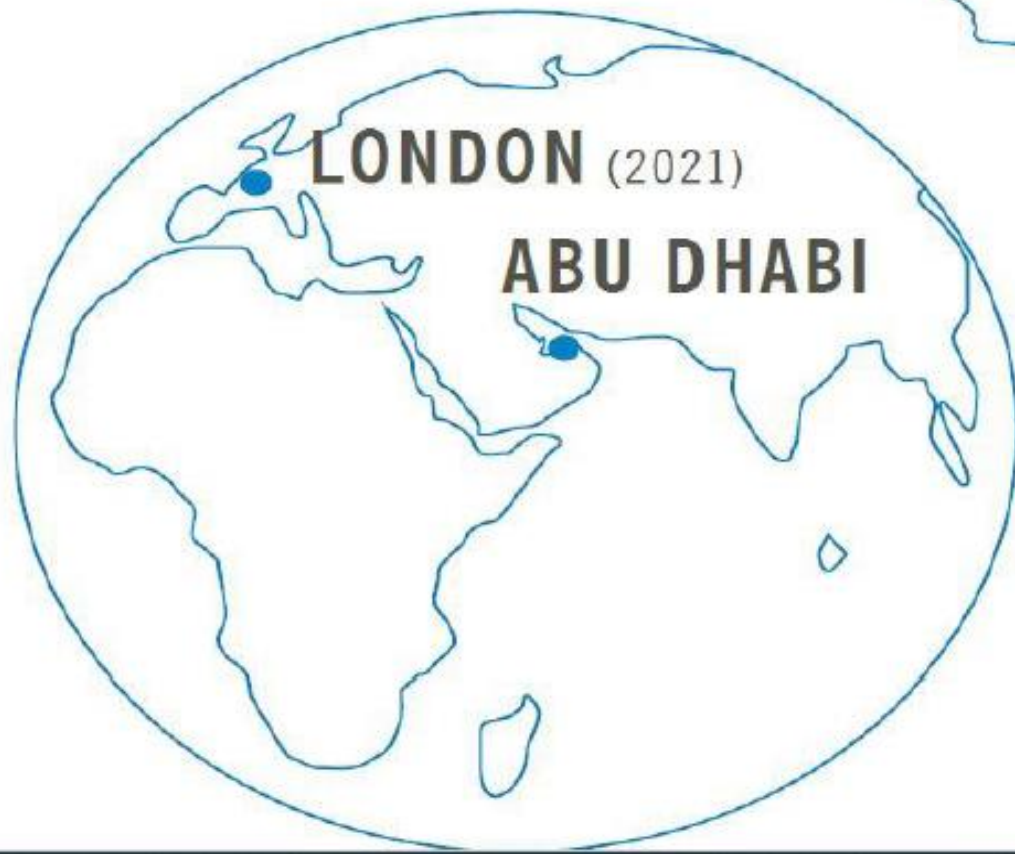


Community Paramedicine and Urgent Dispatch: Meeting Patients Where They Are

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- 19 regional hospitals and 19 family health centers in Northeast Ohio
- 7.9 million total visits
- 60,000 caregivers
 - 3,953 physicians & scientists
 - 16,600 nurses

Patient Story



Care Model Evolution

- Covid changed the world
- Venture capital – market evolution
- Telemedicine = standard of care

Person-centered care as force for change





Medical Care
at Home

Community
Paramedicine

High Risk
Transitions in
Care



The Cleveland Clinic Pairs Advanced Practice Registered Nurses and Paramedics To Provide Home Visits to Recently Discharged Patients at Highest Risk for Hospital Readmission

April 7, 2022

Urgent Dispatch

- APPs and Community Paramedics
- Supervision by Virtualist Physicians
- Evaluate and treat acute, non-critical illness
- Alternative to “soft” medical admissions



Who?

“Soft Admissions”

- Simple cellulitis
- Stable COPD, pneumonia, CHF
- Falls with minimal injury, worked up in ED
- Safe home
- Willing to have home-based care
- Normal (for them) vitals



When?

- Next day or 2 day follow up
- Serial days (up to 5-7 days of home treatment)
- Program Hours:
 - Monday thru Friday 8:00am-8:00pm
 - Sat/Sun: 8:00am-5:00pm



What?

- IV Antibiotics: Ancef, Rocephin, Cipro, Levaquin, Unasyn, Zosyn
- IV Diuretics: Bumex and Lasix
- IV Antiemetics: Compazine and Zofran
- IV Steroids: Solu-Medrol and Decadron
- Toradol
- IV Benadryl, Epinephrine
- Duoneb
- Normal Saline Solution
- Acetaminophen

No controlled substances

What Else?

- EPOC (lytes, HCT/Hb, Lactate, Creatinine)
- Lab draw and dropoff (includes COVID-19)
- In-home XR, US (next day)
- Handheld US... coming soon



CONSULT TO URGENT DISPATCH

✓ Accept ✗ Cancel

Status: **Normal** Standing Future

❗ Does consulting provider have CCF Epic access? Yes No/Unknown

❗ Consulting Specialty: Geriatrics HVTI Neurologic Institute Respiratory Institute Nurse on Call
Nurse Triage-Family Health Center PCP Home Care Emergency Department
Other - please enter details in Comments

❗ Contact Information for Urgent Dispatch After-Visit Communication (Provider Name/Phone Number)

❗ Preferred Contact Route: Epic Chat MyPaging Staff Message Phone Call

❗ History of Present Illness/Reason for Consult:

❗ Interventions Recommended by Specialist:

❗ DISPOSITION: Same Day UD Visit Next Day UD Visit

Sched Inst.: abc ↶ ↷ ? ?+ Insert SmartText

Hours of operation Monday - Friday 8:00 AM - 8:00 PM (Cutoff for same day visit request 6:00 PM)
Saturday and Sunday 8:00 AM - 5:00 PM (Cutoff for same day visit request 3:00 PM)
Ohio only except for Union/Indian River

Comments: abc ↶ ↷ ? ?+ Insert SmartText

❗ Next Required

✓ Accept ✗ Cancel

Manage What Matters: Quality and Performance



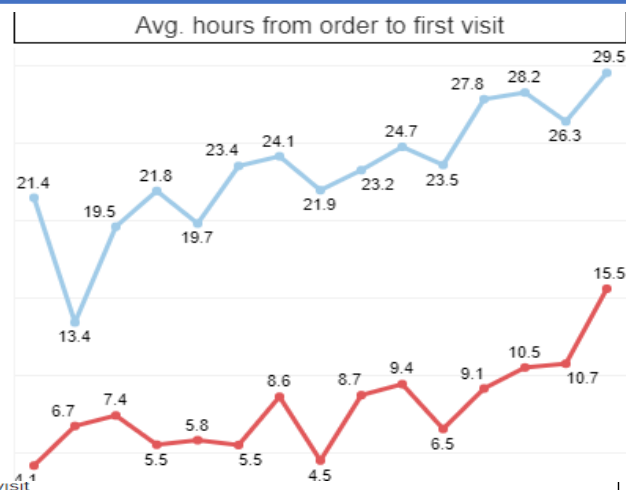
4C | Urgent Dispatch Program

Program Scope and Goal

The Urgent Dispatch (UD) program allows patients to access on-demand care, at-home, for symptoms that may indicate early warning signs of a serious illness. Addressing these symptoms before a crisis presents will reduce the need for emergency care and hospitalization.

Current Performance Measurement

Orders by specialty																	
Specialty		04/21	05/21	06/21	07/21	08/21	09/21	10/21	11/21	12/21	01/22	02/22	03/22	04/22	05/22	06/22	Total
Grand Total		30	51	51	74	107	211	235	308	292	341	265	309	304	332	172	3,082
ED		1			14	11	65	91	69	130	121	71	108	89	96	42	908
MCH									9	79	112	104	101	108	107	58	678
PCP		4	15	16	8	24	23	29	23	33	46	40	45	45	50	25	426
Other - please enter d..		7	16	19	33	40	71	48	157								391
Virtualist									3	22	25	22	30	28	31	22	183
Home Care		13	10	8	12	19	25	34	17								138
Geriatrics		5	6	5	3	7	11	16	8	3	11	10	5	3	5	3	101
Inpatient Attending										3	5	4	8	21	32	20	93
Respiratory Institute					3	4	10	10	14	9	3	2	3	3	1		62
HRTC										2	4	4	1	4	2		17
HF Home										2	7	2	4		1		16
Neurologic Institute		1	3	2		1		1	1	2	1	1			1		14
HVTI							1	2	1	1	2	2	1		1	2	13
Nurse on Call			1			1	1	4	5								12
GUKI										1		1	2	2	3		9
Nurse Triage-Family ..					1		4		1								6
BMT										1	2	1			1		5
ET3											1	1	1				3
ORI										3							3
DDSI															1	1	2
HNI											1						1
Transplant Services										1							1



Work Since Last Huddle

- iStat equipment purchased- received all cartridges, QA process began – anticipate being live mid-July
- Consult order changes to clarify referral sources is underway

March 2022 Admissions After Urgent Dispatch Visit: 49 Admissions

- 37 of these were seen by APP's, the 12 other patients were seen by medic/TH physician
- Of the 37, avg. days from UD visit to admission was 8.54 days
- 12/37, were referred directly to ED by UD
- 2/37 declined UD visit after it was confirmed by PSS
- Most common admitted diagnosis was CHF
- High medical complexity – 6/37 patients are now deceased

Challenges & Opportunities

- New APP onboarding and will be independent by August 1st
- Referral appropriateness – APP's taking a more active role with this process and will reach out to referral sources with any concerns

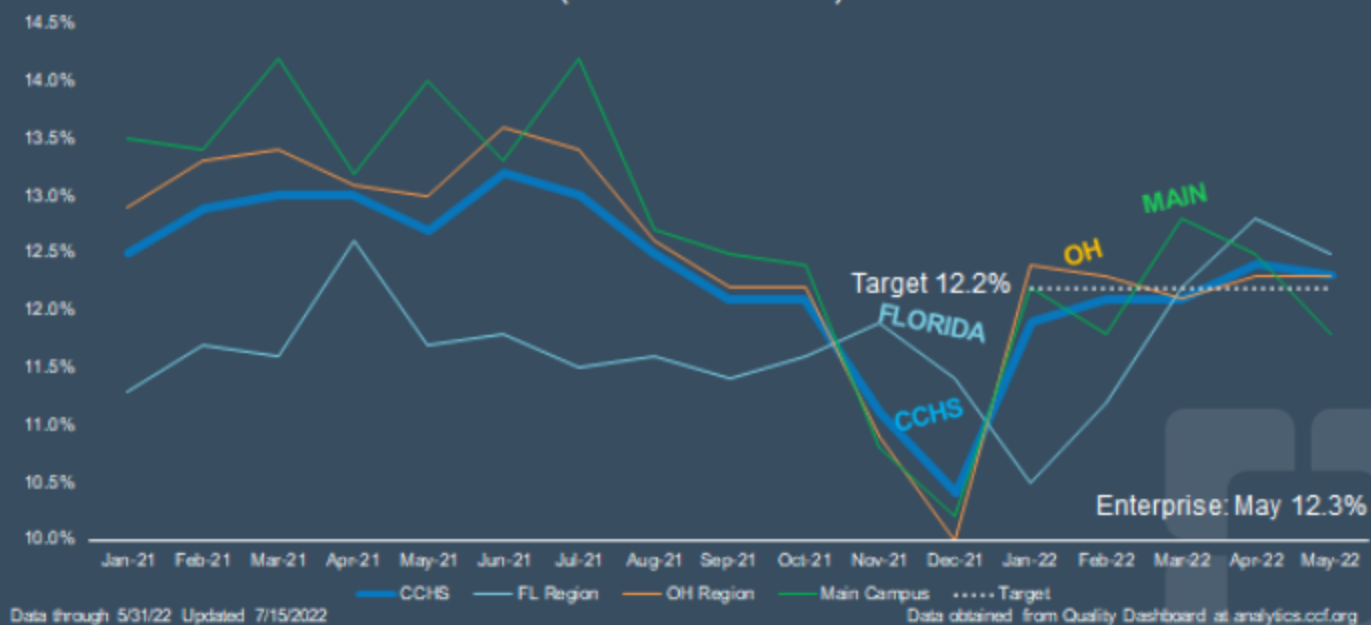
Admitted within 30 days:

- April $22/163 = 13\%$
- March $49/355 = 14\%$
- Feb $40/328 = 12\%$
- Jan $43/404 = 11\%$

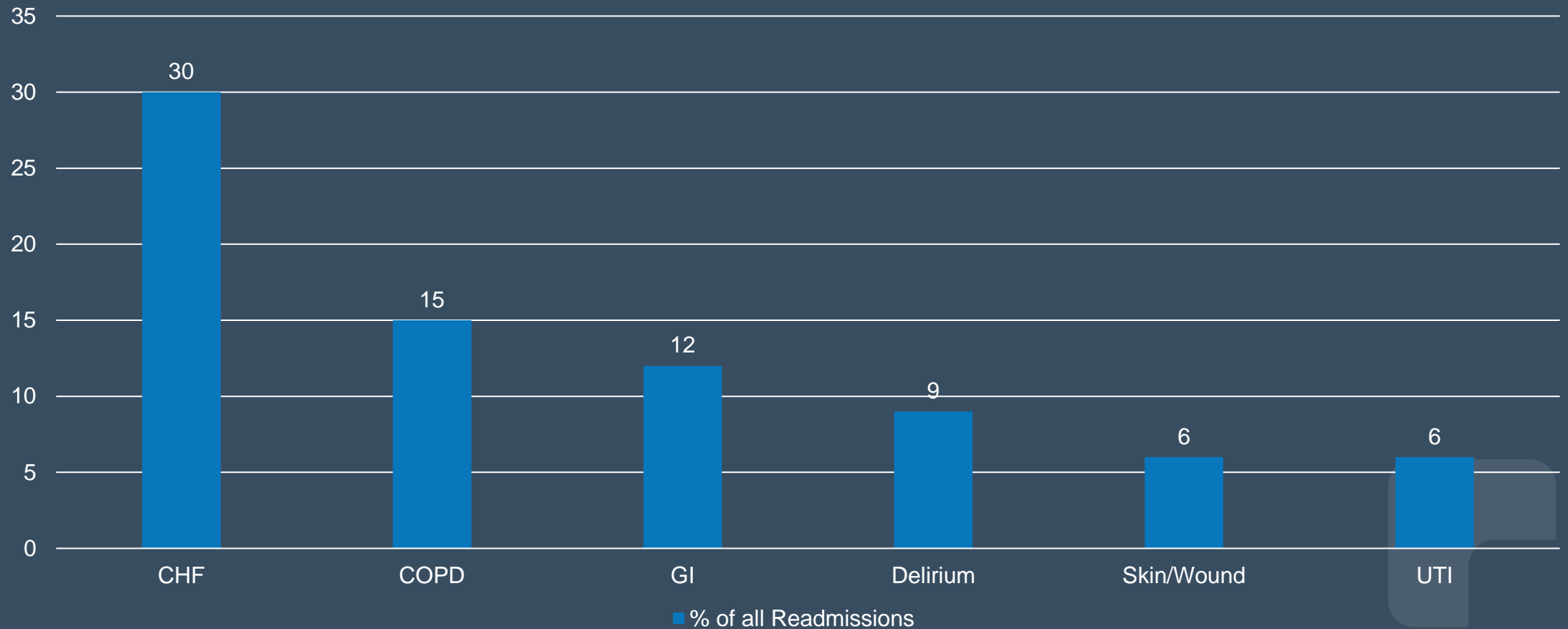
Readmissions

Program	Impact on Readmissions
Urgent Dispatch	Reduction – Enterprise 5.6% 18.5% change in studied sample
High Risk Transitions in Care	Reduction – 5.8% Enterprise 16.3% change in studied sample
Point of Service Scheduling	Reduction – 4.4% Enterprise 32.1% change in studied sample
“Meds to Beds”	TBD – August 2022

30 Day All-Cause Readmissions (COVID Excluded)



Outcomes: Return to ED Review



Outcomes Year 1

- 2077 orders
- 1536 unique patients
- 1.2 Visits on average per encounter
- Average age 76
- 67% white, 65% female
- 71% Medicare
- 72% stayed out of ED for at least 30 days

Outcomes Year 1

Top Referral Sources

Outpatient PCP (58%)

Emergency (22%)

Outpatient Specialist (6%)

Top Complaints

Heart Failure

Edema

Shortness of Breath

COPD

UTI



Net Income: E/M

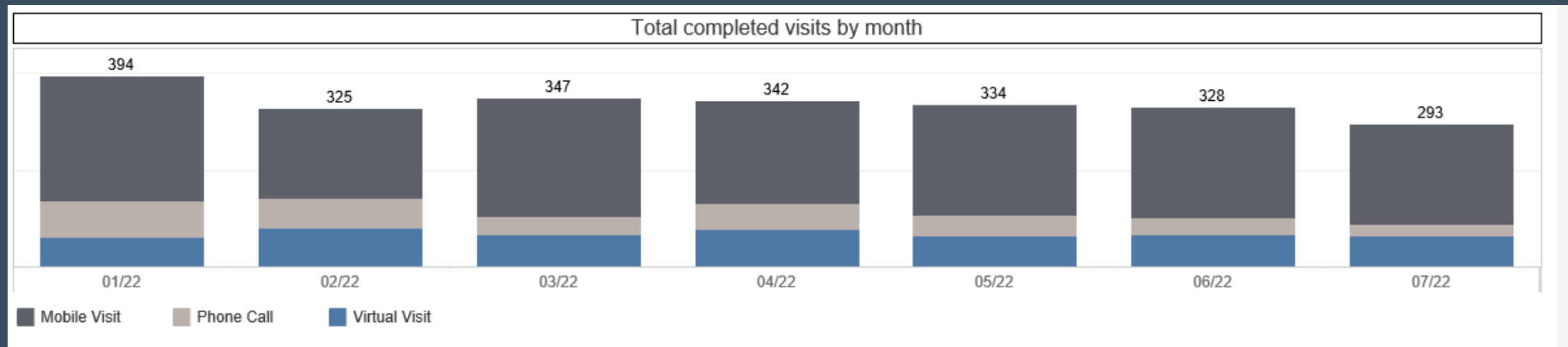
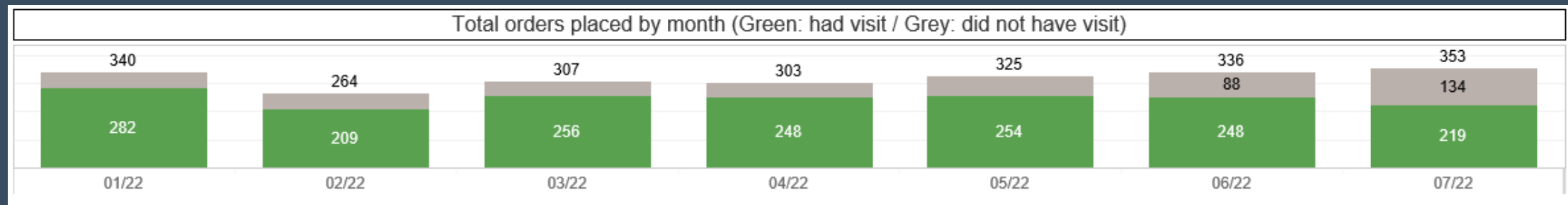
Net income comparison by provider:

	In Person APP Visit (\$)	Virtual APP Visit (\$)	In Person Paramedic Visit (\$)
Reimbursement – Level 4 established	93	73	109
Salary & Benefits			
- Provider	97	32	49
- Physician Oversight	21	4	89
- Total	119	36	138
Net Income (loss)	(26)	37	(29)

Procedure Charges

PROCEDURE	BILLING CODE	CHARGES
Venipuncture - straight stick	36415	\$31.00
Peripheral IV	96374	\$250.00
Therapeutic infusion >31 minutes	96365	\$404.00
Therapeutic infusion >60 minutes	96366	\$381.00
Hydration infusion >31 minutes	96360	\$340.00
Hydration infusion >60 minutes	96361	\$327.00

Staffing Impact



Pitfalls

- Right People
- Right Onboarding & Training
- Right QA Process
- Accountability & Productivity
- Advanced Care Planning
- Billing
- Governmental and institutional barriers



Every life deserves world class care.