

COMMUNITY CARE RESPONSE UNIT CCRU

A Future Care Delivery Model in EMS






ANAHEIM FIRE & RESCUE

Strategic Plan

We asked ourselves 3 questions:

- How do we become more competitive in the future?
- How can we create *value added service* for the customer beyond the 911 call?
- How do we re-engineer and retool our profession for the future?



ORANGE COUNTY GRAND JURY


2011 – 2012

Emergency Medical Response in Orange County

- Why does the fire service continue to send a big red fire engine and an ambulance to low acuity calls?






THE AFFORDABLE HEALTH CARE ACT AS HEALTHCARE REFORM UNFOLDS









All stake holders in healthcare delivery:
HC organizations - physician groups - County EMS - fire & rescue departments - private ambulance companies - insurance companies

Integration & Shared responsibility
for providing patient care to improve the health of individuals and communities, while reducing costs.



MID-LEVEL PROVIDER VEHICLE
The Mesa Fire & Medical Department and Mountain Vista Medical Center
Mesa, Arizona



MESA FIRE & MEDICAL DEPARTMENT

Mesa Fire & Medical Department in partnership with Mountain Vista Medical Center have coupled a Paramedic Fire Captain with an Advanced Practice Provider, Nurse Practitioner, that has enhanced the delivery of medical services to the citizens and visitors of Mesa, Arizona.

<http://www.youtube.com/watch?v=tS80XOI1G9E>



THE PARTNERSHIP FOR THE CCRU PILOT

KAISER PERMANENTE
CARE AMBULANCE SERVICE
ANAHEIM FIRE & RESCUE

COMMUNITY CARE RESPONSE UNIT

- Better aligning medical response efforts with call severity
- Redeploy more effectively

KAISER PERMANENTE
CARE AMBULANCE SERVICE
ANAHEIM FIRE & RESCUE

PURPOSE OF THE CCRU...

Test, demonstrate, and evaluate new healthcare delivery alternatives.

Goal

Deliver proper care, by the appropriate care provider within an acceptable time frame that results in the best outcome and highest satisfaction for the patient, while reducing transports to the ED.

KAISER PERMANENTE
CARE AMBULANCE SERVICE
ANAHEIM FIRE & RESCUE

How does this work?

- Calls screened by EMD
- ID patient's who would benefit from the care of a NP
- Innovative concept of patient care within the EMS response system
- Redeploy more effectively
- Definitive care provided on scene by the Community Care crew
- Reduce transports to the EDs that can be handled in the field
- A cost effective alternative for the healthcare system



FREQUENT CALL RESPONSES

- Surface Trauma and Wound Care
- Falls/Muscular Injuries
- Back Pain
- Abdominal Pain
- Nausea/Vomiting
- Asthma
- Hypoglycemia
- Mental Health
- Infectious disease
- *Otitis Media * Sinusitis * Pharyngitis * Bronchitis

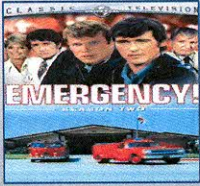


THE OBJECTIVES OF THE CCRU PILOT




- Study the effectiveness of definitive care delivery on-scene
- Study the patients benefit from receiving services within the scope of practice of a nurse practitioner
- Study the effects of the CCRU response model on patient satisfaction
- Examine emergency medical dispatch criteria
- Examine CCRU nurse practitioner protocols
- Study the cost effectiveness of the model
- Study the efficiency and effectiveness and sustainability a mobile integrated healthcare model

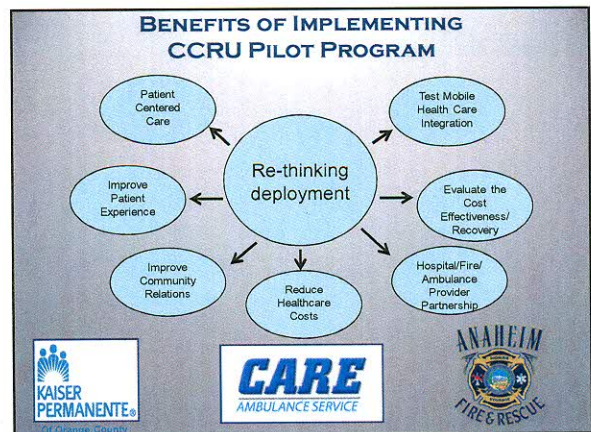


SINCE THE INCEPTION OF EMERGENCY MEDICAL SERVICES (EMS)



Unscheduled Care – the 911 Caller





COMMUNITY CARE RESPONSE UNIT CCRU

A Future Care Delivery Model in EMS