



CITY OF
Goodyear



Community Paramedicine

Paul Luizzi, Fire Chief

Community Paramedicine



TONIGHT

- Background
- Update of Grant Process
- Data Review
- Questions

Community Paramedicine



DEFINITION

Community Paramedicine (CP)

- Paramedics help coordinate care for patients that otherwise would use 911 system or emergency department to solve medical needs
- Still new and evolving model

United Healthcare Grant



- Originally awarded in September 2019 to the Cities of Peoria, Goodyear and Surprise
- Began seeing patients in early November
- \$175,000 grant would last one calendar year
- Paused operations in March due to COVID-19

United Healthcare Grant



PURPOSE

The Community Paramedic (CP) will make contact with those

- Frequent users
- Field referral
- Hospital/Facility Referral

Definition

Frequent User: A customer that accesses the 911 system more than 3 times in a month or more than 12 times in a year.

Field Referral: Situation not resolved during a 911 call, and identified to be better served with specialized resources.

United Healthcare Grant



GOALS OF THE PROGRAM

- Proactively visit frequent users of 911.
- Emphasis on data collection based on UHC data metrics.
- Demonstrate that regional collaboration works
- Establish defined outcome indicators to measure effectiveness
 - Reduce non emergent calls to 911
 - Reduce readmission rates (3day/7day/30day)

United Healthcare Grant



BENEFITS OF THE PROGRAM

- First step in creating a sustainable model.
- Fiscally responsible with taxpayer dollars.
- Decrease unnecessary emergency room burden.
- Provide support to vulnerable population.
- Opportunity for collaboration to maximize resources.
- Provides outstanding, innovative customer service for residents

Development of Referral Network



REGIONAL GRANT

Developed a group of over 50 confirmed resources

- Benevilla
- Brookdale
- Care First
- Area Agency on Aging
- Crisis Response Network
- Home Instead
- Hospice of the Valley
- Meals of Joy

United Healthcare Grant



UPDATE

- Peoria will no longer continue in the operations of the program.
 - They will continue to administer the funds of the grant.
- Surprise and Goodyear will continue to operate the vehicle and see patients 2-3 times per week.
- We will invoice Peoria for our costs.

United Healthcare Grant



DATA FIRST 6 MONTHS

- Health Current, Health Information Exchange (HIE)
 - Patient Alerts
- First 5 months
 - 13 Community Paramedics trained
 - 225 patients contacted
 - 92 patients enrolled in the program
 - 200 assessments or referrals
- Referral Types:
 - Diabetes, Asthma/COPD, CHF, Social Needs, Behavioral Health, Other Healthcare

Appointment/Home Visits



REGIONAL GRANT

IMPORTANT NUMBERS

EMERGENCY 911
Crisis Hotline 602-222-9444
Senior Helpline 602-264-4357
Area Agency on Aging 602-264-2255
Info & Referral 211

COMMUNITY PARAMEDIC REFERRAL/RECOMMENDATION

VITALS

Date: _____
BP: _____
HR: _____
SUGAR: _____

- ✓ Complete history and physical with vital signs
- ✓ Home safety assessment (locks, lights, alarms, etc.)
- ✓ Ensure that patient has appropriate amounts of food (Nutritional)
- ✓ Medication review (Duplicates, expired, unfilled, etc.)
- ✓ Social assessment (tobacco & alcohol screening)
- ✓ Health Education Material
- ✓ Depression screen
- ✓ Patient satisfaction survey

Community Paramedicine



NEXT STEPS

Staff recommends to continue the Community Paramedic grant program with Surprise and United Healthcare