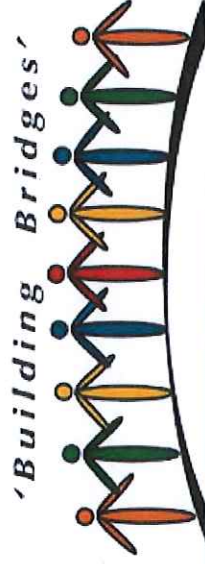




Ashe Community Paramedic Program



October 1, 2018

Update Presentation to Commissioners of Ashe County

WILKES
COMMUNITY
COLLEGE

EXCELLENCE IN EDUCATION
FOR MORE THAN 50 YEARS



Ashe Memorial Hospital

Appalachian Care

NOVANT
HEALTH



ASHE MEDICAL

Duke Endowment Grant

The program is funded by a Duke Endowment Grant* to Ashe Memorial Hospital as follows:

- \$150,000 Year One- January - December 2018
- \$125,000 Year Two- January – December 2019
- \$100,000 Year Three- January – December 2020

*Based in Charlotte and established in 1924 by industrialist and philanthropist James B. Duke, The Duke Endowment is a private foundation that strengthens communities in North Carolina and South Carolina by nurturing children, promoting health, educating minds and enriching spirits. Since its founding, it has distributed more than \$3.6 billion in grants. The Endowment shares a name with Duke University and Duke Energy, but all are separate organizations.

Grand Total of \$375,000



Community Paramedic Team

**TEAM
AWESOME**

- ▶ Laura Lambeth- CEO AMH
- ▶ Joe Thore- Project Director
- ▶ Nancy Kautz, Project Facilitator
- ▶ Melodie Shepherd- Grant Coordinator
- ▶ Melissa Lewis- Community Outreach AMH
- ▶ Douglas Helms- Assistant Director Ashe Medics
- ▶ Cody Darnell, Ashe Community Paramedic Program Coordinator
- ▶ David Blackburn- Ashe Baptist Association Director of Missions
- ▶ Patty Gambill- Director Ashe County Emergency Management
- ▶ Rebecca Greer- Director of Workforce Development & Community Education Ashe Wilkes Community College
- ▶ Rusty Zachary, Coordinator Fire/Rescue/EMS Ashe & Alleghany Wilkes Community College
- ▶ Nate McCoy
- ▶ Burt Prange

Role of the Three Grant Partners



Ashe Memorial Hospital



- ▶ Ashe Memorial Hospital- Will provide program oversight; fiduciary responsibility and ownership of capital purchases.



- ▶ Wilkes Community College will provide training and certification of Community Paramedics to include clinical and didactic education.



- ▶ Ashe Medics will provide onsite supervision, office space, office support and operation of the program

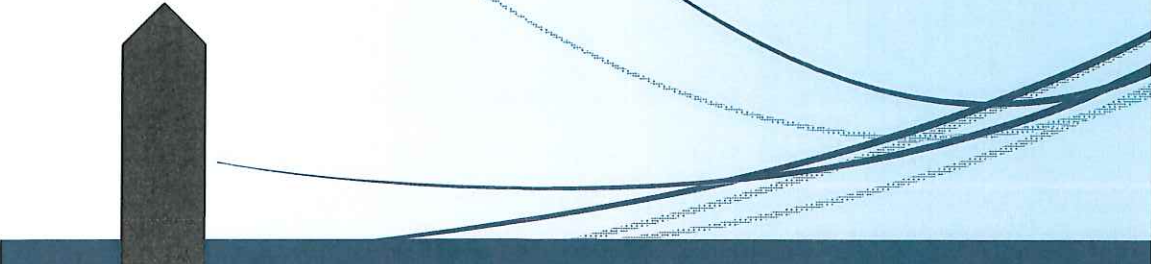
Work Accomplished Since January 1, 2018

The Team has been working on developing a good foundation to assure that the program will be sustainable for many years to come, including:

- The development of Policies and Procedures.
- Hiring of fulltime Coordinator.
- Development of a specialized educational program at the Ashe Campus of Wilkes Community College.
- Completion of specialized training at the Ashe Campus of Wilkes Community College for 2 Community Paramedics.
- Purchase and outfitting of an SUV to provide transportation for the Paramedics.
- Purchase of computer, and medical equipment needed for mobile patient care.
- Purchase of specialized data system for the program
- And, presentations to various community service organizations

Community Presentations- Completed

- Town of West Jefferson
- Town of Jefferson
- Ashe County Fire & Rescue Association with nearly all departments having representation present
- Spoke informally to numerous ACSO employees.
- Ashe Services for aging
- Ashe Seniors attending day services
- Ashe County Rescue Squad
- Pond Mountain Fire Department with plans to speak to all departments
- Medi-Home Health
- Ashe County Health Department
- Ashe Health Alliance
- Ashe County Dispatch

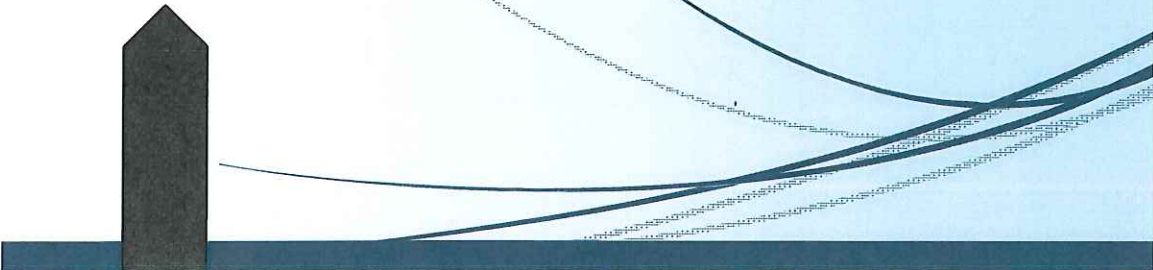


Staff Participation in Community Programs

- Ashe Safety Day-Program promotion and education, distributed lock boxes and provided medication safety education.
- Sharing Center Health Fair-Provided health screening taking participants vital signs and promoted health education and awareness. Program promotion
- Glendale Springs VFD Open House- Provided health screening taking participants vital signs and promoted health education and awareness. Program promotion and distributed lock boxes
- A Safe Home for Everyone Open House-Provided further support for their cause, provided medication lock boxes and education about the program

Partnerships Developed

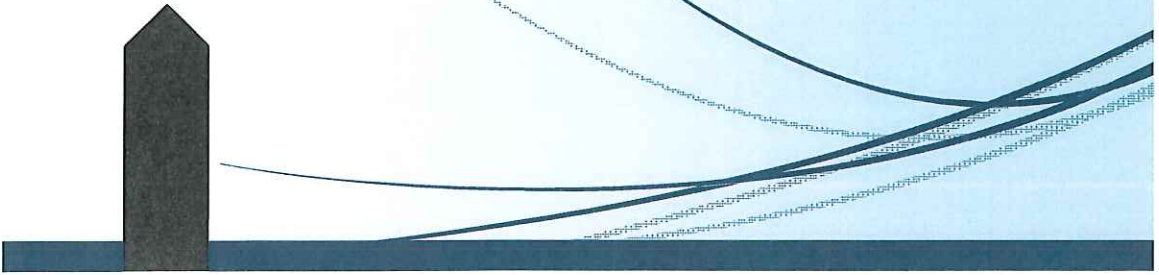
- Ashe Memorial Hospital Food Pantry (A part of the Sharing Center)- providing food boxes
- Ashe Medication Assistance-providing free medicine for those in need
- Blue Ridge Opportunity Commission-providing heating/cooling assistance, weatherization, and clothing
- Western Youth Network-providing medication lock boxes and medication disposal systems to reduce and prevent unintentional overdoses of kids
- App Health Care (Health Department)-will work together to promote community health and assist with uninsured population. Has provided resources for smoking cessation, birth control, and positive parenting



Noteworthy!

As of today, ACPD has distributed a total of 85 medication lock boxes and 60 medication disposal systems all courtesy of Western Youth Network. This took place by simply being active in community events and more will be distributed when home visits begin.

All resources will be managed and gratefully distributed with the goal of making Ashe County Healthier and Safer for all. A big thanks to all who freely give us resources to distribute with one goal in mind, community health.



Equipment Purchased

- ▶ Otoscope & Ophthalmoscope heads and specula
- ▶ Glucose Meters and strips
- ▶ Forehead thermometer
- ▶ Pulse Oximeter
- ▶ stethoscopes
- ▶ Rescue Bags
- ▶ BP Cuffs and Sphygmomanometer,
- ▶ Digital Thermometer
- ▶ Scales
- ▶ A1CNow-
- ▶ Laptop Computer, printer, software
- ▶ Program Data Entry System- Healthcall

THANK
you
AEV



- *AMH Purchased Vehicle
- *Graphics donated by AEV

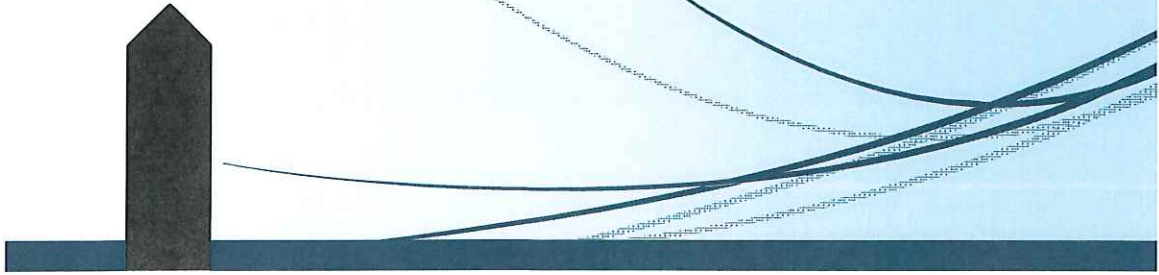
Purchased Data System for Program Management and Evaluation

Many features. One goal.- Patient Centered Care

- ▶ HealthCall is a patented, cloud-based care coordination and patient engagement platform that gives caregivers a multitude of ways to work together to deliver smarter care, reduce costs, and improve outcomes.
- ▶ **Interactive dashboard connects data and patients in real-time..**
- ▶ **Intuitive charting and assessments for Superior outcomes.**
- ▶ **Customizable Care Plans for better clinical outcomes.**
- ▶ **A true team-oriented approach to care.**
- ▶ **Make data meaningful with powerful reports.**
- ▶ **Built for easy integration.**
- ▶ **Comprehensive support that puts our needs first.**
- ▶ **Post-discharge, population health, transitional care, chronic care management, surveys, and scheduling.**
- ▶ **Track vital patient data—and more.**

Ashe Community Paramedic Program
Ready for Kick-Off on October 1, 2018



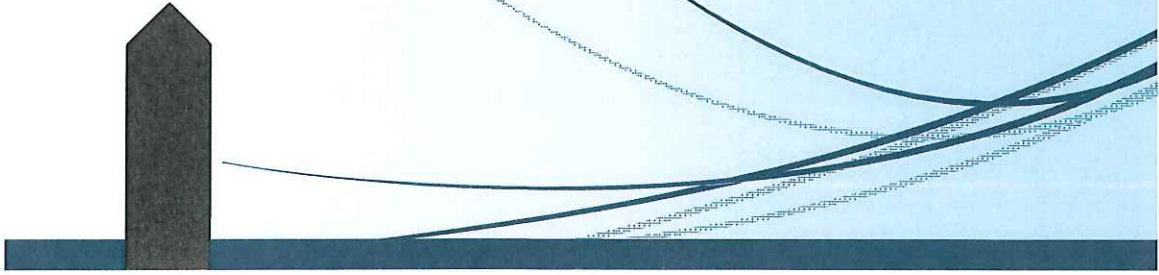


How Does it Work- In a Nut Shell

A primary care partner or service organization refers a patient to The Ashe Community Paramedic Program to provide services in the home that are within their current scope of practice including: hospital discharge follow-up, fall prevention in the home, blood draws, medication reconciliation or wound care to name a few.

The Community Paramedic connects with the patient, does an assessment of the patient needs and safety issues in the home, provides care, plans ongoing disease management, and communicates health records back to the referring physician to ensure quality of care and appropriate oversight.

In addition, the Program works with the Hospital and other community service organizations such as the Sharing Center and the Medication Assistance Program to bridge gaps that keep the patients from reaching their optimum health status.



3-Month Pilot Program October- December with Expansion to Other Providers to Begin in January of 2019

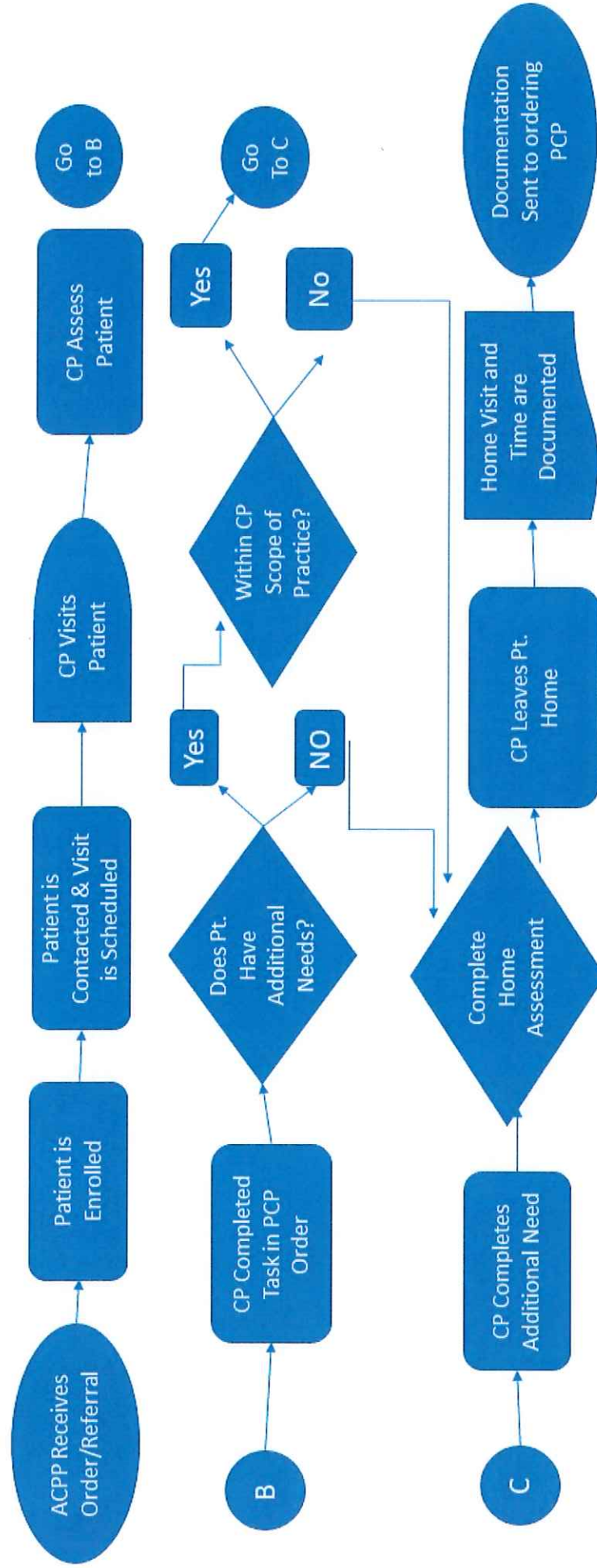
- ▶ Will begin with Dr. Leigh Bradley, the Medical Director for the program, who will refer patients to the program. The pilot gives us the opportunity to refine the program and the systems we have in place for optimum outcomes for our patients. We will also be accepting referrals from the AMH Discharge Planner/PCP's, the Ashe County Health Department and other providers, as appropriate, on a limited basis during the Pilot Program.
- ▶ The full expansion planned for January 1, 2018, will provide the opportunity for all service providers, organizations and patients to refer to the program.
- ▶ The Pilot and Expansion Program will provide the patient's Primary Care Providers access to their patients health records for updates. In real time, as documented in our system.



Ashe Community
Paramedic Program

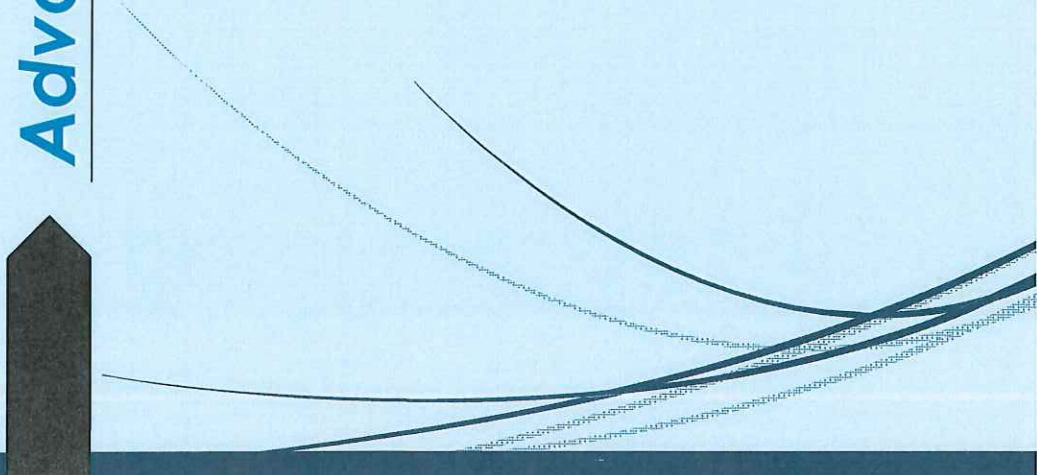


Home Visit Flow Chart



Program Goals- Long Term Outcomes

- By December 31, 2020 there will be a **5% reduction in admissions for ambulatory sensitive conditions** due to improvement in care coordination.
- By December 31, 2020 Improvement in Management of Chronic disease for referred patients as identified by reaching the listed targets.
 - Decreased A1C for 80% of referred diabetic patients
 - B/P within optimal range for 60% of referred hypertension patient
 - Improved compliance with medication regime for 80% of referred behavioral health and chronic disease patients.
 - 10% Reduction in readmission rates for identified high risk patients
- By December 31. 2020 there will be a **10% Reduction in total 911 calls**



Advantages

Decreases workload and increases quality and efficiency of managing patients in a primary care and public health settings by utilizing EMS Personnel through non-traditional methods

EMS personnel are integrated throughout the healthcare system, improving access and decreasing healthcare cost

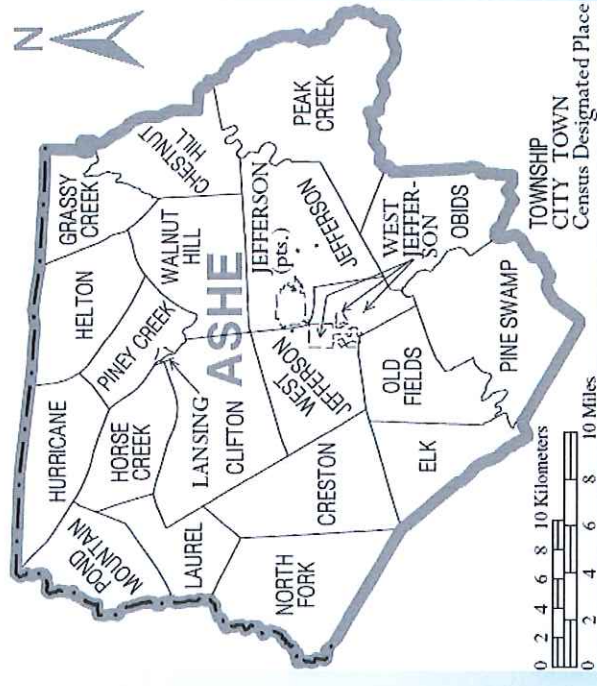
Community Paramedic certification provides a job opportunity where EMS volunteer work is often the only sustainable model in rural areas

EMS personnel currently have the training, expertise and scope of practice to provide essential primary care services

The program has a proven track record locally and internationally

What This Means for the County

- Decrease in cost of Medicaid
- Gaps in Care identified and addressed.
- Decrease in inappropriate use of the ED
- And.... Better health outcomes for the vulnerable population.



Questions



Ashe Community Paramedic Program

'Building Bridges'

