

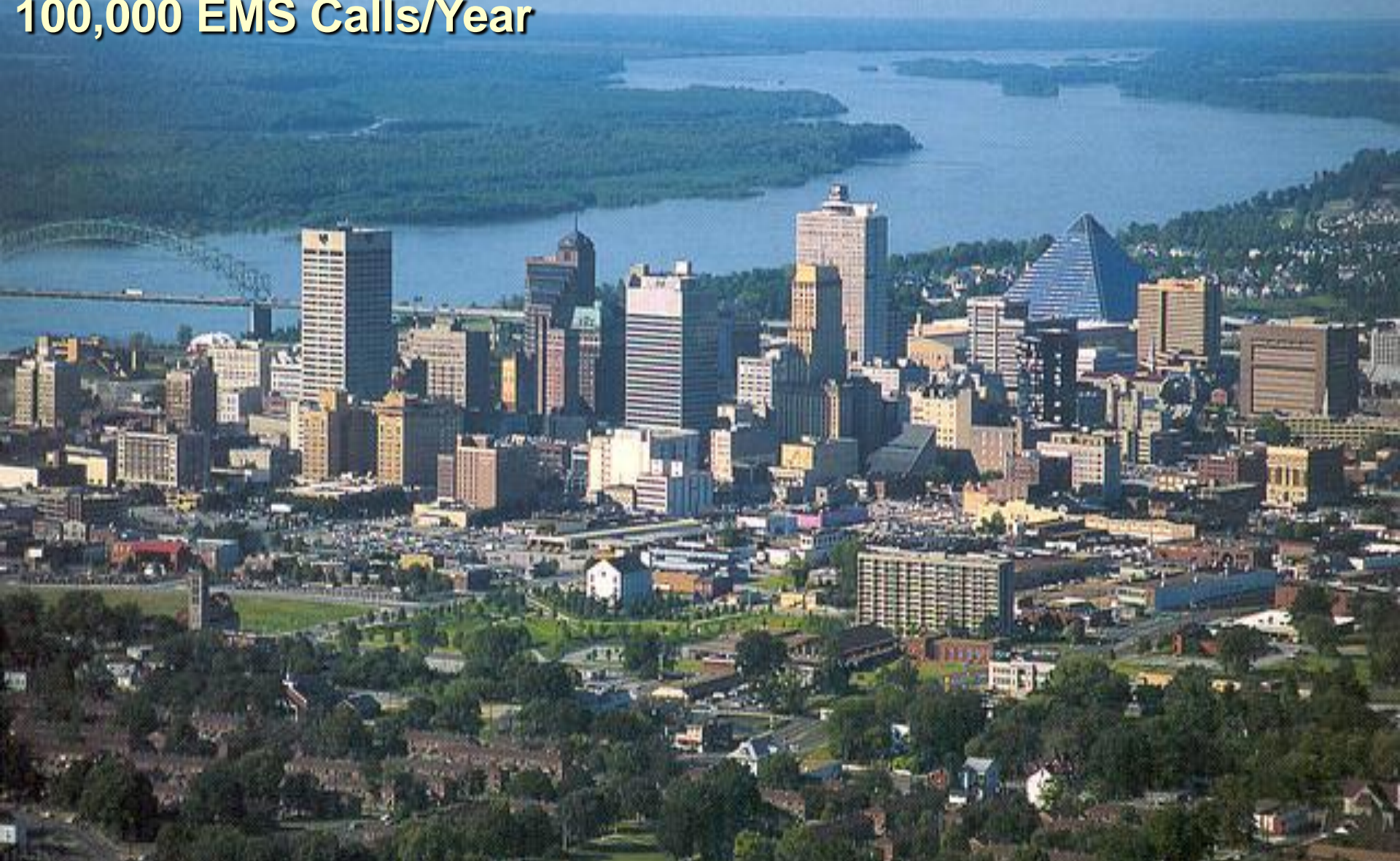
# 9-1-1 Alternatives



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**57 Fire Stations**  
**33 Advanced Life Support (ALS) Ambulances**  
**+ 34 ALS Companies**  
**100,000 EMS Calls/Year**



# 911 Alternatives

- Program focus on overutilizers of the system
- Involved both individual and facility based overutilizers
- A proactive approach to reduce 911 utilization



# 911 Alternatives

- Full-time dedicated paramedic
- Networking and collaborative efforts with
  - Hospital Social Services,
  - Governmental Assistance Programs,
  - Transportation Assets
  - Insurers



# Data Collection



- Data collection on usage patterns from 911 system and multiple EDs
- Coordination of Social Services from different hospital systems



## Additional Necessary Steps

- Obtaining psychiatric evaluation for patients
- Personally accompanying and transporting patient for MD visits
- Assisting with obtaining medications
- Orchestrating appropriate alternative living arrangements



# So what's all that cost?

- Employee salary, Lots of Time
- Vehicle access
- Communications





# So what's it worth?

## May-December 2006

Top 5 Frequency      # of trips      Charges

BILL	62	\$22,093
JAMES	46	\$30,615
CURTIS	34	\$16,559
LORETTA	33	\$15,969
DORIS	32	\$15,740

\$100,976

## 2007 Frequency

# of trips      Charges

### for 2006 top 5

BILL	2	708
JAMES	19	\$6,318
CURTIS	0	
LORETTA	0	
DORIS	0	



**Program cost neutral on just 5 superutilizers**

**Additional cost savings through**

**Physician Office education**

**(Emergent vs Urgent transports and prearrangements with private vendors)**

**Nursing Home Education**

**Assisted Living Facilities**

**Proposed enhancing medical care availability via paramedic screening clinics**

**ProActive approach to available resources (more frequent scheduled physician visits)**



# Effect on Call Volume

- Alpha level call volume reduced by 3% following implementation of the program
- 3000 NonEmergent calls per year out of our system



# Questions?

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