Community Paramedicine Programs: Keeping Our Patients Healthy

Seth Podolsky, MD, MS, FACEP
CMO, Ambulatory & Integration
Banner Health System

May 1, 2019
1:45 pm – 3:00 pm
We need a new name for our Requirements Workshop so people think it will be fun.

How about calling it a Requirements Festival.
Objectives

• Describe how a Community Paramedicine program improved health for high-risk patients
• Review key components of a process improvement project utilizing a case study approach
• Develop a *pilot project at your site*
• Have fun!
Disclosures

Patient Forecaster, Inc., Denver, CO
Agenda – Community Paramedicine Workshop

• Case study

• Work session
  ✓ Aims
  ✓ Process & Outcomes
  ✓ Change ideas
  ✓ Pilot Study

• Debrief
All models are flawed, some are useful.
What are we trying to accomplish?

How will we know if change is an improvement?

What change can we make that will result in an improvement?
Process Improvement Worksheet

1) Aims
• What is your goal?
• Who is your population?

2) Process & Outcomes
• What is your current process?
• How do you measure success?

3) Change Ideas
• What process redesign might get better results?

4) Pilot Study
• Timeline, stakeholders, next steps

Case Study: Community Paramedicine Pilots

Many thanks to multiple teams in the Cleveland Clinic Health System for their time, effort, and success ...

Medical Operations, Home Care Services, Care Management, and the amazing paramedics that explored new lands with us!
Community Paramedicine

a tool for providers
to keep patients at home
healthy and safe
<table>
<thead>
<tr>
<th>Program Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leverage specially trained paramedics at “top of license”</td>
</tr>
<tr>
<td>Improve patient access to appropriate routine and urgent services</td>
</tr>
<tr>
<td>Reduce ED visits, admission and readmissions</td>
</tr>
<tr>
<td>Improve clinical outcomes</td>
</tr>
<tr>
<td>Keep patients healthy and safe at home</td>
</tr>
</tbody>
</table>
Patient Story
Transform Access
New Role & Skills

911 Grab & Go

Stay & Play
Matrix Services

**Community Paramedicine Target Conditions / Services**

- Diabetes
- Congestive Heart Failure (CHF)
- Chronic Obstructive Pulmonary Disease (COPD)
- Chronic Care Management
  - Wounds
  - Chronic Disease
- ED High Utilizers
- High Risk Surgeries
- Total Hip/Knee Replacement
- Pediatrics (e.g., Asthma, Trach Care)
- Patient Education
Program Results

**Program #1: At-Risk Home Population**
- Decreased hospital/ED utilization by 25%

**Program #2: High Risk Population**
- Decreased 30-day readmission rate by 31%
  - Program readmission rate = 24%
    - Historical benchmark of 35%-45%
Program #1

At-Risk Home Population
Historically ...

- House calls
- Physicians in cars
- Large geographic area
- 6 patients per day
Program #1: Overview

- 1 Physician at central location for virtual visit
- 2 community paramedics
- 1 visit for urgent issue or post-ED/hospital discharge
- 3,500+ visits since July 2017
Outcomes

- 50% Urgent Visit
- Wait Time
- 104% Physician Productivity
Outcomes

- 40% ED visits
- 31% Hospital Observations
Program #2

High Risk Discharges
Program #2: Overview

• East side Primary Care Service Areas (PCSA)
• >40% readmission risk or care coordinated
• 3 paramedic visits within 30-days of discharge
• Phone call with Care Coordinator/Manager
• Virtual physician visit as needed
PRELIMINARY Outcomes

31% Hospital Readmissions
Regional Delivery Model
Vision: Clinical Operations

- 21 paramedics across northeast Ohio
- Post discharge and urgent visits
- Enterprise wide referral pool
- Physician and Care Manager “bunker” with virtual visit technology
Vision: Team Structure
Key Takeaways

• Community Paramedicine is growing

• Keep patients healthy at home

• Future tool for all providers
The real voyage of discovery consists not in seeking new lands, but in seeing with new eyes.

- Marcel Proust
Let’s Get To Work

Right after this commercial message and a bathroom break ...
Workshop

Case Study
Project Aims
Process Mapping & Outcomes
Change Ideas
Pilot Study
Debrief
What is the problem to solve?
Process Improvement Worksheet

1) Aims
   • What is your goal?
   • Who is your population?

2) Process & Outcomes
   • What is your current process?
   • How do you measure success?

3) Change Ideas
   • What process redesign might get better results?

4) Pilot Study
   • Timeline, stakeholders, next steps

Process Improvement Worksheet

1) Aims
   • What is your goal?
   • Who is your population?

2) Process & Outcomes
   • What is your current process?
   • How do you measure success?

3) Change Ideas
   • What process redesign might get better results?

4) Pilot Study
   • Timeline, stakeholders, next steps

What are your aims?
Think S.M.A.R.T.

5 min break out

(SMART = specific, measurable, achievable, relevant and time-bound)
Process Improvement Worksheet

1) Aims
   • What is your goal?
   • Who is your population?

2) Process & Outcomes
   • What is your current process?
   • How do you measure success?

3) Change Ideas
   • What process redesign might get better results?

4) Pilot Study
   • Timeline, stakeholders, next steps

Clinical Process & Outcome Model

From Dr. Paul Batalden
Multiple Patients

From Dr. Paul Batalden
Outcomes = Results of Care

Functional Health Status

Biological Morbidity & Mortality

Patient Satisfaction

Costs Direct & Indirect

© Trustees of Dartmouth College
What is your current process?
Clear outcomes measures?

15 min group work
5 min report out
Process Improvement Worksheet

1) Aims
   - What is your goal?
   - Who is your population?

2) Process & Outcomes
   - What is your current process?
   - How do you measure success?

3) Change Ideas
   - What process redesign might get better results?

4) Pilot Study
   - Timeline, stakeholders, next steps

1. Modify Input

2. Combine Steps

3. Eliminate hand-off failures

4. Eliminate Step

5. Reorder sequence

6. Arrange to change process concept

7. Replace with better value step

8. Based on output, redesign production

9. Based on use of output, redesign product

10. Based on need, redesign

Travel

Unnecessary movement or relocation of items

I'll bring the patient right over.

I have orders to run some tests.

Sigh......!!
Why can’t I get anything done?

Motion

Unnecessary human movement

© Cleveland Clinic
Waiting

People waiting for items (patients, supplies, specimens, etc.) to process
Underutilized Human Talent

Not asking the staff that works the process how to improve it

I've made a few changes to the process.

I wish someone would ask OUR opinion....!
What process redesign might get better results?

10 min group work
5 min report out
Process Improvement Worksheet

1) Aims
   • What is your goal?
   • Who is your population?

2) Process & Outcomes
   • What is your current process?
   • How do you measure success?

3) Change Ideas
   • What process redesign might get better results?

4) Pilot Study
   • Timeline, stakeholders, next steps
Steps for a pilot study?
Timeline, stakeholders, etc.

10 min group work
5 min report out
Debrief

What is one part of the workshop that you enjoyed and why?

What is one thing that you would change and why?
THANK YOU!!

Dr. Seth Podolsky
seth.podolsky@bannerhealth.com
602-747-7507