

## NCACH Emergency Medical Service (EMS) Report

### *Quarter 2 Report - July 2019 Agency Update*

#### EMS Report Summary:

North Central Emergency Care Council has spent the majority of quarter 1 and quarter 2 establishing trainings for EMS providers, engaging providers in developing their project focus areas, and identifying measures those providers can use to track progress. Most providers have been operating their agency specific projects for 3 months and it is still too early to measure the impact of their work. Each EMS Agency has chosen a specific area of focus as part of their “Treat and Referral” section of the project.

Agency	Treat and Referral Project
Aero Methow Rescue Services	Evaluate and connect non-transport patients to primary care in region for follow up care.
Ballard	Implementing a Fall Prevention Program (SAIL) targeted at patients who routinely call EMS and do not receive transport.
Cascade Medical Center	Identifying non-transport high utilizers of the EMS system and referring those patients to social workers at Cascade Medical Center.
Douglas Okanogan County Fire District	Develop a process to identify patients that qualify for services through Adult and Aging services and create a referral process to connect them with appropriate providers.
Lake Chelan Community Hospital	Identify high utilizers of the ED and connect them with LCCHs comprehensive community paramedicine program.
Lifeline	Identify high utilizers of the ED and patients transported who could have benefitted from transport to alternate destinations.
Moses Lake Fire Department	Evaluate patient needs (High utilizers) and connect them with local services (primary care, behavioral health, housing) within region.
Protection-1 LCC	Partnering with local hospital(s) to identify high utilizers of ED and complete in home follow up care post discharge.
Waterville EMS	Implementing a Fall Prevention Program (SAIL) targeted at patients who routinely call EMS and do not receive transport.

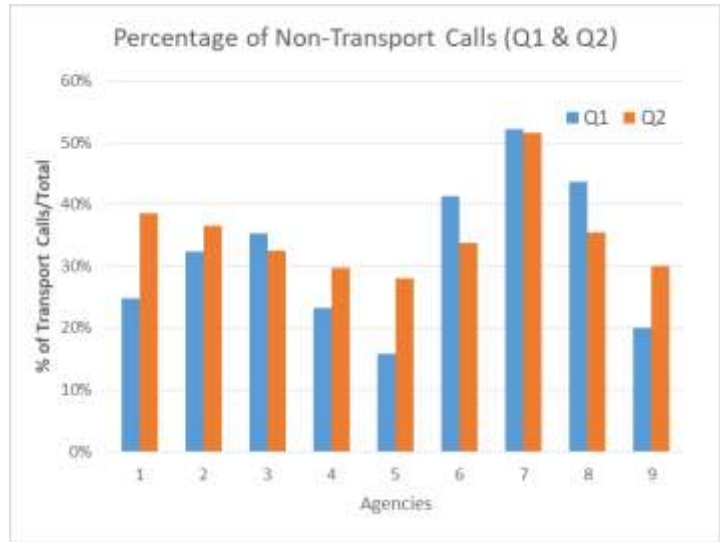
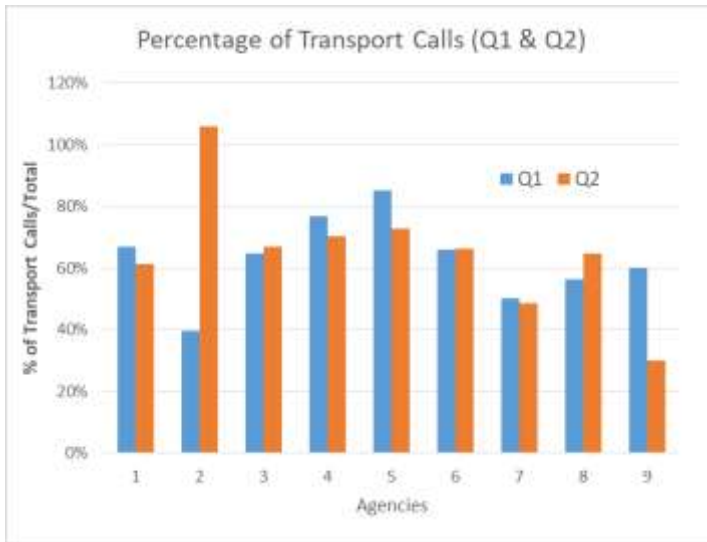
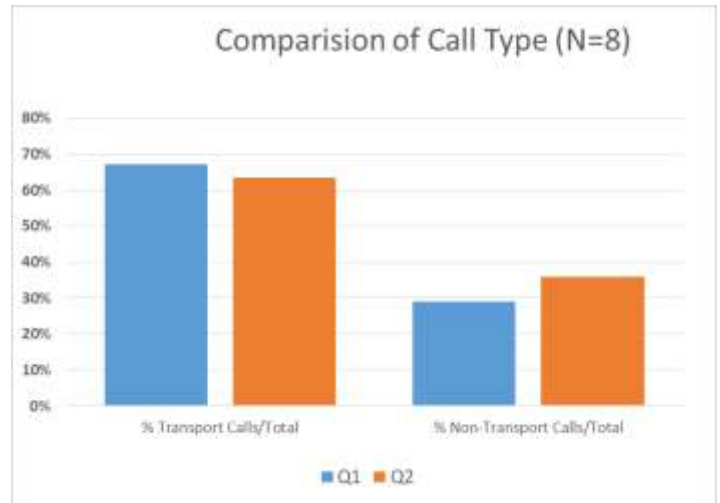
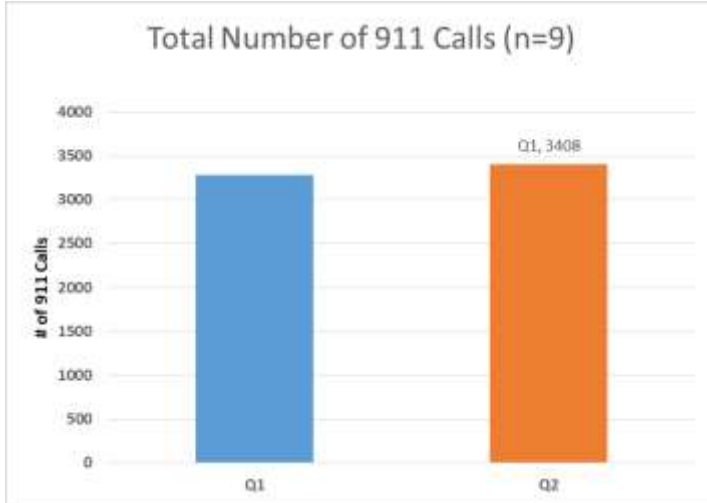
Quarter 3 and Quarter 4 will focus on expanding training opportunities (highlighted below) as well as working with agencies to focus on their treat and referral projects.

#### **Quarter 1 and 2 Training Updates:**

- The Certified Ambulance Documentation Training in May received strong reviews. NCECC is looking for additional opportunities to provide training in the future (including online trainings).
- DOH provided an overview of WEMSIS on July 9, 2019. Agencies were invited to attend with limited space. Agencies stated there is greater need for additional training opportunities on WEMSIS. NCECC is working with DOH to offer future opportunities (Dates TBD).
- NCECC provided technical assistance to partners in developing treat and referral project plans and identifying metrics for those partners to use. In quarter 3 and quarter 4, NCECC plans to work with partners to share best practices of partners’ projects across the region.
- SSB 5380 is requiring EMS to report to WEMSIS either directly or through their current eMIR system. DOH has begun the implementation process for the legislation and additional training will be needed for partners.

## EMS Partner Data:

Below is initial data that evaluates total number of calls and % of total calls based on call type. The focus is on transport vs. non-transport calls.



## Recommendations:

After evaluating quarter 2 reports, staff recommend supporting the following project implementation steps for 2020.

1. Investing in additional Certified Ambulance Documentation and WEMSIS trainings.
2. Offer additional funding for those providers who would like to develop more robust community paramedicine programs (separate funding stream).
3. Support training to EMS providers and NCECC to support providers that need to adapt reporting processes to comply with SSB 5380.
4. Continue to support partners to expand their treat and referral programs and gather additional information on success of each individual project.
5. Offer additional technical assistance to providers as requested (e.g. Quality Improvement and Motivational Interviewing). NCACH is already starting to offer these services to EMS providers on a case by case basis.