

Program Summary

- **Goals:**

- Test implementation of an ***alternate disposition*** program
 - i.e.: **ET3** – Implementation window opens January 1, 2021!
- Provide options for alternate disposition through the ***telehealth*** counsel of a physician, or other ***Qualified Healthcare Practitioner (QHP)***
 - Transport to an alternate destination
 - Treatment in Place (TIP) with referral to other appropriate healthcare resources
- Enhancement of aftercare instructions provided to the patient by on-scene EMS personnel



Improve quality



Enhance patient experience



Lower costs



Program Eligibility

Inclusion:

- *Patient-initiated desire to refuse transport “Against Medical Advice”*

AND

Vitals within range:

- *Systolic blood pressure > 90 mmHg (or age-specific)*
- *Heart rate 50-110 beats per minute*
- *Respiratory rate 8-20 breaths per minute*
- *Pulse oximetry > 94% on room air*

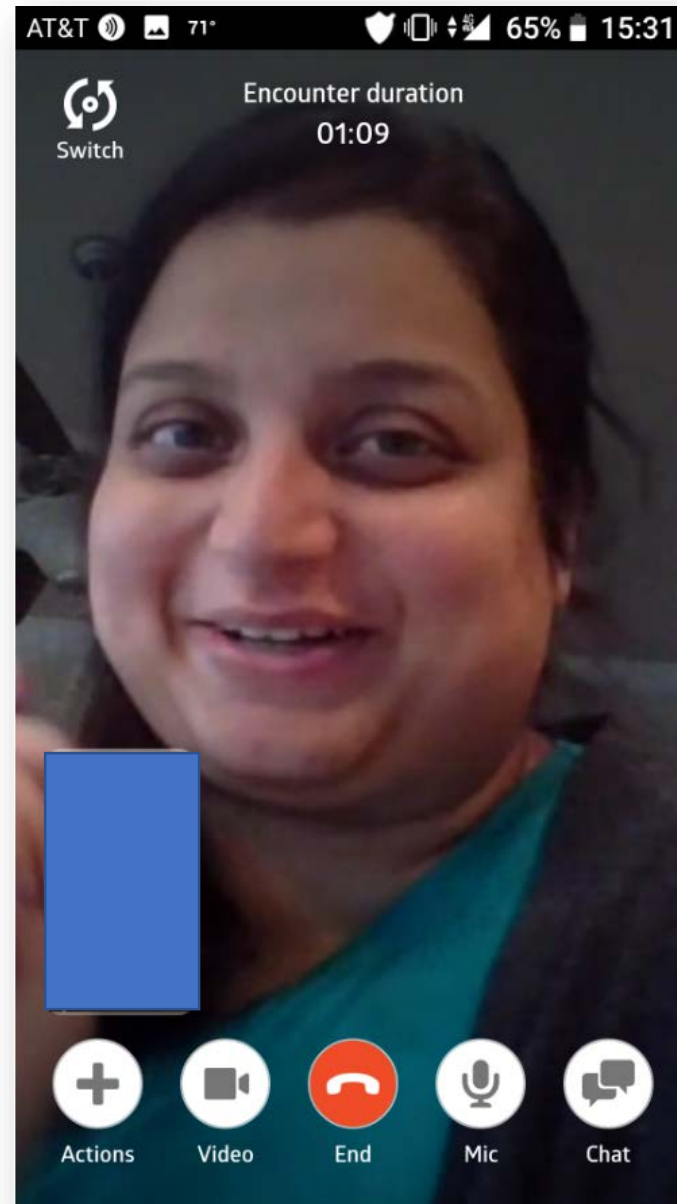
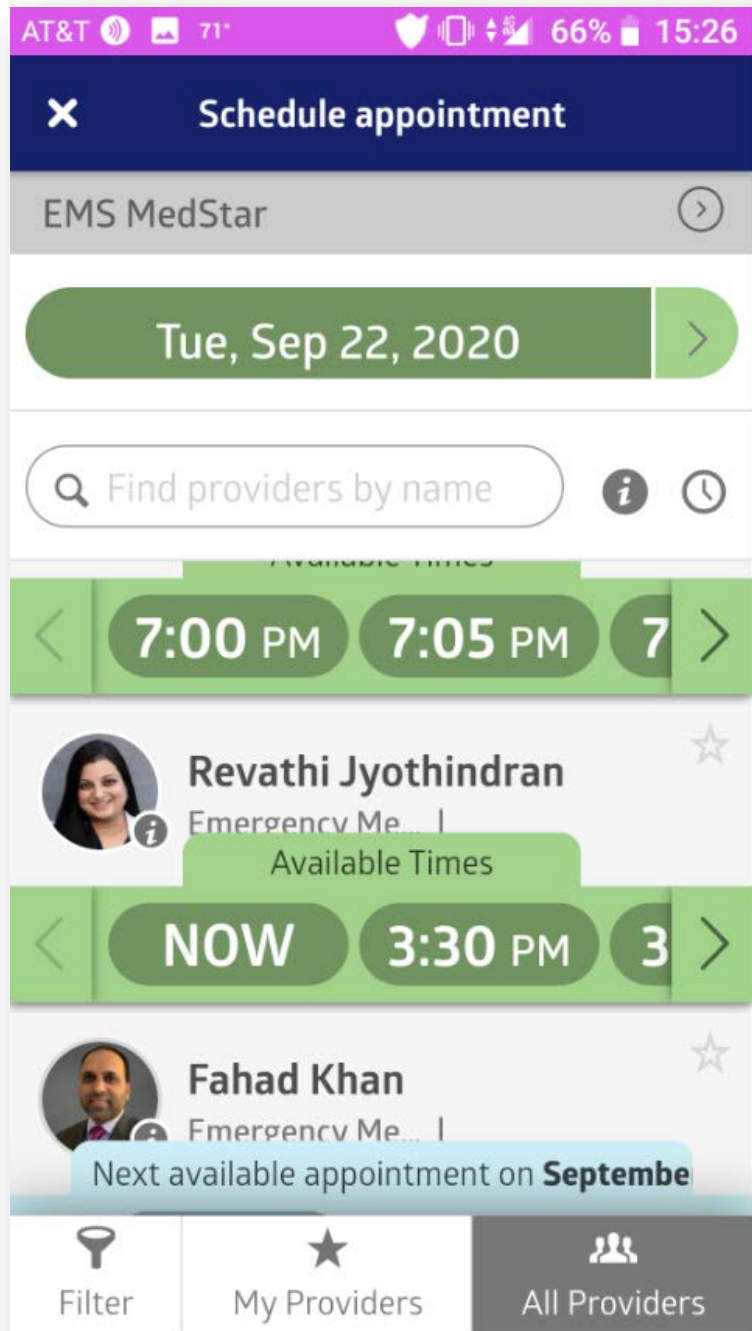
AND

- Provider suspicion of low-acuity medical or traumatic illness

Exclusion:

- Patients in a healthcare facility
 - *(i.e.: SNF, MD office, Urgent Care Center (UCC))*
- Age < 1-year old
- OB/Pregnancy complaints
- Provider suspicion of moderate or high-acuity illness
- Refusals without demonstration of capacity (Contact OLPG)
- Patients in custody
- Refusal of telemedicine consent (Follow AMA Protocol)
- Ambulance **NOT** on scene





Telehealth Summary Data

As of: **2/28/2021**

AMAs

6,294

Telehealth Offered

4,367

69.4%

Telehealth Completed

85

1.9%

Telehealth Offered, but not Completed

4,282

68.0%

Patient Refused

4,186

95.9%



"No" or "N/A" Documented Cases	1,718	42.4%
Suspicion of High Acuity Illness/Injury	562	32.7%
Patient in Custody	362	21.1%
Not documented	543	31.6%
Patient in a Healthcare Facility	88	5.1%
< 1 y/o	70	4.1%
Unable to Demonstrate Decisional Capacity	55	3.2%
Ambulance Not On Scene	13	0.8%
OB Complaint	25	1.5%

Average Scene Times

Telemedicine Not Attempted (<i>not offered, pt. declined, etc.</i>)	0:39:15	"N" 5,857
Telemedicine Completed or Attempted	0:48:50	174



Payer Mix	"N"	%
AARP	27	0.4%
Aetna	158	2.5%
Allstate	2	0.0%
Ambetter	39	0.6%
Amerigroup	264	4.2%
Amerigroup - Medicare	20	0.3%
Amerigroup - Medicaid	60	1.0%
BCBS	551	8.8%
Care 'N Care	11	0.2%
VA	70	1.1%
CCHP – STAR Medicaid	32	0.5%
Cigna (incl. HealthSpring)	127	2.0%
Humana	143	2.3%
JPS Connection	26	0.4%
Medicaid	678	10.8%
Medicare	1,002	15.9%
StarSaver	51	0.8%
Program Patient	226	3.6%
Tricare	89	1.4%
UHC Medicare	99	1.6%
UHC	424	6.7%
Other/None/Not Documented	2,195	34.9%



Next Steps:

- **ET3 Model Implementation 4/4/21**
 - Remove “AMA” restriction
- **Offer to all *payer eligible* patients who meet clinical eligibility**
 - By major category
 - Medicare, Medicaid, select major commercial
 - Time to get serious about EMS’ healthcare role

