

Community Health Assess & Treat (CHAT)

The first interaction with someone who calls 911 may change the course of their overall health, especially if they get the right care at the right time.

Our mission is to change the system of health care delivery in a pre-hospital care setting by responding to low acuity 911 medical calls, assess & treat in community and follow-up within 24 hours to provide care coordination to vulnerable and socially isolated populations.

Our vision is to collaborate with community partners in the provision of patient-centered care focused on social determinants of health, add value to the emergency response system by decreasing ED admissions, addressing the quintuple aim goals of improving individual and population health while controlling costs.



CHAT Workflow

Dispatch & Response

- Dispatched to low acuity medical calls by BOEC
- Two Medical Responders (EMT-B or EMT-P)

Arrival & Assessment

- Trauma Informed Care Approach
- Social Determinants of Health Assessment
- OHP and Insurance Provider Assessment

Treatment

- Treatment of low acuity medical needs
- Provides health literacy education
- Initiates access to care, re-engagement with PCP
- Activates ALS for any high acuity medical need

Follow-Up

- Re-engagement within 24 hours after 911 call
- Reassess mental and physical health
- Assesses resource gaps
- Provides health literacy education, care coordination, PCP engagement



CHAT Response

Hours of Operation

- ▶ Monday – Thursday 8:00AM – 6:00PM

Responders & Staff

- ▶ 4 Response Teams: Two EMT-B or an EMT-B and EMT-P
- ▶ 1 Follow-Up Team : Paramedic, EMT
- ▶ 2 Community Health Nurse: Care Coordination & Triage
- ▶ Community Health Supervisor: Operational Support
- ▶ Administrative Assistant
- ▶ Program Manager



Health System Improvement

In 2023, CHAT added value to the system by,

Responding to over 4,900 low acuity 911 calls

Improving Fire and EMS response times for high acuity emergencies

Diverted an average of 45% of patients from local emergency rooms

Diverted an average of 19% of patients from ambulance transport

97% of patients stated they were satisfied or very satisfied with their experience

Services Provided

- ▶ Advocate for Vulnerable Populations
- ▶ Collaborate with Care Teams & Community Partners
- ▶ EMS Buprenorphine Induction Pilot Study
- ▶ In-person Visits
- ▶ Medication Reconciliation
- ▶ Medication Refill Assistance
- ▶ Nurse Care Coordination
- ▶ OHP Assistance
- ▶ PCP Engagement Assistance
- ▶ Peer Support
- ▶ Wound Care
- ▶ ViSPDAT Screening, connection with social services including housing



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