



CONNECT Community Paramedic Stakeholders Report

Through July 31, 2016

Community Paramedicine Program Generates Savings, Improves Lives

Since the inception of the CONNECT Community Paramedic Program in 2013, more than 250 people have received life-changing support thanks to the help provided by their Community Paramedics (CPs). In a detailed comparison of the patients' healthcare utilization in the year prior to their involvement with the program compared to the year after, *the program generated a net savings of \$1.8 million*. The CONNECT Community Paramedic program is providing strong support for the impact these specially-trained paramedics can have on the health of our most vulnerable patients.

Moving towards sustainability

The Community Paramedicine Act

Representative Ryan Bizzarro (D) Erie, is reintroducing HB 1113 which creates the credentialing criteria for community paramedic practitioners and the EMS agencies who want to offer the service. The bill also establishes a permanent funding mechanism through Pennsylvania Medicaid and commercial health insurance products. This legislation, which we strongly support, is critical for the continued evolution of the CONNECT Community Paramedic Program and similar programs throughout the Commonwealth.

Contractual discussions

The CONNECT Community Paramedic program is currently in contract negotiations with the UPMC Health Plan and other local healthcare organizations to sustain and grow the program. Our current negotiations involve serving medically

complex patient populations and exploring the opportunity for the program to help address the prescription drug addiction and heroin overdose epidemics plaguing Western Pennsylvania.

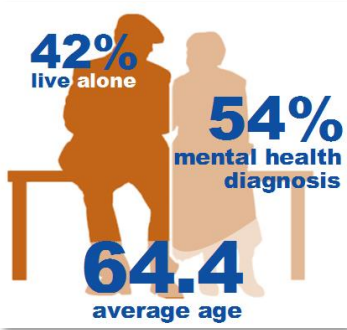
A Regional Approach

One of the initial goals of the program was to explore the ability of a community paramedic programs to generate alternative revenue streams for the community EMS agencies serving Allegheny County. While the program has exceeded expectations in its ability to save healthcare expenses, sustainable funding models are still being developed. We believe the best model in the future would be to have the EMS agencies in the region collaborate, rather than compete, to provide this new service. A cooperative venture would provide the following benefits over a more fragmented design.

- A centralized referral center: Not unlike the regions recent experiences in consolidating 911 centers, having a single referral center would make it easier to refer and enroll patients in a community paramedic program.
- Standardized interventions: A regional program will ensure providers have received standardized original and continuing education and will provide similar patient services.
- Credible value calculations: To demonstrate the impact of CP interventions, a regional system assures a consistent documentation system and evaluation process is used to determine the return on investment.

CONNECT Community Paramedic Snapshot

Our Patients



Our Process

In-home assessment



- Community Engagement
- Economic Constraints
- Transportation Barriers
- Environmental Issues
- Social Support
- Mental Health
- Medical History

- education
- navigation
- advocacy
- care coordination



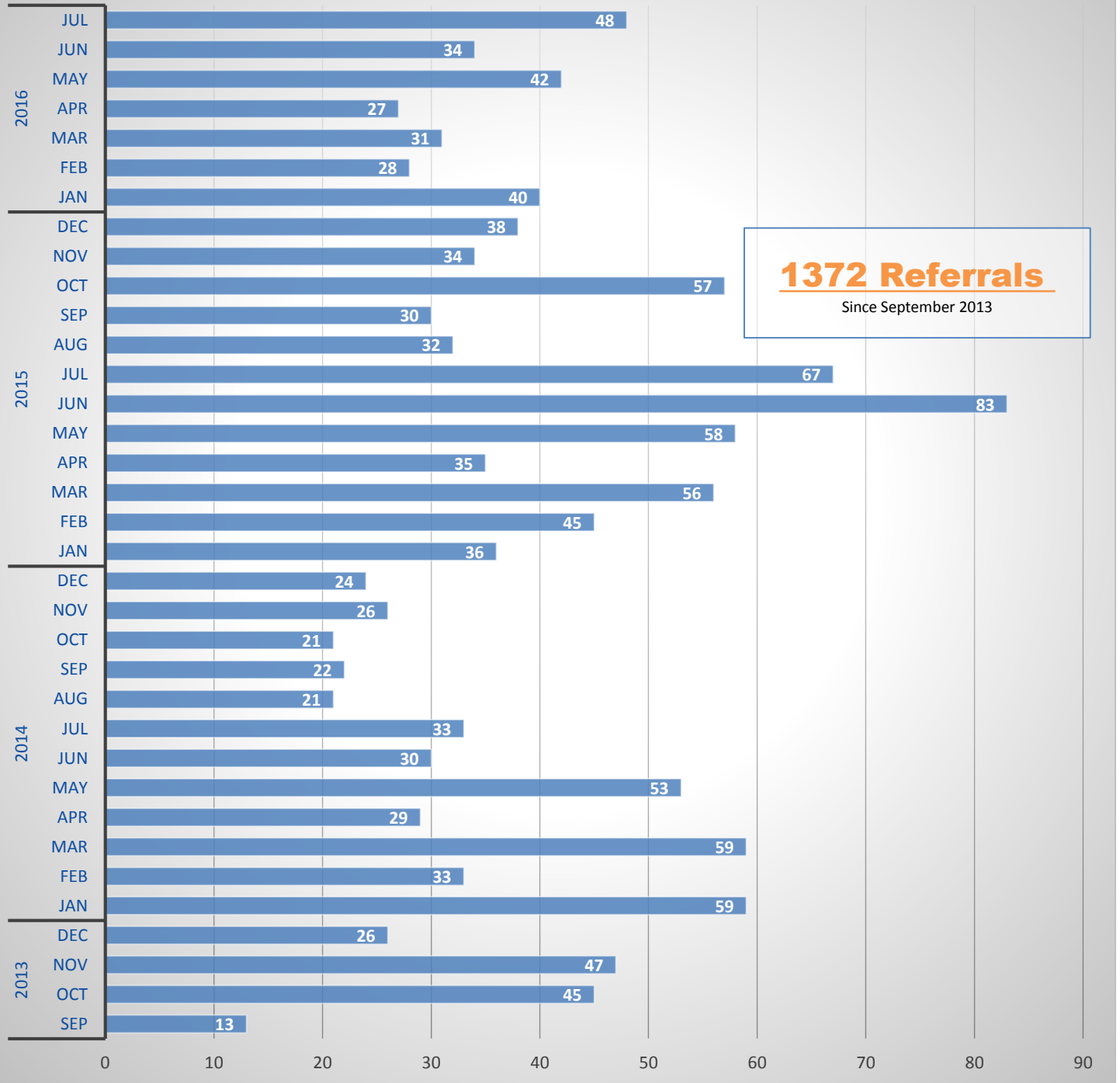
Our Outcomes



269 Patients
\$8,560 savings per patient
\$1.8 million in net savings



Referrals To CONNECT Community Paramedics By Month and Year (through 7-31-16)





Number of Referrals by Organization

Referral Source	Year				Grand Total
	2013	2014	2015	2016	
UPMC Mercy	25	53	203	128	409
Forbes Regional Hospital	44	154	160	30	388
UPMC McKeesport		44	36	9	89
West Penn Hospital	19	41	16	9	85
UPMC Mercy - COPD project		16	40		56
Agencies with 4 or fewer referrals	9	13	8	8	38
Premier Medical Associates		1	28	8	37
UPMC Shadyside		5	2	18	25
Valley Ambulance Authority	2	10	6	5	23
Allegheny General Hospital	14	3	3	1	21
St. Clair Hospital				20	20
NorthWest EMS	1	11	7		19
City of Pittsburgh Emergency Medical Services	2	12	3	2	19
Medical Rescue Team South Authority	4	9	3	1	17
Hill District 365 Project		16			16
UPMC Passavant			12	2	14
Other	2	8	3		13
UPMC Healthplan			9	4	13
Eastern Area Prehospital Service	1	2	7	3	13
Lower Valley Ambulance Service		1	8	2	11
Ross/West View EMS	2	1	3	2	8
Forbes Regional Hospital (Premier d/c to SNF)			7		7
Center For Emergency Medicine	1	3	1	2	7
UPMC Presbyterian Hospital	2		1	4	7
Scott Township Emergency Medical Services	1	2	2	1	6
Tri-Community South EMS	2	4			6
Gateway Health Plan				5	5
Grand Total	131	409	568	264	1372



Patient Referrals and Current Status

Patient Status	Number of Patients
Referred	42
Cold Visit Required	10
Enrolled	11
Active	89
Discharged	169
Quit Program	16
Deceased while active	17
Ineligible	36
Lost to Follow Up	96
Multiple Referral	108
Refused	483
Unable to Reach	299
Grand Total	1372

Status Table	
Referred	The patient has been referred to the program, but we have not yet been able to reach the patient. We will call a minimum of 2 times and visit the home address before changing their status to "Unable to Reach."
Cold Visit Required	Efforts to reach the patient on the phone to enroll the patient have been unsuccessful. The community paramedic team will attempt to reach the patient at their home.
Enrolled	The patient has agreed to the program but has not yet had their intake assessment.
Active	The patient is currently involved with our program and is receiving assistance from a community paramedic.
Deceased while active.	Patient died while still enrolled in the program.
Discharged	The person has successfully completed the program and received all the services we were able to provide.
Ineligible	A referred patient did not meet inclusion criteria (i.e. out of county)
Lost to Follow Up	We lost contact with a previously active patient. Multiple phone and cold visit attempts to re-engage the patient have been unsuccessful. No further contact will be attempted unless the patient is referred to the program again.
Quit Program	The patient refused additional services sometime after their initial intake visit.
Refused	The patient refused our services prior to their intake visit.
Unable to Reach	Multiple calls and visits were unable to reach the patient to schedule their appointment. No further contact will be attempted unless referred to the program again.

CONNECT's National Media Coverage

Below are the EMS industry articles written by or about the CONNECT Community Paramedic Team since the inception of the program for a national audience.

1. Swayze D, Jensen A. *Chronic Disease Management for the Community Paramedic*. [EMS World](#). 2016 September; 45(9):17-
2. Swayze D, *Motivational Interviewing for the Community Paramedic*. [EMS World](#). 2016 July; 45(7): 35-41
3. Berman J, Swayze D. *Community Paramedics and the Drug-Seeker*. [EMS World](#). 2016 Jan; 45 (1): 56-8
4. Swayze D. *Preparing Your Team: Core competencies for community paramedics*. [JEMS](#). 2015 Sept; 40(9) supplement: 6-7
5. Swayze D, Cornelius C. *Compassion Fatigue: The Hidden Stress of Mobile Integrated Healthcare*. [JEMS](#). 2015 Aug; 40(8): 52-56
6. Zavadsky M, Staffan B, Swayze D. *Mobile Integrated Healthcare Part 2: MIH-CP Outcome Measures Tool Project*. [EMS World](#). 2015 Feb; 44(2):50-3. PubMed PMID: 25804010
7. Swayze D, Murray K. *How Pittsburgh's Community Paramedic Program Links Patients to the Correct Care*. [JEMS](#). Jan 2015



CONNECT Community Paramedic Timeline



2011

AUGUST

Initial discussions with ACEMS Council, CONNECT Congress of Neighboring Communities and Center for Emergency Medicine of Western Pennsylvania, Inc. to develop Community Paramedic program.

SEPTEMBER

Two-year funding received from Highmark, Highmark Foundation and UPMC. CONNECT Community Paramedic Program begins seeing patients.

2013



2016

SEPTEMBER

269 patients helped by CONNECT Community Paramedics. Program continues on no-cost extension from original grant and continues to transition to self-sustaining model.

VISION

CONNECT Community Paramedic program expands to a multi-county program, with sustained funding through Pennsylvania Medicaid, commercial health insurance and other population health initiatives.

Future