

eBOOK

# 5

## *New Reasons to* **Use Mobile Integrated Healthcare in Your Community**

IMAGETREND®

In recent years, a new model of healthcare has been utilized by EMS agencies and fire departments to better serve their communities.

**Mobile Integrated Healthcare or Community Paramedicine (MIH-CP)** have teamed what has traditionally been prehospital healthcare providers with hospitals, clinics and skilled nursing facilities to address a variety of needs.

Whether you have already identified your community's needs and your department goals, or you are starting to explore MIH-CP, this ebook identifies five new reasons MIH-CP can benefit all parties involved.



# #1:

## Proper Patient Care

The point of MIH-CP is to advance the current state of healthcare and its level of patient-centric care.

Many 911 calls received by EMS are often for non-urgent needs or those that an emergency department is not properly equipped to handle. MIH-CP can be used to address the specific needs and underlying issues of patients to deliver the proper patient care and management of chronic conditions outside of the ED.



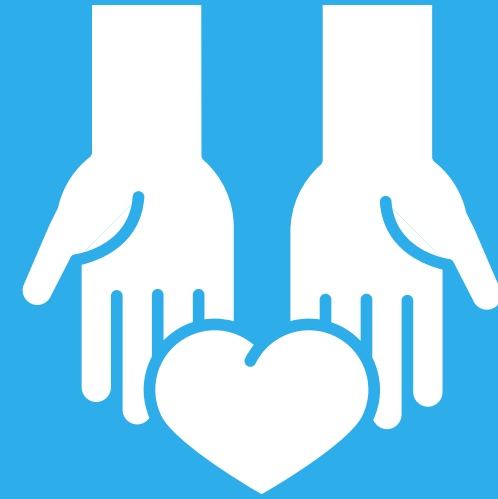
Importantly, behavioral health is a common underlying issue in many 911 calls, which often can't be effectively treated in the ED. An ED doctor or surgeon can't fix an alcohol or drug dependency problem, nor can they do much for conditions like depression. With MIH-CP, community paramedics can transport patients experiencing behavioral health issues directly to a mental health facility instead of the ED first, allowing patients to get the proper care they need much faster.



**You're simply trying to find out what a patient's specific need is and then direct them onto a more appropriate path, whether that's an educational component of getting the patient in with their primary care physician more often or getting them connected with better mental health facilities,** said Captain Scott Perryman, Sacramento Metropolitan Fire District.

# #2:

## Educate Underserved Populations



MIH-CP is a powerful new tool being used to reach and support underserved populations.

Community paramedics can take on new roles and assist with providing education, care and resources to impoverished populations, areas with inadequate access to primary care and those disadvantaged by other disparities such as language or religion. By delivering public health, primary healthcare and preventive services directly to these underserved populations, MIH-CP can help connect patients with more appropriate forms of care, especially those with chronic conditions who turn to the ED as their primary source of healthcare. Through MIH-CP, community paramedics become first responders with community health worker skills, helping break down barriers in healthcare and connecting underserved populations with the education and resources necessary to live healthy lives.



# #3:

## Build Trust within the Community



Since MIH-CP aims to solve the root cause of patients' problems, having an effective MIH-CP program helps boost the confidence a community has in EMS and the surrounding networks of healthcare providers in the area.

By making routine visits to the homes of patients, community paramedics not only help improve a patient's physical health, but also help the patient feel supported and cared for. When people know that their community healthcare providers can deliver the support and care they need, a stronger sense of trust can be formed.

Additionally, healthcare networks within the community will be more efficient and cost effective by breaking down the silos of healthcare through collaboration. Healthcare teams can work to ensure patients are taking the correct medication, engaging in the proper lifestyle, have access to the appropriate resources and that patients are seeking the right care at the right time.



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**Building trust between the patient and provider is key,** said Captain J.D. Postage, Violet Township Fire Department. **You have to empower them to make a change for themselves.**

# #4:

## Lowering High Utilizers of EMS & Reducing Readmissions

One specific subset of routine 911 calls and visits to the ED are those who endure chronic conditions that could be avoided with proper condition management.



Community paramedics aim to help those with chronic conditions improve their health and wellness at home by assessing the patient's lifestyle — often the cause for hospital readmissions. Through home visits, community paramedics can educate on how to use and why they should use their

medication as prescribed, assist with filling prescriptions, sorting medications and supplementing hospital and clinical discharge instructions with counseling. High utilizers of EMS are prevalent everywhere across the country consuming valuable services, time, effort and money. The answer is not to limit access to 911. Instead, MIH-CP is the answer. MIH-CP aims to solve the underlying causes of high utilizers connecting them with the proper care they need, while reducing the burden on EMS. Helping patients learn to better care for themselves over time helps keep them healthy and safe in their own homes.



**We identified around 200 high utilizers who met the criteria of contacting 911 or an emergency department six or more times in a year,** said Assistant Chief Barbara Law, Sacramento Metropolitan Fire District. **We've been able to look at these high utilizers to identify our largest issues in the area.**

# #5: Easier Than Ever



The good news is that there is technology to support MIH-CP care and operations.

Implementing MIH-CP in your community is easier than ever because software that brings local healthcare providers together to effectively collaborate finally exists. With the concept of MIH-CP being quite broad in scope, systems can be easily scaled and configured allowing individual agencies to develop and implement a program that best meets the needs of their community.

## BRINGING THE COMMUNITY TOGETHER



**Although MIH-CP is relatively new** and evolving model of healthcare, it has started to gain traction across the nation with its goal of improving patients' access to care and helping communities realize continuous benefits. Community health systems, EMS, law enforcement, social services, mental health and all other community care organizations can benefit from more collaboration, better health and lower overall costs.

## ABOUT ELITE COMMUNITY HEALTH™

As part of a fully integrated healthcare system, your community paramedicine program will rely on data from various sources to provide a complete picture of the patient's conditions, medications, environmental factors and barriers to care. ImageTrend Elite solutions for integrated healthcare make those connections, including your ImageTrend Elite ePCR data. When you partner with ImageTrend, you will be confident in receiving a solution designed for the needs of your community.

## ABOUT US

ImageTrend, Inc. is dedicated to connecting life's most important data in the healthcare and emergency response community. ImageTrend delivers software solutions, data analytics and services for EMS, Fire, hospitals, community paramedicine (CP), critical care and preparedness to enable fully integrated patient-centric healthcare and public safety. ImageTrend's commitment to innovation, our clients, and providing world-class implementation and support is unsurpassed. Based in Lakeville, Minnesota, ImageTrend combines business analysis, creative design and data-driven architecture to offer scalable solutions and strategies for today and the future.

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