APPENDIX E

Sanford Health Community Paramedic Program

2019 Update

SANFORD HEALTH

Background

- F-M Ambulance Community Paramedic (CP) Program
  - Established 2015 as a pilot project.
  - Funding for initial training was supported by DoH – DEMS.
  - Currently 1.0 FTE.
  - Expanding to 3.0 FTE January 2020.
  - Pilot project focused on high-utilizers of EMS.
    - Chemical dependency & behavioral health
  - After 9 months we changed the focus.

Our New Model

- Current Focus: “We fill gaps in healthcare services.”
  - CHF, Diabetes, Hypertension, Wound Care, Medication Management, COPD & Rib Fractures.
  - Work directly with Sanford Health Case Managers, physicians and RN’s who oversee high-risk & complex patient panels.
  - “All of my patients have behavioral health issues that complicate their care.” *-- Jason Jordahl, CP, Sanford Health*
  - Chemically dependent patients are re-directed to other resources better equipped to handle their needs.

Goals

- Prevent unnecessary admissions / re-admissions.
- Lower the cost of care by providing the right level of care at the right time to the right patient.
- Improve quality of life of our patients.

By the Numbers

- >500 patients in 5 years.
- Nearly a 50/50 split of men/women.
- Average age of patient panel in 2018 was 67.

Successes

- 28 Year-old male with diabetes.
- Language barrier.
- Multiple visits to ER with hyperglycemia.
- On ND Medicaid.
- CP discovered medication errors.
- Taught patient how to monitor glucose levels and use insulin.

Successes

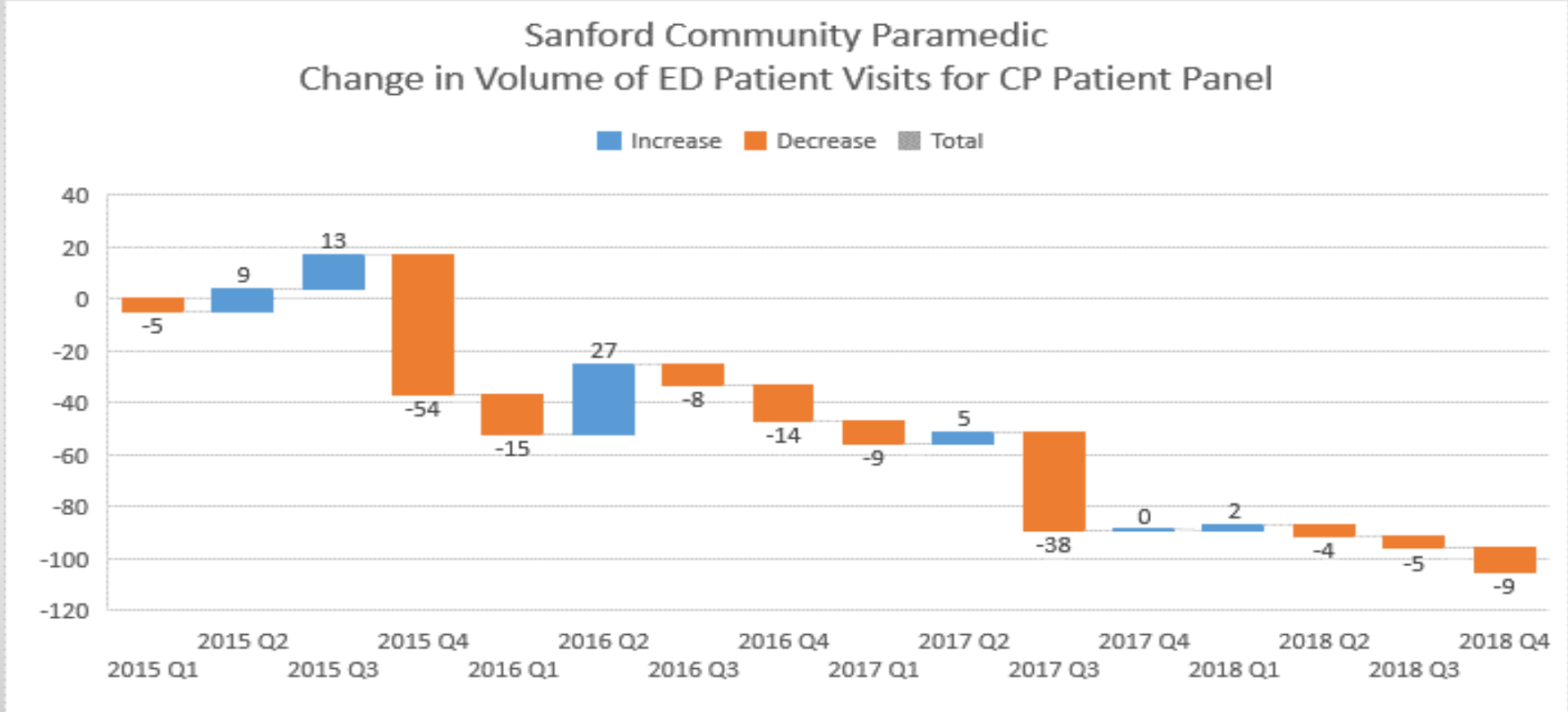
- 30 Year-old behavioral health patient
- “Revolving door” patient.
- Visited patient at his home.
  - Birth certificate was missing.
  - No access to transportation.

- Established care once he qualified for MA.
- Found work and is now thriving & off MA.

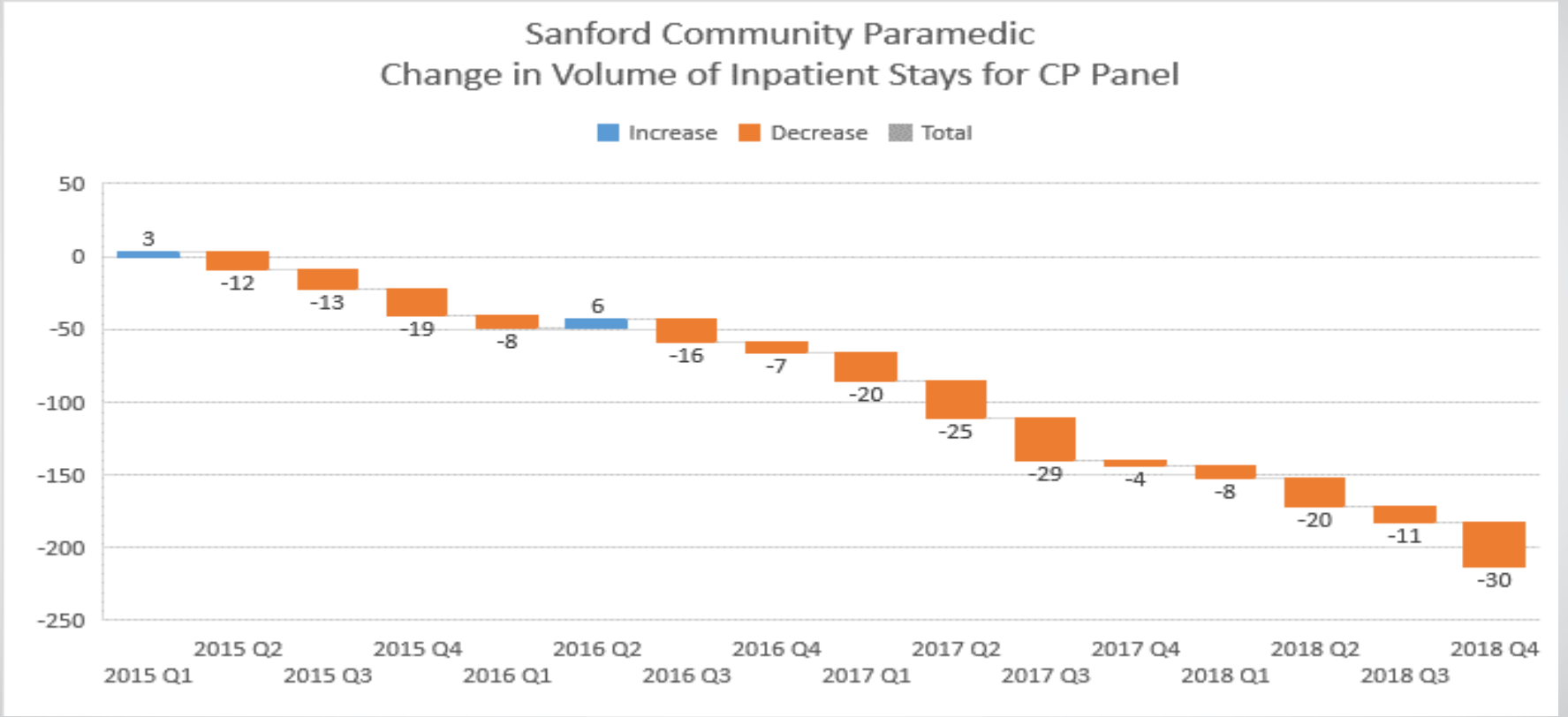
Successes

- 33 Year-old male.
  - Fractured ribs during a fall.
  - Developed pneumonia post-discharge.
  - CP determined barriers to healing.

Outcomes


Sanford Community Paramedic
Change in Volume of ED Patient Visits for CP Patient Panel
Increase
Decrease
Total
40
20
0
-20
-40
-60
-80
-100
-120
-5
9
13
-54
-15
27
-8
-14
-9
5
-38
0
2
-4
-5
-9
2015 Q1
2015 Q2
2015 Q3
2015 Q4
2016 Q1
2016 Q2
2016 Q3
2016 Q4
2017 Q1
2017 Q2
2017 Q3
2017 Q4
2018 Q1
2018 Q2
2018 Q3
2018 Q4

Outcomes


Sanford Community Paramedic
Change in Volume of Inpatient Stays for CP Panel
Increase
Decrease
Total
50
0
-50
-100
-150
-200
-250
3
-12
-13
-19
-8
6
-16
-7
-20
-25
-29
-4
-8
-20
-11
-30
2015 Q1
2015 Q2
2015 Q3
2015 Q4
2016 Q1
2016 Q2
2016 Q3
2016 Q4
2017 Q1
2017 Q2
2017 Q3
2017 Q4
2018 Q1
2018 Q2
2018 Q3
2018 Q4

Questions?

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