Emerging Issues in Policing

Local Partnerships

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Dan DeSmidt, Belmont Police Department
• San Mateo County Field Crisis Consultation Committee

FCCC Partners
• BHRS (Behavioral Health and Recovery Services)
• Local Police Departments
• NAMI (National Alliance on Mental Health)
• Mobile Support Team
• District Attorney's Office
• American Medical Response
• Pathways/Mental Health Court
• San Mateo County Probation
• SMART Program
• San Mateo County Medical Services
• Adult Protective Services
• County Conservatorship
• Mental Health Association
Community Care Response Unit CCRU
A Future Care Delivery Model in EMS

Anaheim Fire & Rescue
Strategic Plan
We asked ourselves 3 questions:
• How do we become more competitive in the future?
• How can we create value added service for the customer beyond the 911 call?
• How do we re-engineer and retool our profession for the future?

Orange County Grand Jury
2011 – 2012
Emergency Medical Response in Orange County
• Why does the fire service continue to send a big red fire engine and an ambulance to low acuity calls?
The Affordable Health Care Act as Healthcare Reform Unfolds

All stakeholders in healthcare delivery:
- HC organizations - physician groups
- County EMS - fire & rescue departments
- private ambulance companies
- insurance companies

Integration & Shared responsibility for providing patient care to improve the health of individuals and communities, while reducing costs.

Since the Inception of Emergency Medical Services (EMS)

- Citizens are using 911 for their primary or unscheduled care
- Affordable Care Act – March 23, 2010
- Hospitals get monetarily penalized for return patients within 30 days of discharge for the same chief complaint. No Medicare payments.
- Needed a system to still serve the public for 911, reduce ER visits and allow for paramedic unit availability.

The Partnership for the CCRU Pilot

Anaheim Community Care Response Unit
Community Care Response Unit

- Better aligning medical response efforts with call severity
- Redeploy more effectively

What is it?

Integration of Mobile Integrated Healthcare into EMS Patient Care

- Combining a Captain Paramedic/Nurse Practitioner in the field
- Non-transport
- Provide a higher level of care in the field
Capabilities in the Field
• Unit can handle both BLS, ALS and provide clinic level services in the field
• Bandage
• Suture
• Clean Wounds
• Prescribe Medications
• ISTAT- Blood Analysis
• Involve Primary Care/ Urgent Care Facilities

Operating Procedures for the CCRU Align the Scope of Practice of the NP and the Paramedic
1. Back pain
2. Wound care – suturing/skin tears
3. Minor Falls
4. Disease Management:
   • Otitis Media- Ear Infections
   • Sinusitis
   • Pharyngitis
   • Bronchitis
   • Asthma
5. Social Service Calls
6. Assisting patients with transition to appropriate care facilities

What have we experienced to date?
• Number of dispatches – 1300 +
• Number of patient contacts – 450
• ALS units released after CCRU response – 92%
• Average on scene time for the CCRU – 26 minutes
• Frequent Chief Complaints – falls, weakness and anxiety
• Percent of Patients not Transported to the ER – 51%
What have we experienced to date?

- 8.9% were a repeat EMS caller
- 12.9% of patients had a prescription written by the NP
- 20.7% of patients had medication administered on-scene by the NP
- Top five medications: Zofran, Rocephin, Toradol, Albuterol & Decadron
- Over 55% were insured by Medicare, MediCal, and CalOptima
- Age distribution by gender:
  - Female – 75% were 50 & over
  - Male – 62% were 50 & over
- 32% living alone
- 16% homeless
- Multiple patients have been placed into alternative living arrangements or being provided with other services by allied organizations
- Public Safety Partnership

The $4.00 Solution!

**Bus Passes and Prescription Cards**

- Partnered with Walmart for Prescription & Medical Cards
- Provide One Day Bus Passes
How can we help avoid this?

Questions...

Frank Grgurina, Sunnyvale Dept. of Public Safety
* Homelessness in Silicon Valley
Fair Oaks Park
Blythe and San Juan Avenues

Coordinated Response
Downtown Street Teams
Cold Weather Shelter
Sunnyvale Community Services

County of Santa Clara
Office of Emergency Coordination
Coordinated Response

Cold Weather Shelter

County of Santa Clara
Office of Emergency Coordination

County of Santa Clara
Office of Emergency Coordination
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