

## Report EMSR-TAPS-12-14

**To:** Chairman Al Barfoot and Members of the Transportation and Public Safety Committee  
**From:** Mike Muir, Director of Paramedic Services  
**Meeting Date:** May 22, 2014  
**Subject:** Community Paramedicine Initiative  
**Status:** Recommendation adopted by Committee as presented per Resolution TAPS66-14 May 22, 2014; Endorsed by County Council June 6, 2014 per Resolution CC73-14;

### Recommendation(s)

**WHEREAS Grey County Paramedic Services in conjunction with community agencies has applied for funding under the Ministry of Health and Long Term Care Community Paramedicine Initiative for 2014;**

**AND WHEREAS Grey County Paramedic Services is seeking County approval for its participation in the Community Paramedicine Initiatives;**

**AND WHEREAS funding approval announcements have been delayed until after June 12, 2014;**

**NOW THEREFORE BE IT RESOLVED THAT report EMSR-TAPS-12-14 be received;**

**AND THAT Grey County approves Grey County Paramedic Services participation in the Community Paramedicine Initiatives;**

**AND THAT Grey County enter into the appropriate agreements related to funding and operational aspects of the Community Paramedicine Initiatives subject to approved Ministry of Health and Long Term Care funding.**

### Background

In early 2014, the Ministry of Health and Long Term Care announced that it was making available \$6 million in one-time funding for the purposes of allowing paramedic services across Ontario to participate in community paramedicine (CP) initiatives. The funding

would allow for new program initiatives or expansion of existing CP programs. Examples of CP programs include Community Referral by EMS (CREMS), in home visits by community paramedics, participation in clinical trials, etc. Funding is restricted to \$300,000 per submission; however, services could submit multiple proposals which could be eligible for \$300,000 each. Grey County Paramedic Services submitted three separate proposals including one related to participating in a clinical trial and including expanding the service's existing CP programs (\$300,000) as well as two separate technology proposals for the purposes of creating electronic data transfer between the service and participating agencies (\$170,000 and \$300,000). Funding announcements are anticipated to be made in mid June 2014 due to the calling of the provincial election.

### *Submission 1– Expanding Paramedicine in the Community (EPIC)*

Submission 1– Expanding Paramedicine in the Community (EPIC)/Enhancing Grey County Paramedic Referral Program will seek approval and funding for Grey County Paramedic Services participation in the EPIC program as a study site. Partnering with Primary Care Physicians from the Owen Sound Family Health Team and the RESCU research group from St. Michael's Hospital, the community paramedics will help to provide definitive answers in the effectiveness of community paramedic programs in the care and treatment of the patient group consisting of chronic obstruction pulmonary disease, congestive heart failure and diabetic patients. The ultimate goal will be to reduce the need for hospitalization when medical conditions are exacerbated by providing proactive monitoring and treatments in the patient's residence. The funding will allow for the re assignment of two Primary Care Paramedics to the EPIC program for a duration of approximately one year, for specialized equipment and supplies purchases and to support the research arm of the study. Upon completion of the study, it is anticipated that the community paramedics will return to regular operations unless additional provincial funding is received for continuation of the project.

Also under this proposal, Grey County Paramedic Services will further expand and enhance additional CP programs including:

1. Implement the PERIL Assessment Tool for the CREMS Program
2. Pilot Direct ePCR integration with OACCAC Client Health and Related Information System (CHRIS)
3. Community Paramedicine In-Home Visits
4. Expand CREMS Program to Include Mental Health and Addictions Referrals
5. Emergency Department High Risk Patient Discharge Follow-up in partnership with Future Health Inc.

All expansion programs will occur without the need for additional funding and will occur throughout Grey County.

### *Submission 2– Community Paramedicine EMS/CCAC Proposal*

The Ontario Association of Community Care Access Centres (OACCAC) and Grey County Paramedic Services have submitted a joint proposal seeking \$300,000 for the development of an electronic data sharing platform between the two agencies' patient care record systems. The project will be titled "EMS eReferral to CCAC", which will define and build a provincial standard electronic referral integration service between Paramedic services and CCACs. The eReferral service will be implemented by the Client Health and Related Information System (CHRIS), which is a web-based patient management system used by all of Ontario's CCACs. CHRIS enables CCACs to provide quality care for all of its patients and allows CCAC staff access to patient information and care plan details from all work locations.

The proposed activities would directly integrate EMS eReferrals to CCAC in real-time and provide an electronic response back to EMS services that their referral has been successfully received, and subsequently completed. Enabling EMS eReferrals to CCAC should be considered as the first integration phase between the two sectors. Additional integration phases could include two way text communications between EMS and CCAC, and enhancing the existing eNotification framework between Acute Care and CCACs to include EMS notifications to the CCAC (e.g. notification from EMS to CCAC of a 911 call or a scheduled visit to a CCAC patient).

Grey County Paramedic Services will provide ongoing support and consultation to the project and will act as the transfer payment agency between the Ministry and the CCAC.

### *Submission 3 – Community Paramedicine Management Tool and Reporting Dashboard Proposal*

Interdev Technologies and Grey County Paramedic Services have submitted a joint proposal seeking \$170,000 for the development of an electronic data reporting platform between the Interdev "iMEDIC" electronic patient care record (ePCR) patient care record systems and the CCAC's CHRIS. This project is directly linked with the project described in Proposal 2 and incorporates the transfer of client information specific to the needs of the CCAC client between the two platforms. Upon completion Interdev will offer a Provincial Site License to paramedic services for a Community Paramedicine Management Tool, Reporting Dashboards and an optional direct link to the CACC dispatch system.

Ontario paramedic agencies, OACCAC, LHINs, MOH CACC's, and Health Links will all be involved in the design phase of this project. This tool can be used by services across Ontario to monitor and analyze various CP activities being proposed.

Grey County EMS will contract Interdev Technologies to design and build the Community Paramedicine Management Tool and Reporting Dashboard. The proposed solution will receive, organize, and report CP data from multiple sources. Paramedic managers will have one application to track and analyze and report on data in either a predefined and provincial guided dashboard or within an easy to use ad-hoc reporting tool.

The solution will have enhanced analytics tools for identify High Users/Vulnerable Patients (HUVP). It will also be able to report on systemic metrics on HUVPs. The solution will also be able to track performance metrics of Preventative Home Visits (PHV). With the combination of identifying and tracking HUVP and measure PHV metrics, this solution will be able to show the cost of community paramedicine activities and the resulting saving to the overall healthcare system (reduction in 911 calls, reduction in EMS transports to hospital, reduction in hospital admissions, adverse events).

Grey County Paramedic Services will provide ongoing support and consultation to the project and will act as the contracting agency.

## Financial / Staffing / Legal / Information Technology

### Considerations

Financial - All projects described above are contingent on the approval and receipt of funding from the Ministry of Health and Long Term Care. It is recognized that in the event that funding is not received, the projects will not proceed and in the event that funding is terminated at any time during the projects, the projects will be cancelled.

Staffing – Staff re-assigned to community paramedic roles will remain classified as Primary Care Paramedics for the purposes of compensation as outlined in the current collective agreement between the County and the Union.

### Link to Strategic Goals / Priorities

Goal 2 – Enabling Healthy and Resilient Communities: The participation of Grey County Paramedic Services in the CP initiatives will help to provide evidence based patient centered outcomes that may be used in planning for future health care delivery.

### Attachments

[Community Paramedicine Initiative Proposal 1](#)

[Community Paramedicine Initiative Proposal 2](#)

[Community Paramedicine Initiative Proposal 3](#)

[Community Paramedicine Initiative Proposal 3 Part 2](#)

Respectfully submitted by,

Mike Muir

Director of Paramedic Services