

# Austin-Travis County EMS: Community Health Paramedic Program

A comprehensive solution for  
those we serve.



# Our Goal

- To connect the patient to resources that benefit their well being.
- Collaborate with resources to develop comprehensive solutions for our patients.
- Prevent the patient from reaching a point where the 9-1-1 system is their only option.



# Our Target

- Frequent users of Austin-Travis County EMS (ATCEMS) services.
- Patients that are vulnerable or at risk of deteriorating.
- Complex medical patients in the community.
  - Developing the medical “pre-plan”.
- Provide an additional system response resource.



# Our Solution

- Collaborate to provide comprehensive solutions.
- Recognize that unconventional patient needs require unique solutions.
- Consider alternative measures in developing a solution.
- Streamline efforts to provide swift and effective solutions.



# Efforts to Date

- Research other EMS agencies and their efforts in developing solutions to similar challenges in their community.
- Research the issues and previous efforts in our community.
- Identification of frequent users in the community.
- Establish relationships with stakeholders.



# Collaborative Partners

- Adult Protective Services
- APD-Crisis Intervention Team
- Austin Resource Center for the Homeless (ARCH)
- Austin-Travis County Health & Human Services
- Austin-Travis County Integral Care
- Community Care
- Integrated Care Collaboration
- Lone Star Circle of Care
- Seton Healthcare System
- St. David's Healthcare System
- Travis County Healthcare District



# Frequent Users of EMS

- EMS has approximately 80,000 patient contacts each year
  - Approximately 6,700 patient contacts each month
- 10 Patients account for 1% of all contacts
- 50 Patients account for 3% of all Contacts



# Success Stories

- Case #1 – 21 year old female
  - 22 contacts between late February 2011 and early April 2011.
  - 2 contacts since enrollment in early April 2011.
- Case #2 – 44 year old male
  - 18 contacts between late December 2010 and early May 2011.
  - 5 contacts since enrollment in late February 2011.



A nighttime photograph of a city skyline reflected in water. The skyline features several prominent skyscrapers, including one with a distinctive tiered top and another with a red neon sign. A bridge with multiple arches spans across the water in the foreground. The lights from the buildings and bridge are reflected in the dark water.

Questions?

