



Innovating a Modern Emergency Medical Service

Austin-Travis County EMS

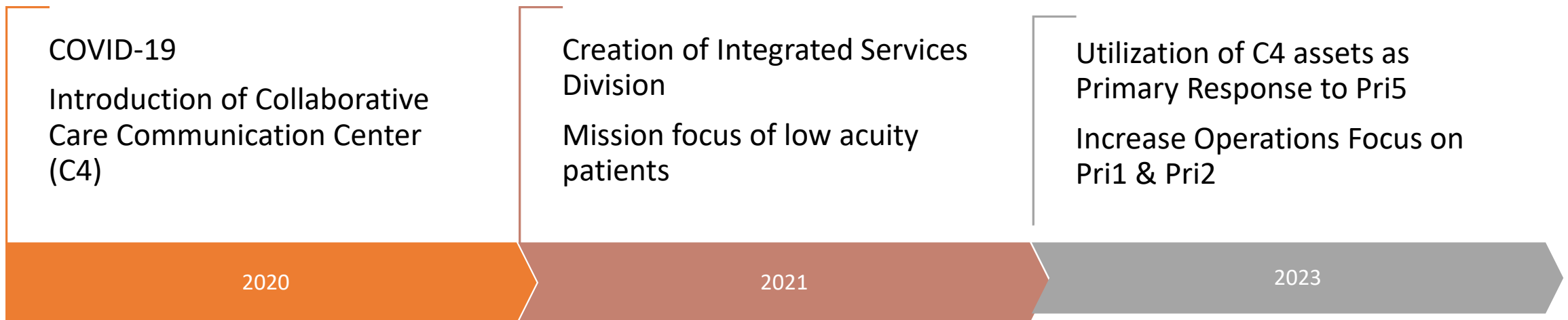
Collaborative Care Communication Center



Collaborative Care Communications Center

- Staffed with paramedics tasked with providing “patient centric” care and alternative treatment options to low acuity patients that do not require an Emergency Department
- Specifically credentialed and trained in treatment of low acuity medical complaints

How has C4 changed our Response?



Integrated Services is
about *choice*

The Emergency
Department is not
always the best option



- C4 Integrates multiple healthcare disciplines to provide treat in place options for patients:
 - Paramedic response
 - Physician Assistants / Paramedic Practitioners
 - Social Workers
 - Licensed Professional Counselors
 - Physicians
- Partnerships with other agencies provide long term solutions and reduces dependency on the 911 system:
 - Long-term Care admissions
 - Hospice Admissions
 - Wound Care
 - Durable Medical Equipment
 - HIV, TB treatment programs



Collaborative Care Outcomes

- Potential Outcomes
 - Treat in Place
 - Tele-Medicine
 - Alternative Destination
 - Public Assistance
 - Partner Referrals
 - Disaster Assistance
- All with 24 hour follow up
- New initiative to obtain outcome data from surveys

“The right
resource to
the right
patient at the
right time”



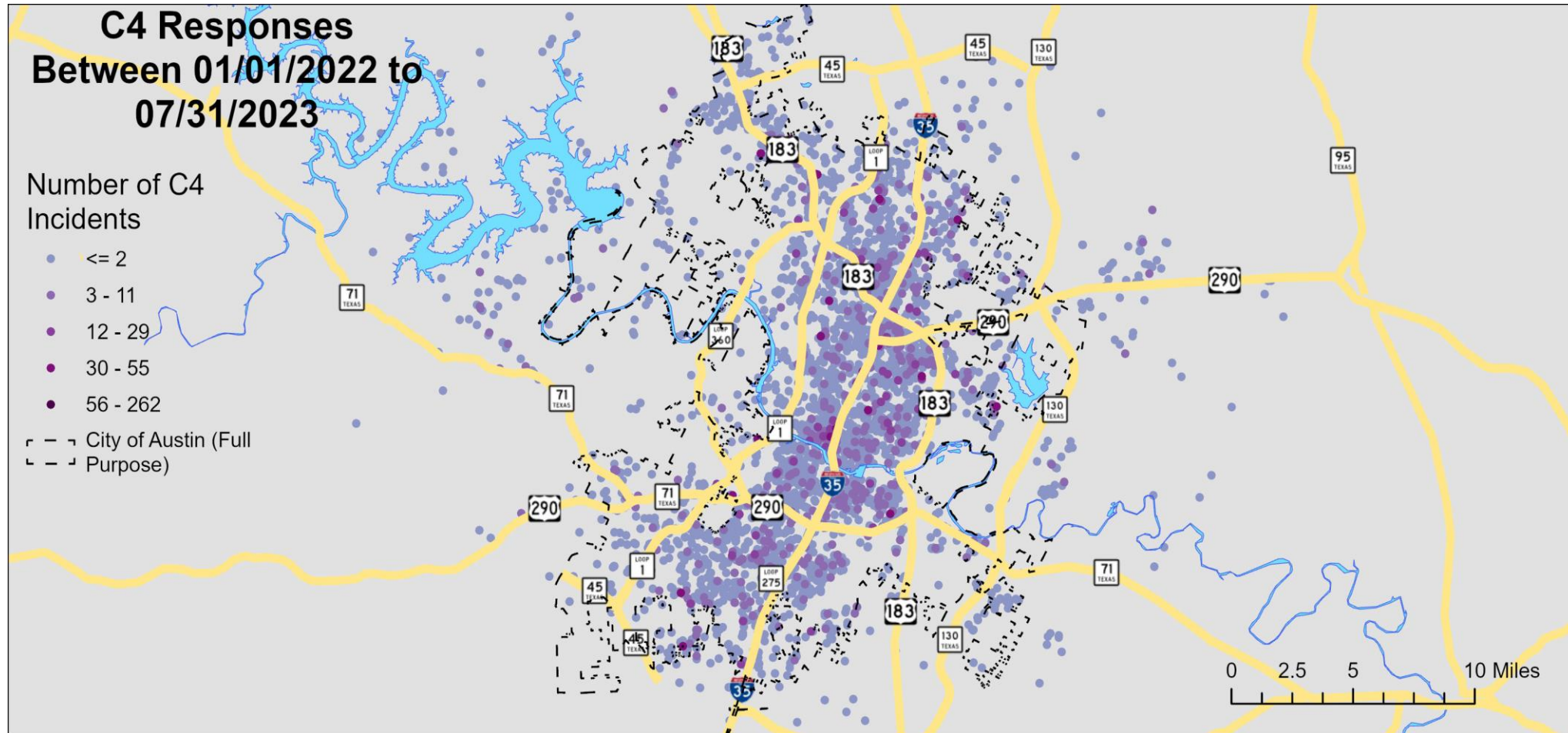
C4 receives patients through three Routes of Entry

- Direct from 911
 - With Option to send Single Unit Responder
- Ambulance Referral
- Community Health Paramedic Responders

C4 is a critical part of the response to large scale incidents

- Ice storms and winter events
- Heat waves
- Hurricanes
- Power failures

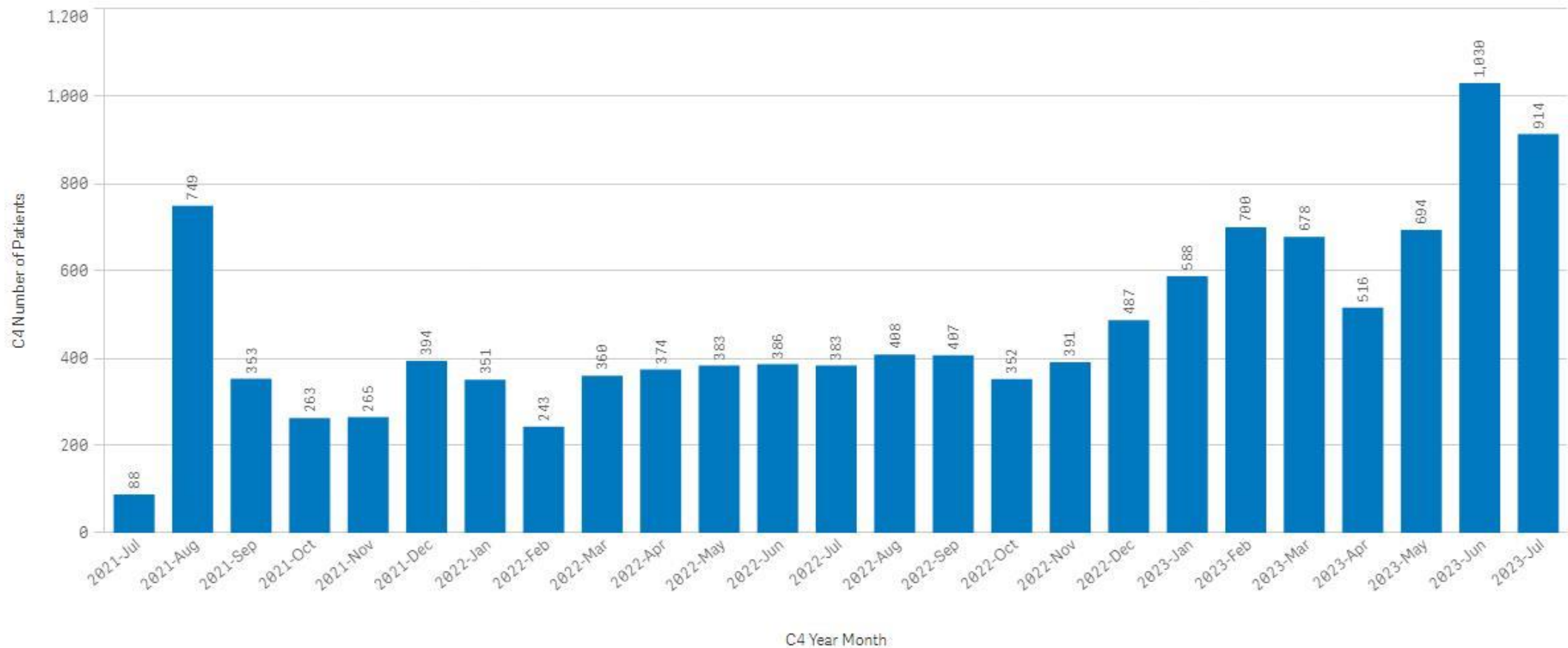
C4 interacts with every part of our community



Collaborative Care Communications Center (C4)



C4 Care





What has the impact been?

The C4 mission has a significant impact in three areas:

- Ambulance availability
- Hospital/Emergency Department room availability
- Financial impact for patients

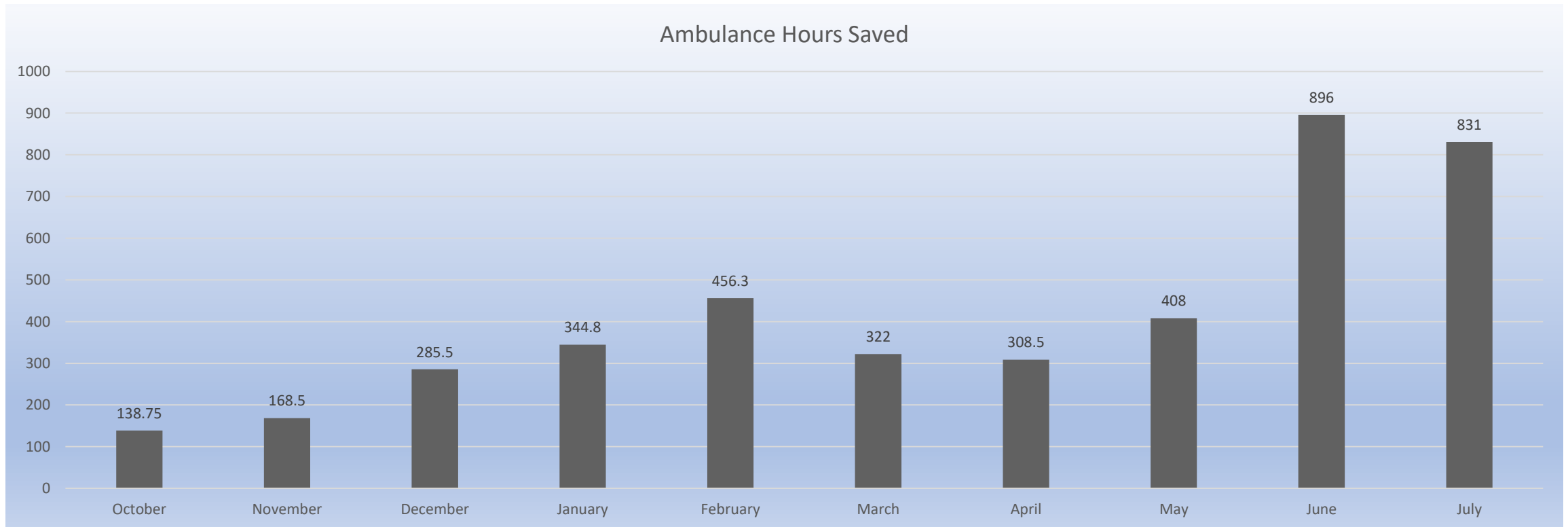
What has the impact been on Ambulance Availability?



1. Reduces number of Ambulance Responses to Low Priority Calls
2. Reduces use of Lights and Sirens
3. Reduces Ambulance Utilization and fatigue on resources
4. Increases Ambulance Availability
5. Reduces High Acuity Response Times

Impact of C4 on Ambulance Utilization

C4 has saved ATCEMS over 3800 ambulance hours in FY2023



What has the impact been on Hospital/Emergency Availability?

1. Reduces overcrowding of Emergency Departments
2. Increases bed availability for high acuity patients
3. Reduces Hospital turn around times for ATCEMS Ambulances

*FY2023 C4 has saved local hospital
Emergency Departments over 6500
hospital bed hours*

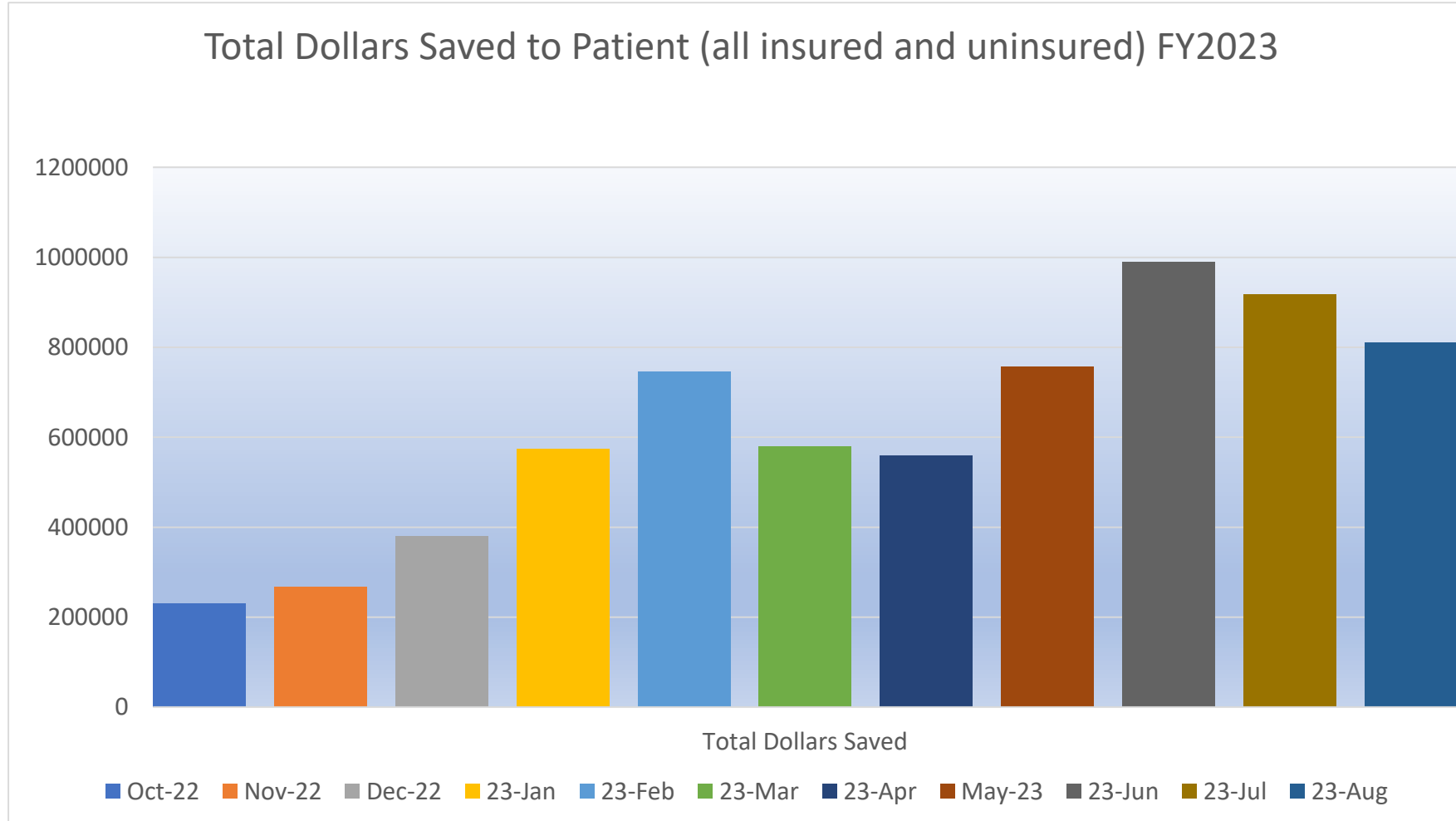


What has the financial impact been on patients?

1. Reduces costs for unnecessary transports to the Hospital
2. Reduces costs for unnecessary admissions to the Emergency Room
3. Reduces multiple interactions with the 911 system
4. 54% of C4 patients are uninsured or underfunded
 - C4 provides access to long term healthcare solutions



Collaborative Care (C4) has saved patients 6.8 Million Dollars in FY23



What is next for the C4?

24 Hour Operations

- Current hours of operations are 7:00am-10:00 pm

Additional single person response units

- Current staffing allows 1-2 PRU units staffed per day

Further integration with ATCEMS Community Health Paramedics

Increased goals in FY2024 to include more low acuity calls from 911

