



Community Paramedic Program & Auggie's Hope

Nick Watts, Paramedic
Auggie's Hope Founder/Director



Auggie's Hope, Inc.

Advocating and Educating for Special Needs

P O Box 3181
Bay City, OR 97107
auggieshope@gmail.com
503-812-3652

Objectives

- Adventist Health Tillamook and our Mission
- AHTM's Community Paramedic Program
- Our thinking outside the box approach
- Supportive Data
- Anecdotal evidence, lets talk about it
- Patients perception
- Ramps and Rails and other durable medical equipment
- Recourses and how to get them and keep them
- Collective Impact
- Auggie's Hope
- Conclusion and questions

What pain calls for is empathy. Empathy chooses to enter the dark places of another's world, to shiver in the cold with them, and to wait with them.

~Adam McHugh





Adventist Health Tillamook

Living Gods love by inspiring health, wholeness and hope



Tillamook County is comprised of 1133 square miles
and 78 miles of coastline

Seals at Netarts Bay

- 25,000 permanent county residents
- 100,000 - 150,000 during the summer months



The Program Goals

- Reduce readmissions
- High Utilizer Group Impact
- Improve community wellness
- Maintain our positive public perception
- Live our Mission





The Programs Hurdles: Primary Care Providers

Building relationships

- Trust
- Patient response
- Outcome
- Referrals



The Programs Hurdles: Loved Ones

Family

- Perception is the rule
- Passing muster
- Availability
- It's not just medical



The Program Hurdles: The Patients

Referring the right patients

- Risk assessment tool
- Intuition
- Family vibe
- When in doubt, refer it out
- Of course patient wishes
- Warm introduction

The Day

- Meet with Acute Care Management to discuss patients
- Meet with new patients in the hospital
- Visit clinic and talk with staff
- Visit patients at home and respond to 911 calls when available and in the area
- Visit with clinic and hospital



To Date The
Community
Paramedic Program

Number of Visits

1,944

Number of Patients

619

Average 3 Visits per
Patient





The Approach

- Help patients and family navigate medically
- Connect patients with resources
- Help patients find appropriate caregiver(s)
- Assess need for DME
- Advocate for the patient
- Take care of the whole patient, do what needs to be done
- Point of contact for the patient
- Resource collaboration



“We were just in the area. . .”

A paramedic roaming the community is very often near a call.

- Quick response with ALS Unit when in the area
- Begin assessment and life saving interventions
- Added benefits if known CP patient
 - Knowledge of patient
 - Good history report
 - Reduce patient stress
 - Continuity of care
 - **Better outcome**

Collective Impact

- We are out in the community we serve and we are easily recognizable
- We work with Fire and Law Enforcement when they have a concern about the wellbeing of somebody in their district
- Health Department clinicians often refer patients they are concerned about



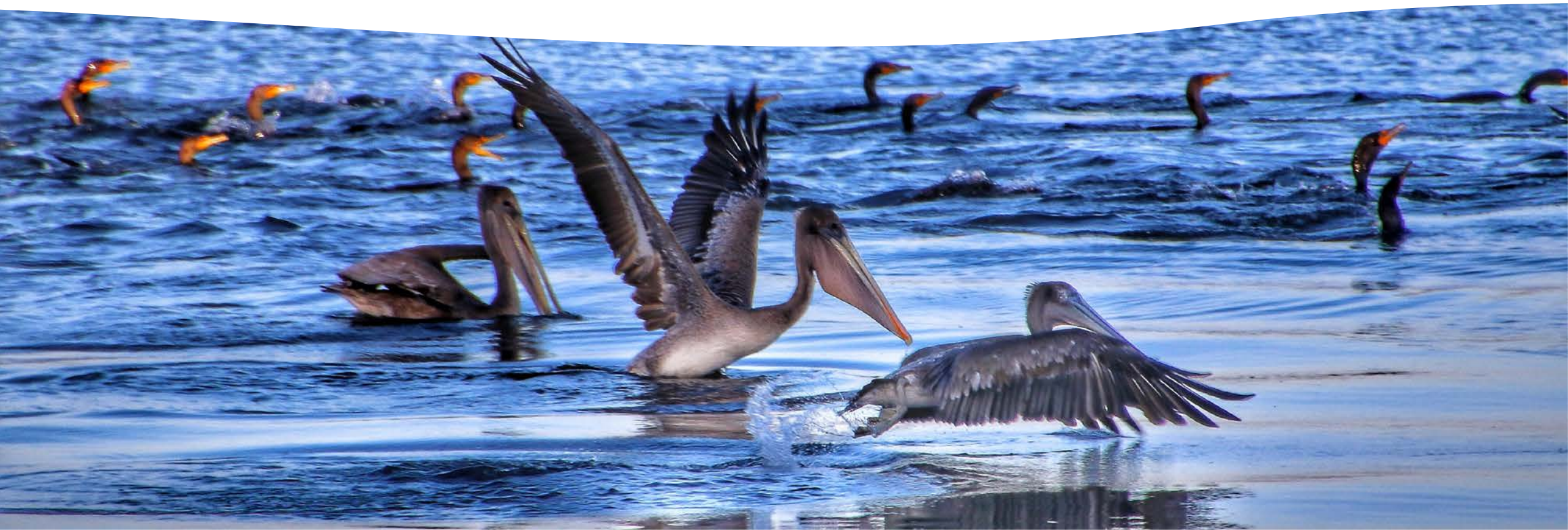


Partnerships in the Field

- Home Health referrals
 - Patient concerns
 - Progress to goal follow-up
 - Patients home alone
- Fill gap between discharge and Home Health

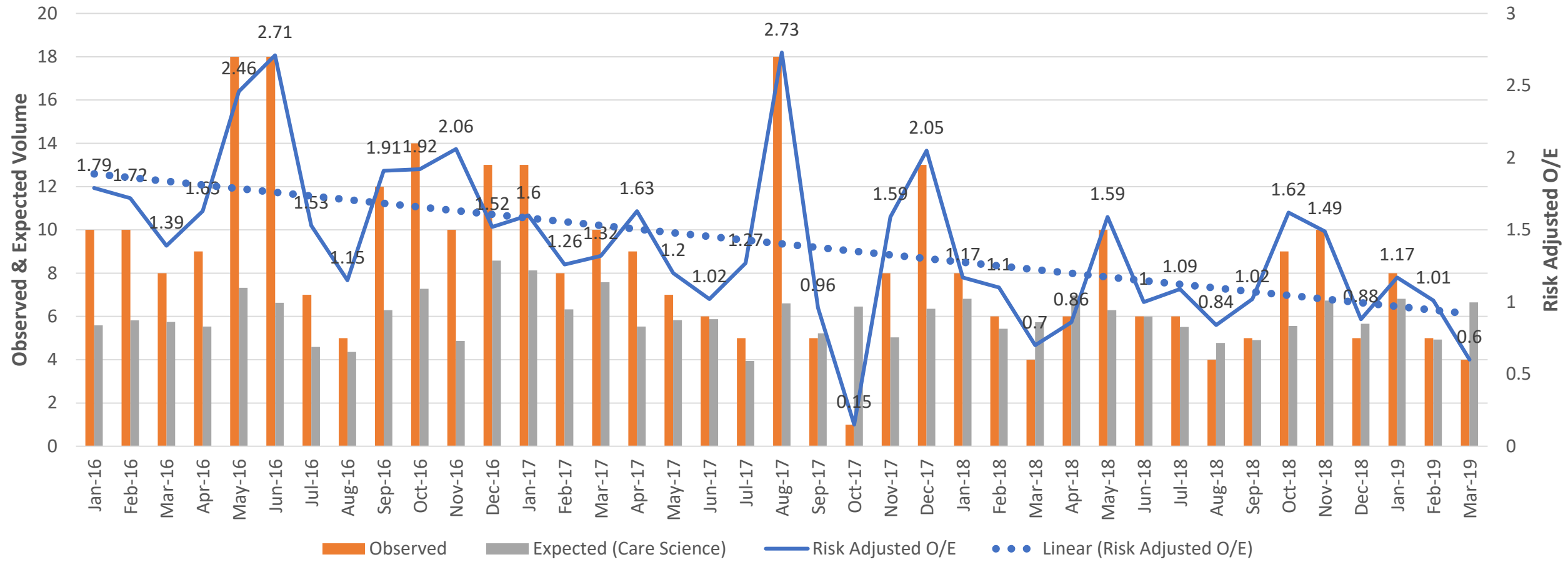
This is cool. . .

- Safely direct patients to proper levels of care
- Consult with patient's care team real time
- Ensure post-discharge PCP appointment follow-up
- Reduce unnecessary emergency transports and visits

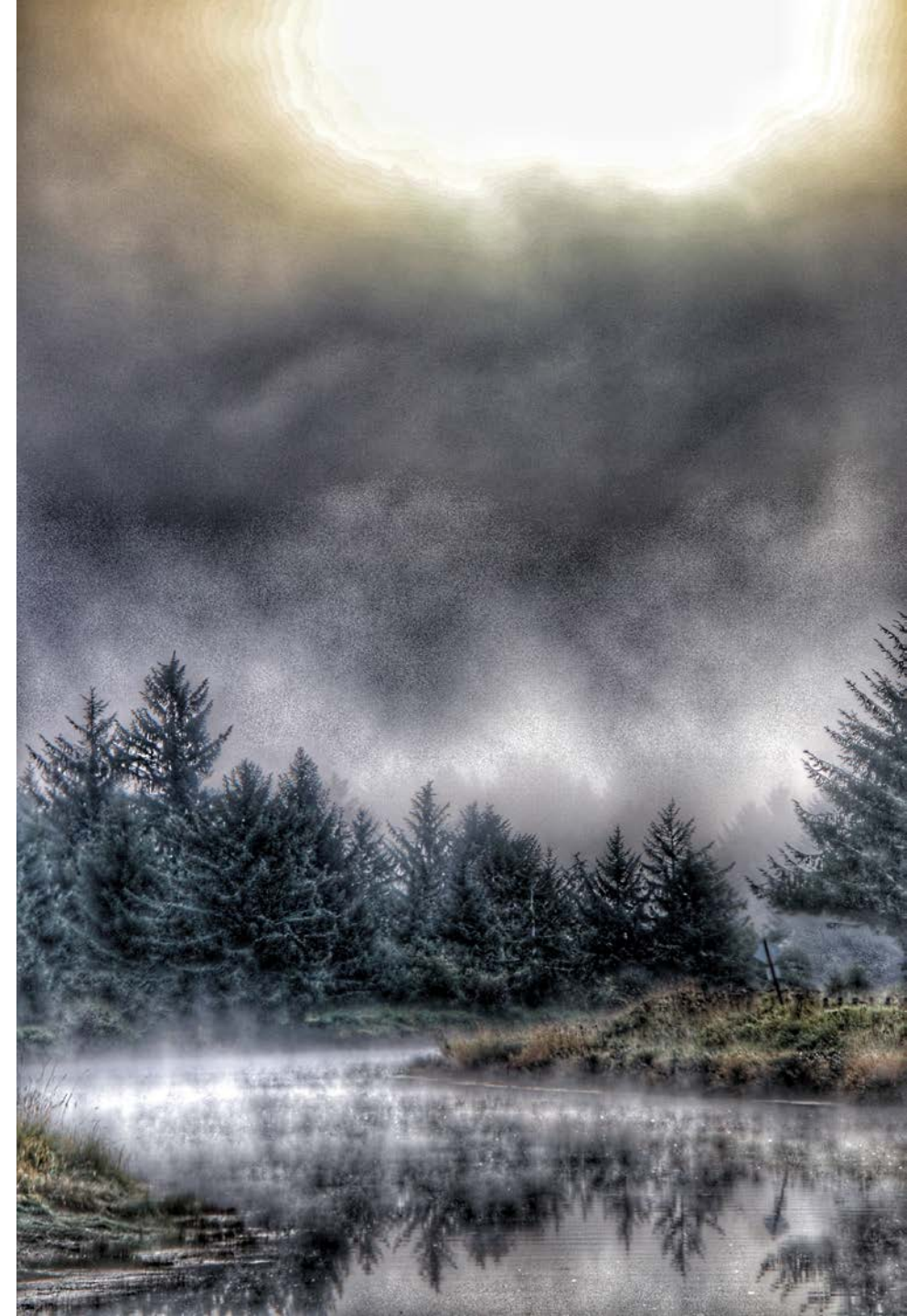
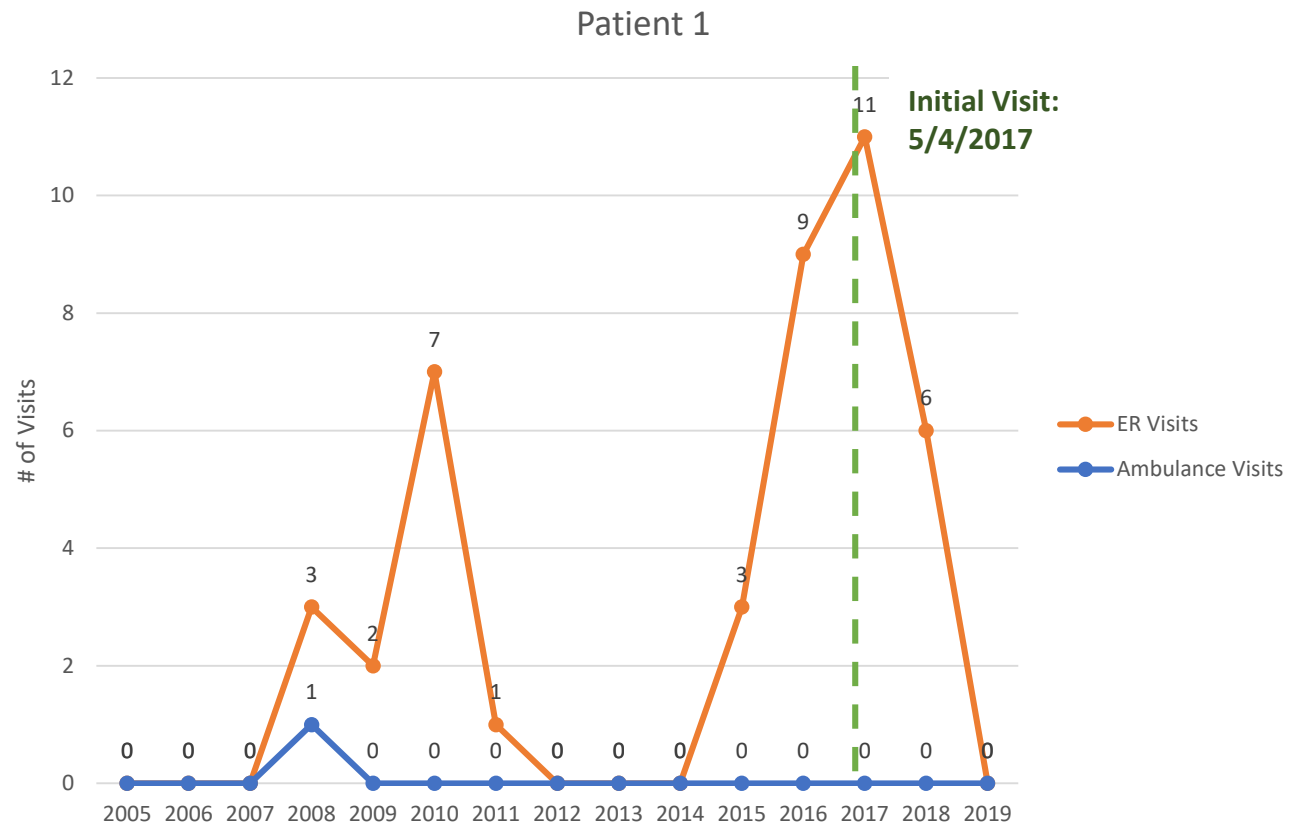




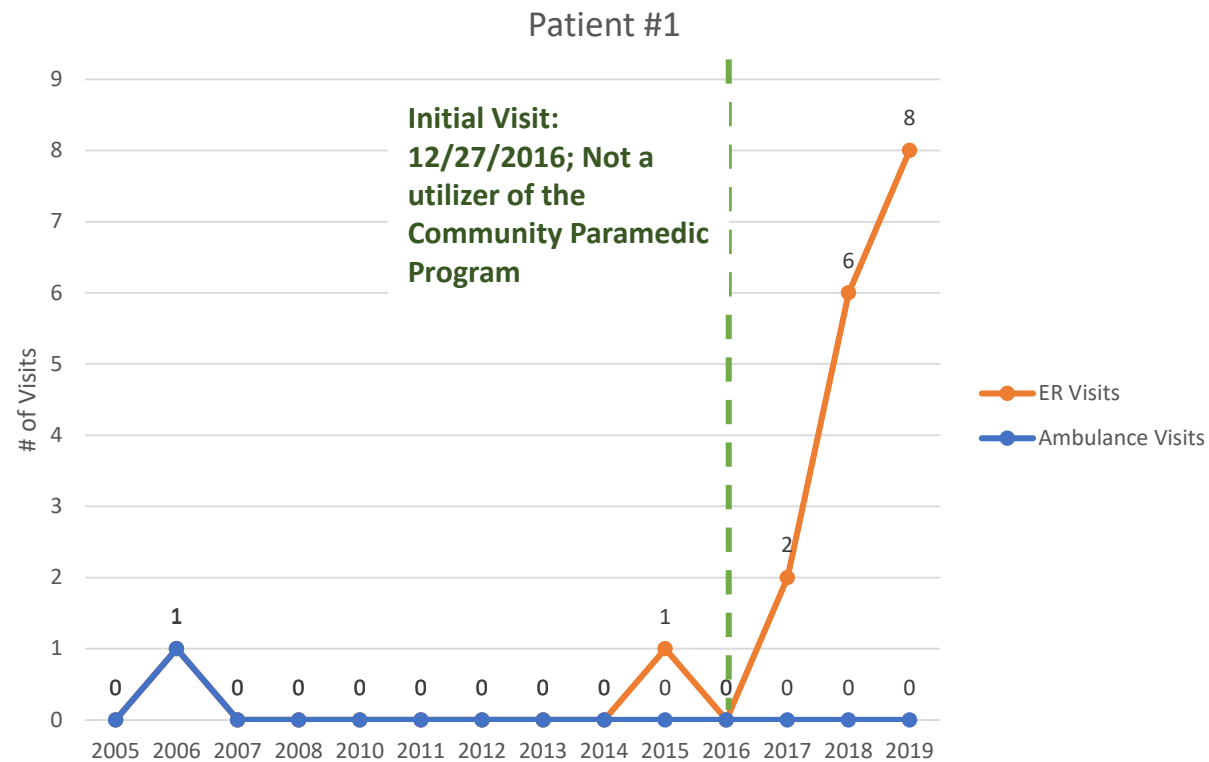
AHTM Appropriate Hospital Use (Readmissions)



The Engaged Patient



Patient Refused Community Paramedic



Patient Perception and Hospital Benefit

- Most patients feel well cared for and feel they matter
- A six month study conducted by F.M. Ambulance in Moorhead, MN found:
 - 4 patients over a 6 month period with chronic conditions
 - \$521,000 savings by reducing ED visits and readmissions

INFORUM. (2019). Community paramedics keep patients out of the ER, hospital | INFORUM. [online] Available at: https://www.inforum.com/news/4040729-Community-paramedics-keep-patients-out-of-the-ER-hospital?fbclid=IwAR27Qpxq_9Rs5CFy07VaHcO3RBqETgsSasPHRp8etHOJLiASCA2gnZ7g06M#.XT5N_G80UCE.facebook [Accessed 12 Aug. 2019].





Look in your community for RESOURCES:

**Food Pantries
Veterinarians
Animal Shelters
Lock Smiths
Groups support**

- **Alzheimer's**
- **Parkinson's**
- **Addiction**

**Hair stylists
Dieticians**

**Trades people
Churches/Chaplains
Thrift Stores
DHS
NWSDS
APS
CARE (Local anti-poverty agency)
Veterans Associations
Pedicurist for diabetic's
Caregivers**



Help to Create Resources: Ramps and Rails

- Founded by partnering with Habitat for Humanity and Northwest Senior and Disability Services (NWSDS)
- Patients need a safe environment
- Grab Bars
- Heat
- A dry/clean place to sleep
- Home repairs
- Stove/fire place repair
- Many ramps
- We just hired a full time Project Manager

Meals on Wheels Medically Tailored Meals



- New approach for Meals on Wheels
- Pilot program targeting specific groups and changing their diets to reduce re-admissions and high utilizers
- For Patients identified as food insecure
- Currently 55 and older-Now any age qualifies
- Diabetes and CHF for example
- Cost per person is \$300 a month
- Assessed by case management
- Food delivery will include a brief welfare check. Deliverer will generate a referral to Community paramedic if concerned.

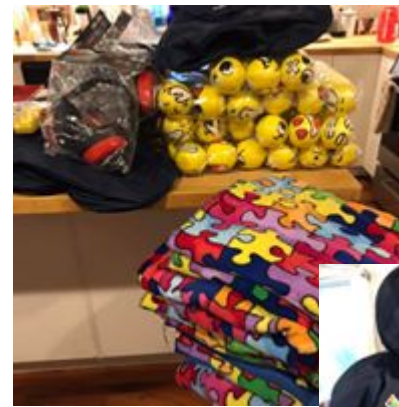
Auggie's Hope

Working with First Responders on:

- How to recognize Autism
- Adjusting response for a better outcome
- De-escalate when necessary using Auggie's Bags, which contain tools to override negative stimulus with positive stimulus



We also provide Auggie's Bags to families in crisis free of charge and educate them on what information Dispatch and first responders need.



Thank you so much for listening

I hope you found this information helpful

