

Regular Workshop – December 12, 2016  
Agenda Item 15

Agenda Item: Longboat Key Fire/Rescue, Community ParaMedicine Program

Presenter: Paul B. Dezzi, Fire Chief and Steven R. Newman, Medical Director

Summary: Community ParaMedicine is a relatively new field with local programs emerging as a response to health-care needs specific to individual communities. Through research and patient follow-up, Longboat Key Fire Rescue has determined the residents of the Town of Longboat Key would benefit with the adoption of a program addressing specific patient illnesses and injuries with the goal of a healthier community.

The Fire Rescue Chief will present the foundation of a community ParaMedicine program with a recommendation on a program specifically tailored for the residents of Longboat Key. He, and the Town's Medical Director, will also be available to discuss this program and answer questions.

Attachments: 9-4-16 Memo, Fire Chief to Manager;  
PowerPoint Presentation;  
9-7-16 Memo, EMS Medical Director to Fire Chief.

Recommended Action: Pending discussion, provide direction to Manager.

## M E M O R A N D U M

Date: September 4, 2016

**TO:** Dave Bullock, Town Manager

**FROM:** Paul B. Dezzi, Fire Chief

**SUBJECT:** Longboat Key Fire/Rescue, Community ParaMedicine Program

---

Community ParaMedicine is a new and evolving model of community-based health care in which paramedics function outside their customary emergency response and transport roles in ways that enhance the use of emergency care resources. These programs are designed to address specific local *"problems"* and to take advantage of locally developed health care relationships and collaborations between emergency medical services (EMS), other health care and social service providers.

Some of the delivery system problems targeted by Community ParaMedicine programs include: overuse of the 9-1-1 system for social or psychological problems; the need for alternative means to manage patients who do not require ambulance transport to a resource medical facility; and repeat emergency department (ED) visits or hospital readmissions due to gaps in care that could be provided in the home.

Longboat Key Fire Rescue (LBKFR), a Fire/EMS based service, reviewed dispatch and patient care reports over the past three years. The data revealed the Longboat Key community is unique compared to other communities in the needs for EMS service beyond the customary service. It was determined a follow-up program would enhance the community services to residents with the goal of a healthier community. It would accomplish that by targeting locally identified health care needs, and offering a creative solution to fill the healthcare gaps. By providing assistance to healthcare access it often reduces healthcare costs by providing the right level of care based on the need of the community.

Specifically, it was determined that public assistance incidents (incidents where residents call 9-1-1 requesting help after a fall), lead the call volume with trauma incidents a close second, followed by stroke and cardiac emergencies.

These four call types make up 37% of all EMS emergencies on Longboat Key. In 2015 Longboat Key Fire Rescue responded to 186 repeat EMS calls making up 17% of the total call volume. Many of the repeat incidents required immediate emergency interventions by paramedics.

Reasons for repeat calls are:

- No family or friend support after discharge
- Not understanding of services available
- Only medical contact is 9-1-1
- No follow-up care after discharge/or understanding discharge procedures

The Community ParaMedicine program builds upon the training and skill sets of experienced paramedics. Additional training will be offered in patient assessment, clinical skills and familiarity with the local healthcare system including social services, for all Longboat Key Fire Rescue personnel. This program will be overseen by the Sarasota County Emergency Services Medical Director who has approved specific follow-up protocols for this program.

It is with this identified need in mind that a Community ParaMedicine Program be implemented. A Community ParaMedicine Program customized to the needs of the residents and operated by the Fire Department is in keeping with the high standards set by the Town of Longboat Key and the Fire Department. This type of program is in support of both the Fire Department and Town of Longboat Key's Strategic Plan.

*The ParaMedicine program does not compete with other healthcare services, such as Home Health, Home Physical Therapy, etc.* The expansion of paramedic roles actually enhance the services provided to our residents therefore, building a healthier, safer community for our residents to successfully age in place.

Longboat Key Fire Rescue Community ParaMedicine Program is a follow up care program that assists patients manage their health for up to thirty days after discharge from Sarasota Memorial Hospital. Patients who volunteer to join this program are referred to as "participants" and may withdraw their participation at any time.

Longboat Key Fire Rescue's intent is not to charge residents that join the program as the program will be conducted with administrative staff and line personnel while on-duty.

Attached to this document is an Executive Summary and Protocols approved by Steven R. Newman, Medical Director.



STEVEN R. NEWMAN, M.D.

Medical Director

SARASOTA COUNTY EMERGENCY MEDICAL SERVICES

September 7, 2016

Chief Paul Dezzi  
Longboat Key Fire Rescue  
5940 Gulf of Mexico Drive  
Longboat Key, FL 34228

Dear Chief Dezzi,

This letter is in support of the proposed *Community Assistance Resource & Education (CARE) Program* being considered by Longboat Key Fire Rescue. At your request, I have researched the authorization for the program through the Florida Association of EMS Physicians and Florida Statutes. Chapter 401.265(4) F.S. states:

*"Each medical director who uses a paramedic or emergency medical technician to perform blood pressure screening, health promotion, and wellness activities, or to administer immunization on any patient under a protocol as specified in s. 401.272, which is not in the provision of emergency care, is liable for any act or omission of any paramedic or emergency medical technician acting under his or her supervision and control when performing such services."*

As we have discussed, Longboat Key Fire Rescue would be on the cutting edge of community paramedicine in providing the CARE Program to residents of Longboat Key. The only other such program in Florida is operated by Nature Coast EMS under the mentorship their medical director Dr. Mary Ann Kolar. She was in touch with the Bureau of EMS and the Florida State Attorney during the implementation of their program. The consensus among state officials is that such programs are permissible as long as EMS personnel confine themselves to their scope of practice and have appropriate medical supervision.

As your medical director and a resident of Longboat Key, I am excited to work with you on the CARE Program and offer you my continuing support.

Respectfully,

Steven R. Newman, M.D., F.A.C.E.P.  
Medical Director, Sarasota County EMS



# Longboat Key Fire Rescue

## *Pilot Program*

# Community ParaMedicine



# COMMUNITY PARAMEDICINE

## Frequent Callers to 9-1-1

- Reviewed 2015 Annual EMS response data
- Pulled addresses with five or more 9-1-1 responses
- Eleven residents had five or more EMS requests
- The average was 10 responses / resident
- The most responses made were 17 to one resident



# COMMUNITY PARAMEDICINE

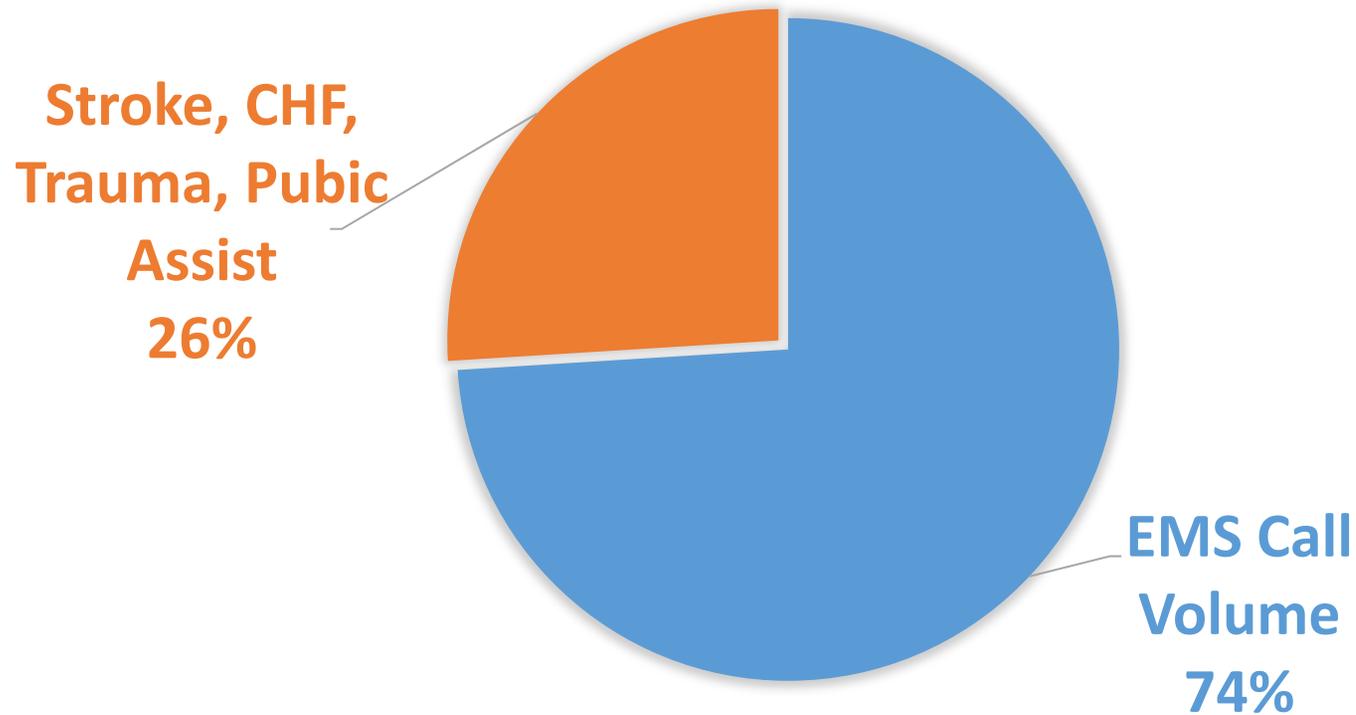
## Call types where a difference can be made

- Congestive Heart Failure (CHF)
- Orthopedic injuries as a result of a fall (Trauma)
- Diabetes
- Stroke (CVA)
- Repetitive 9-1-1 emergency responses



# COMMUNITY PARAMEDICINE

Years: 2013, 2014, 2015





## COMMUNITY PARAMEDICINE

Longboat Key residents want a sense of independence in order to have security to age in place.

Longboat Key residents need:

- Follow-up care
- Education on their health condition
- Health-care resources
- A network of health care resources to ensure medical needs are met



## COMMUNITY PARAMEDICINE

- **Designed to address local concerns**
- **Take advantage of locally developed linkages and collaborations between Longboat Key Fire Rescue and other Sarasota Memorial Hospital (SMH) based health-care and social service providers.**



# COMMUNITY PARAMEDICINE

## How the Fire Department can make a difference

- Partnership with SMH for this pilot program
  - Case Management Team
  - Health Connections Team
  - Follow-up with patient
    - Phone call
    - Personal visit



# COMMUNITY PARAMEDICINE

## How the Fire Department can make a difference

- Ensure a patient support team
  - Family
  - Neighbors
  - Friends
  - Medical professionals



# COMMUNITY PARAMEDICINE

*“Community Assessment and Resource Education”*

## *CARE Program*

- Specific to the needs of Longboat Key residents
  - Some residents only know to call 9-1-1
- Neutrality to all services and practitioners
- Approved by Dr. Steven Newman, Medical Director
- Supported by SMH (pilot program)
- Managed by the Fire Department at no cost



# COMMUNITY PARAMEDICINE

## How this Pilot Program works

- Patients discharged from SMH with stroke, CHF, diabetes, or orthopedic injuries from a fall will be asked, by SMH Case Management Team, if they're interested in participating in the program.



## COMMUNITY PARAMEDICINE

- Patients volunteer through SMH Case Management Team
- They can be in the program for up to thirty days.
- Participants may withdraw from the program at anytime.
- It is understood that emergency (9-1-1) calls take priority.



## COMMUNITY PARAMEDICINE

- The Fire Department, with patients permission, will receive a fax copy of the patients contact information.
- The Fire Department will contact “participant” by phone and mutually determine and agree if a visit by the Fire Department is necessary.



## COMMUNITY PARAMEDICINE

- Participants will be offered a home fire and injury prevention inspection during the initial visit.
- Participants will be referred to resources to ensure continued quality care.
- Participants may be visited once a week.
- Participants “graduate” after thirty days.



## COMMUNITY PARAMEDICINE

- CARE is not in competition with any home health-care programs or organizations, it compliments the care the participant receives.
- CARE provides contact until the participant has established a support network or thirty-days.



# COMMUNITY PARAMEDICINE

This program aligns to the Town of Longboat Key's *Core Values* and the Fire Departments Strategic Plan:

***Secure Our Residents and Visitors Safety and  
Access to Healthcare***



# COMMUNITY PARAMEDICINE

## Questions



**End of Agenda Item**