

West Allis Fire Department Mobile Integrated Health



Jason Schaak NRP, CP, CC, TEMS

*Assistant Chief
Community Risk Reduction
West Allis Fire Department*

West Allis Fire Department



- Accredited
- ISO Class 1
- 11 square miles 60,000 residents
- Career Fire Department
 - 100 members
 - 3 stations
 - 13,000 calls for service annually
 - 24 members on duty daily



Community Risk Reduction Division

- Data Analysis and Prevention

- Prevent emergencies from occurring

- Residents - safe, healthy, and thriving
 - Identify and mitigate the root causes of risks for illness, injury or death

- Fire Prevention

- Code enforcement

- Mobile Integrated Health (MIH) or EMS Prevention

- Community Paramedics – 24-7 operation
 - Visit patients in their homes or environment of choosing
 - Work to Reduce barriers to healthcare and help people to manage their healthcare so their conditions don't develop into emergencies

West Allis MIH

- Network of healthcare partnerships
 - Hospitals
 - Clinics
 - Specialty care centers
 - Home health nursing
 - Health departments
 - Medical directors
 - Community outreach agencies
- Custom services and reporting
 - Extension of the healthcare system into the community
- Non-redundant - Non-referral service



The Foundation of MIH

- **Local collaboration – data collection and communications**

- Fire, EMS, MIH
- Police
- Health
- Communications, housing, GIS

- **External Stakeholders**

- Hospitals, Clinics, Specialist
- Other Municipalities
- County's - Office of Emergency Management
- Medical Examiner's Office
- Medical College of Wisconsin – Medical Direction and Research
- Red Cross, Hunger Task Force, Habitat for Humanity



Patient Identification and Referral Sources

- 24-7 Real-time response
 - Requests from community partners
 - Emergency Medical Dispatching
 - Requests from emergency responders (EMS, PD)
- Non-emergent referrals
 - Visitation within 24-72 hours
- Healthcare information exchange monitoring
 - Bamboo Health – Previously Patient Ping



West Allis MIH



- Data analytics
- Program design
- Est. contracts, agreements, and partnerships

**Assistant Chief of Risk Reduction
Jason Schaak**



- Program implementation
- Program and partnership management

**Deputy Chief of Prevention
Armando Suarez Del Real**



- Wrap around care
- 3 and 6 mo. Follow-ups
- Satisfaction surveys

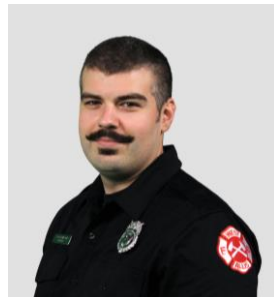
**RN Care Coordinator
Kelsey Wishau**



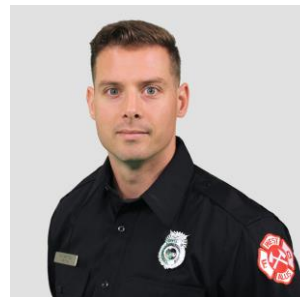
**MIH Coordinator
CT Matthew LaDousa**



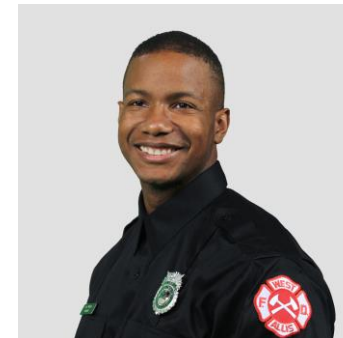
MIH LT Ottow



**MIH LT
Livingston**



MIH LT Carriveau



**SUD Coordinator
LT Christopher Williams**



**Peer Counselor
Cassidy Nehs**

24 Hour Provider Staff

SUD Staff

Community Paramedics



- **Hand Picked**
 - Experienced
 - Educated – Case Management / Nursing
- **Minimum Provider Qualifications**
 - National Registered EMT Paramedic
 - 2 years experience with a busy pre-hospital EMS system
 - Community Paramedic Technician certification - UW-Milwaukee School of Nursing
 - Crisis Intervention Partner - National Alliance on Mental Health (NAMI)
 - Firefighter

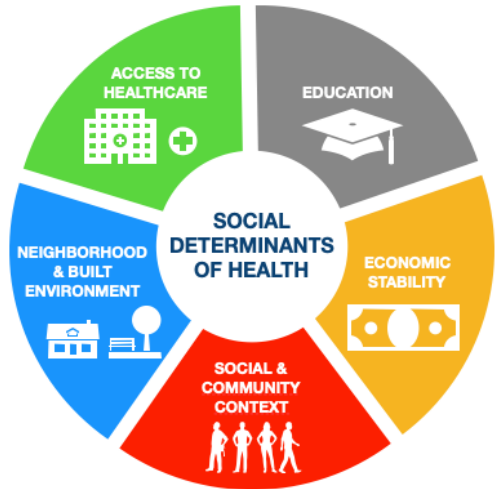


MIH Response and Capabilities

- SUV response vehicles
- ALS Care Capabilities
 - ACLS, X-Series Monitor, Lucas CPR device, Medication Vault
- Telehealth



MIH Visits



- **Interview – Basic EMS Care**

- Physical Assessment
- Treatment

- **Social Determinants of Health**

- Access
 - PMD, Transportation, cell phone
- Safety
- Abuse (financial or physical), environment (theft)
- Health Literacy
- Pharmaceutical inventory, care plan
- Support Network
- Economic Stability
 - Insurance, free resources

- **Condition Specific Care**

- COPD, CHF, homelessness, SUD, transmissible disease, mental health

- **Corrective Action and Documentation**

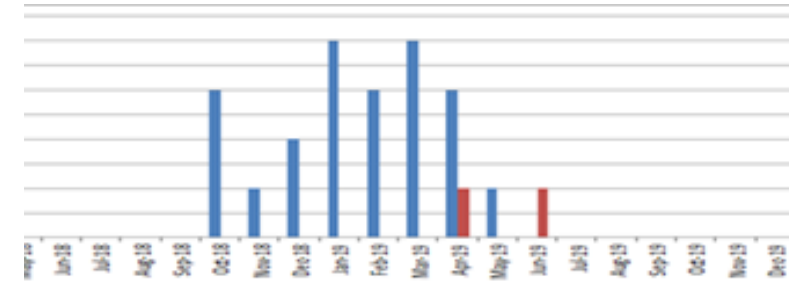
- Non-referral
- Healthcare Navigation
- Care Coordination



Impacts of MIH Partnerships

- High Utilizer Patients (3/30)

- Advocate-Aurora West Allis Medical Center
 - 2019 - 110 patients referred with only 12.7% (14) returning to the ED
- City of West Allis (HD, PD, FD)
 - 86% decrease in 9-1-1 contact rate for those receiving MIH care



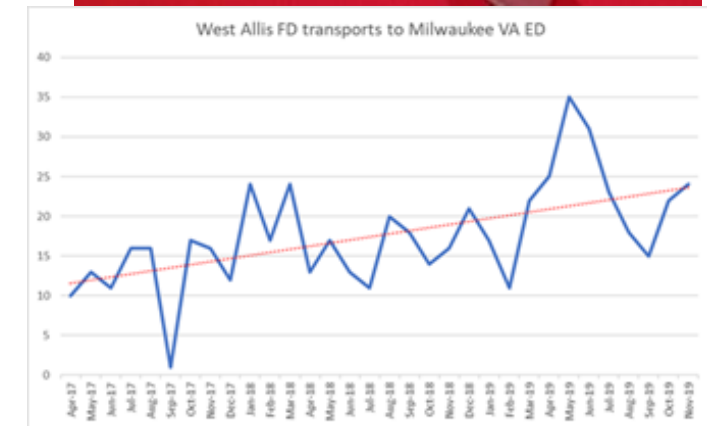
- Congestive Heart Failure

- 37 patients enrolled - Care plan compliance increased 3 to 47 Percent each month
- Reducing readmittance rate to 8% (3)
 - 2019 American Heart Association's National Science Showdown - Best Practice Poster Event Winner



- Veteran Access to Healthcare

- 20% increase in patients reporting to the ED by EMS
- Adoption of VA Suicide Ideation Screen
- Telehealth - VA Video Connect for homebound and disadvantaged



MIH Substance Use Disorder (SUD) Program

- Comprehensive SUD program – June 2020

- Team composition

- Community Paramedic Team (24/7)
- Lived Experience Peer Counselor
- Telehealth – Psychology and Peer Counseling
- RN – Care Coordinator

- Team goals

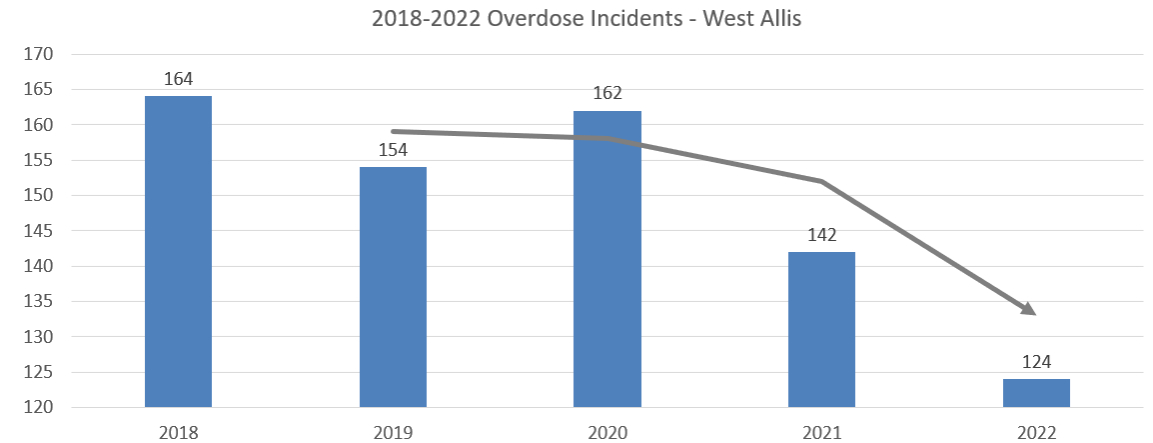
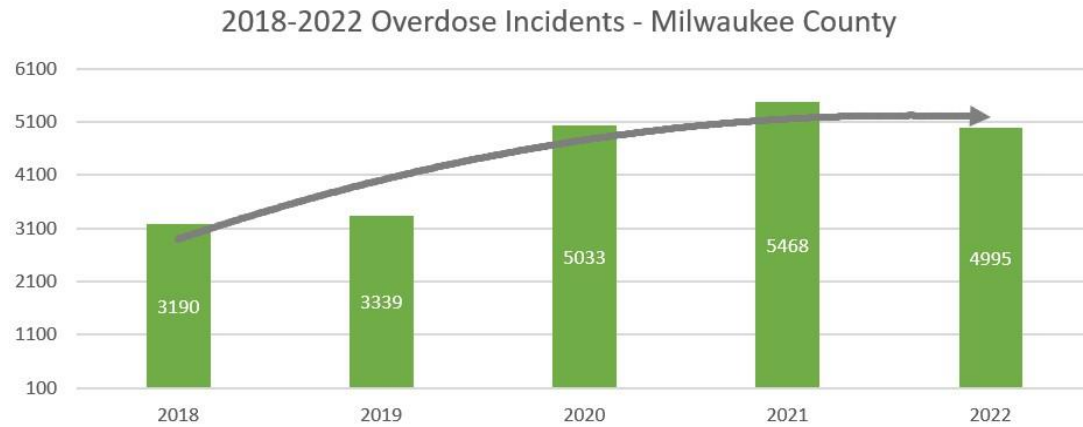
- Connect to MAT
- Reduce barriers to healthcare
- Distribute harm reduction materials
- Maintain or reengage patients to MAT



Impacts of MIH Partnerships

- 2018–2022

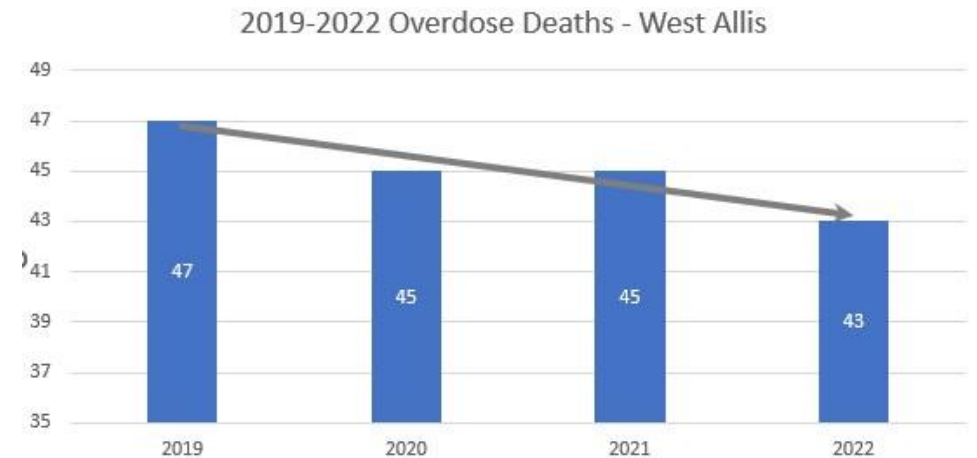
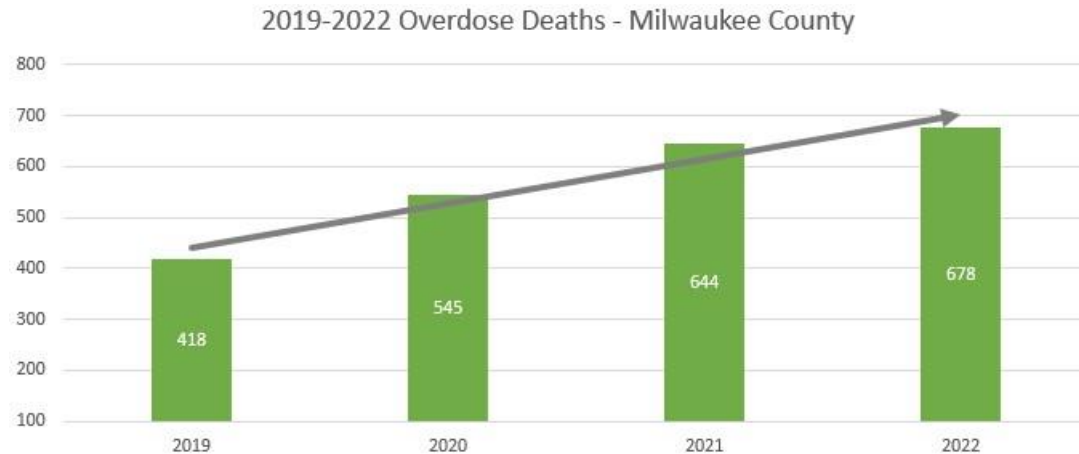
- Milwaukee County overdose incidents increase 36% (1805)
 - With regional efforts – 2021–2022 – 9% reduction (473)
- West Allis overdose incidents dropped 24% (40)
 - 2023 – est. less than 100 incidents



Impacts of MIH Partnerships

- 2019–2021

- Milwaukee County overdose deaths increase 62% (260)
 - o 2022 noted the smallest increase in overdose death since 2018
- West Allis resident overdose deaths dropped 9% (4)



At Risk Populations- 2023 highlights

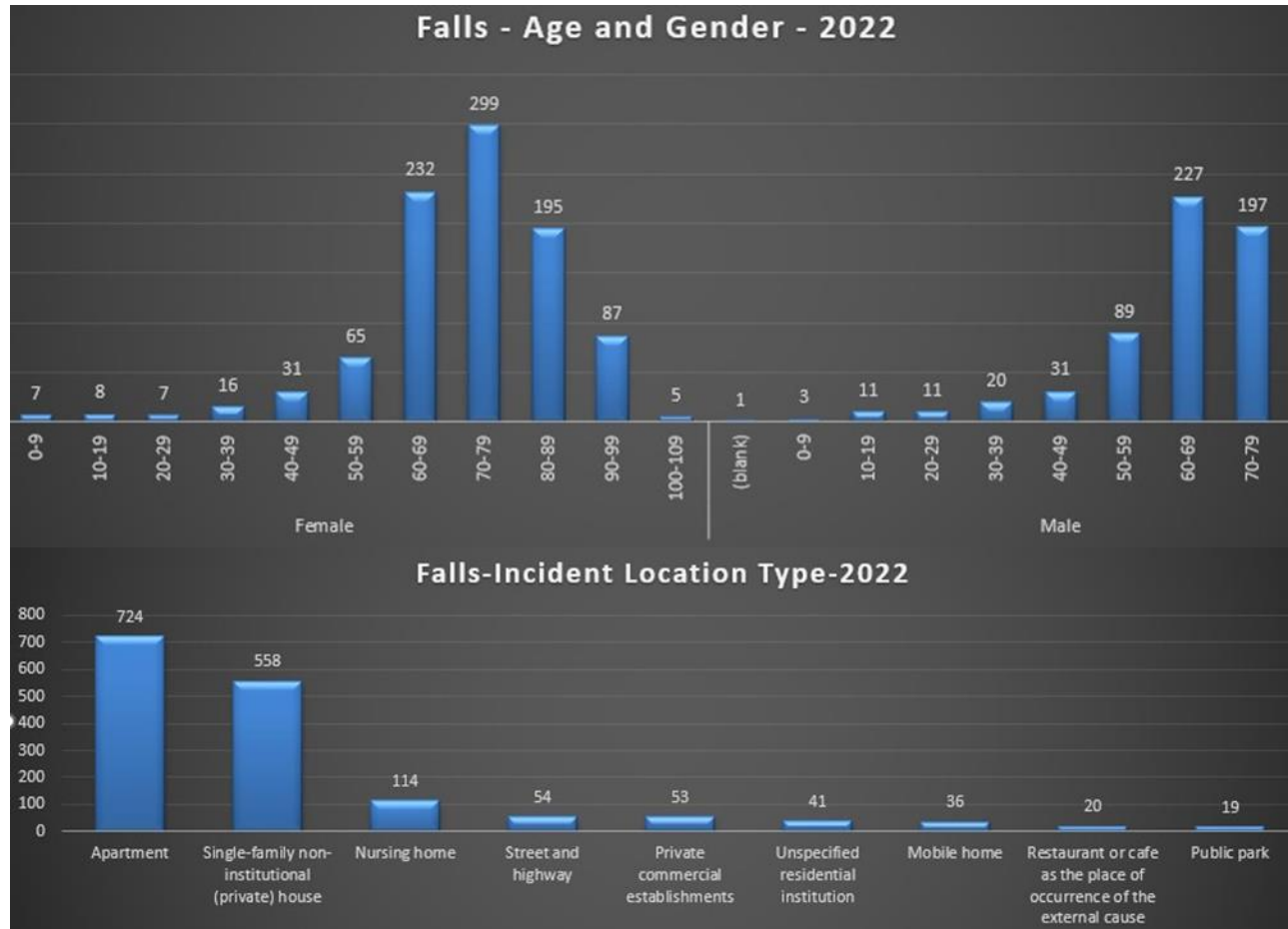
- Falls
- Substance Use
- Stroke
- Veteran Health
- Mental Health
- Chronic Illnesses
- Suicide
- Violence

At Risk Populations

- 2022 - over 60 - calls for service

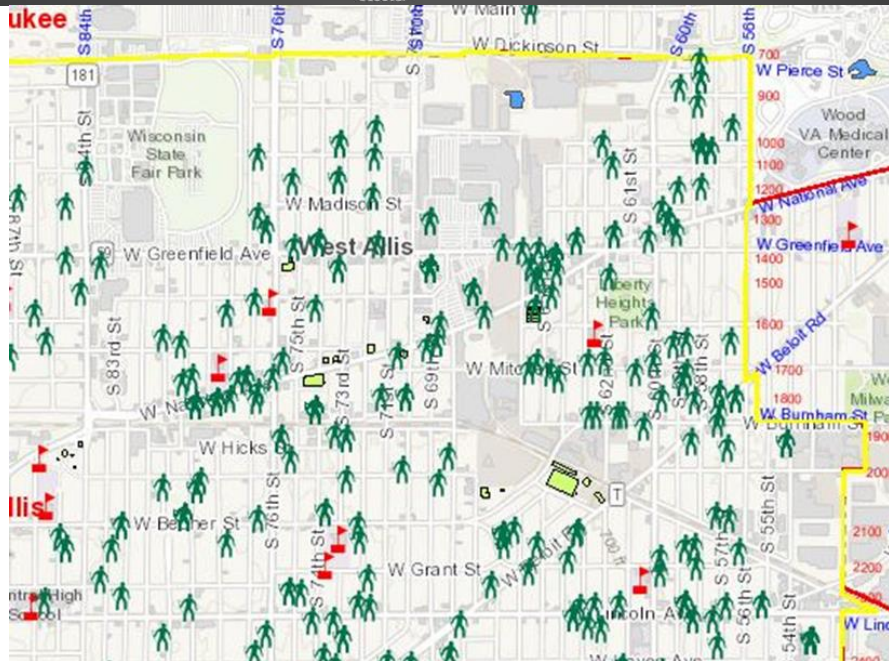
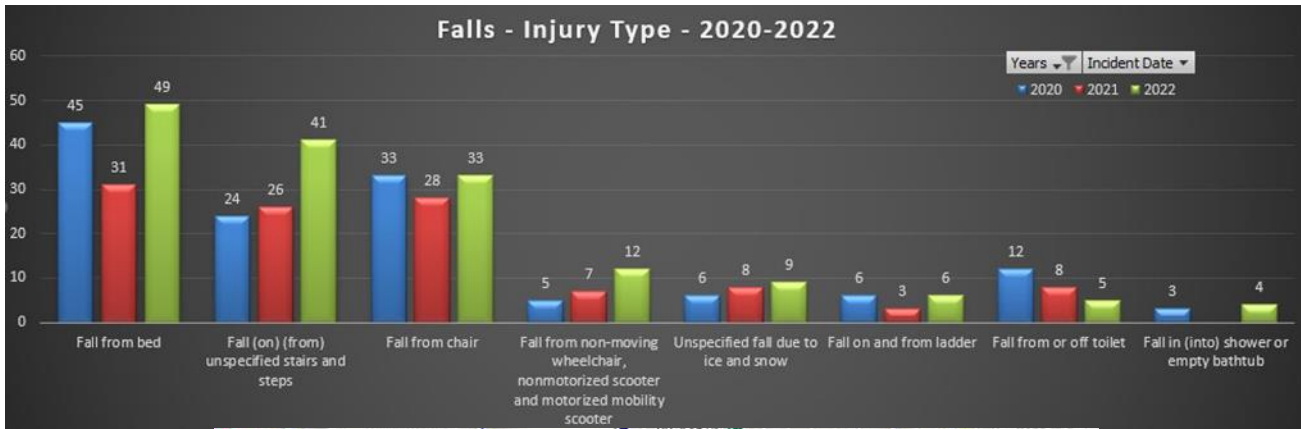
Risk	60-69	70-79	80-89	90-99	100-109	Total
Falls	485	521	377	135	5	1523
Sick Person	280	256	180	41	2	759
Breathing Problem	300	217	134	32	2	685
Chest Pain (Non-Traumatic)	155	94	57	26	3	335
Unconscious/Fainting /Near-Fainting	96	88	46	17	1	248
Stroke/CVA	50	45	27	6		128
Abdominal Pain/Problems	52	31	21	13		117
Altered Mental Status	31	27	23	18	1	100
Diabetic Problem	57	22	11	2		92
Hemorrhage/Laceration	43	16	18	7		84
Traffic/Transportation Incident/MVA	51	23	3	1		78
Overdose/Poisoning/Ingestion	28	5	6			39
Psychiatric Problem/Abnormal Behavior/Suicide Attempt	20	5	2	2		29

At Risk Populations



- 60-85 highest risk
- living alone
- Apartments

At Risk Populations

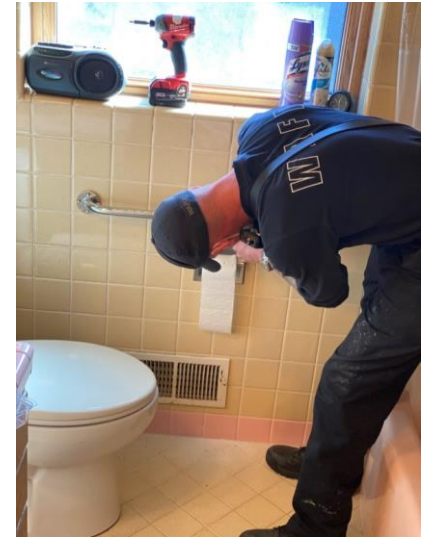


- Getting out of bed or moving to and from the bathroom
- Stairs, and Chairs

- GIS
 - Senior living institutions
 - Business district sidewalks
 - Winter weather

Fall Risk Programming

- Community Paramedic Response
 - 911 and by request or referral ***200 senior citizens with fall risk are seen each year
- Evaluation of social determinates of health
- Establish a network of healthcare resources under a medical home
 - Primary care
 - Pharmacy
- Stepping on and Remembering When resources
- Immediately correct hazards
 - Grab rails
 - Clear paths
 - Install residential lock boxes
- Report finding, actions, and outstanding needs
- Monitor healthcare information exchange
- Follow-up at 3 and 6-month intervals



Sustainability

- WAFD mission
- Patient resources
 - Insurance
 - Family/friends
- Community resources
 - Katy's closet
 - Senior center
- Donations and micro granting
- Long Term Transition of Services

Thank You

Jason Schaak

Assistant Chief, Division of Community Risk Reduction

jschaak@westalliswi.gov

414-302-8911