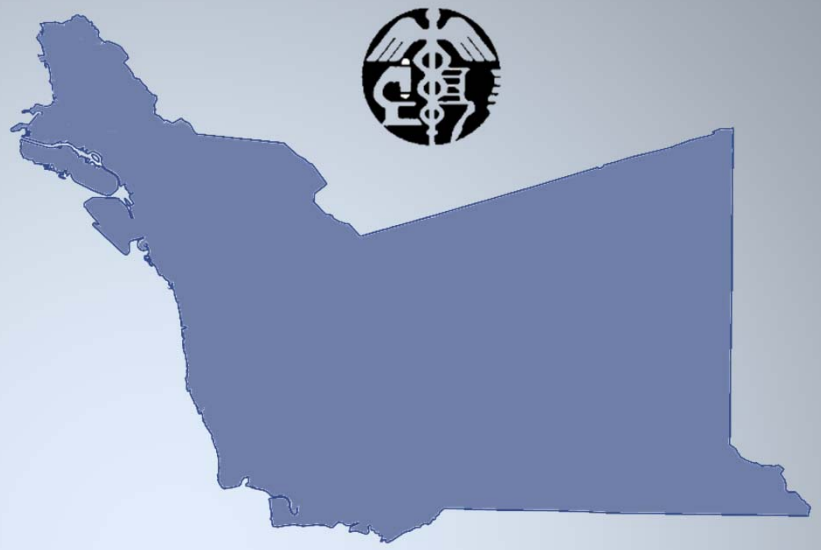
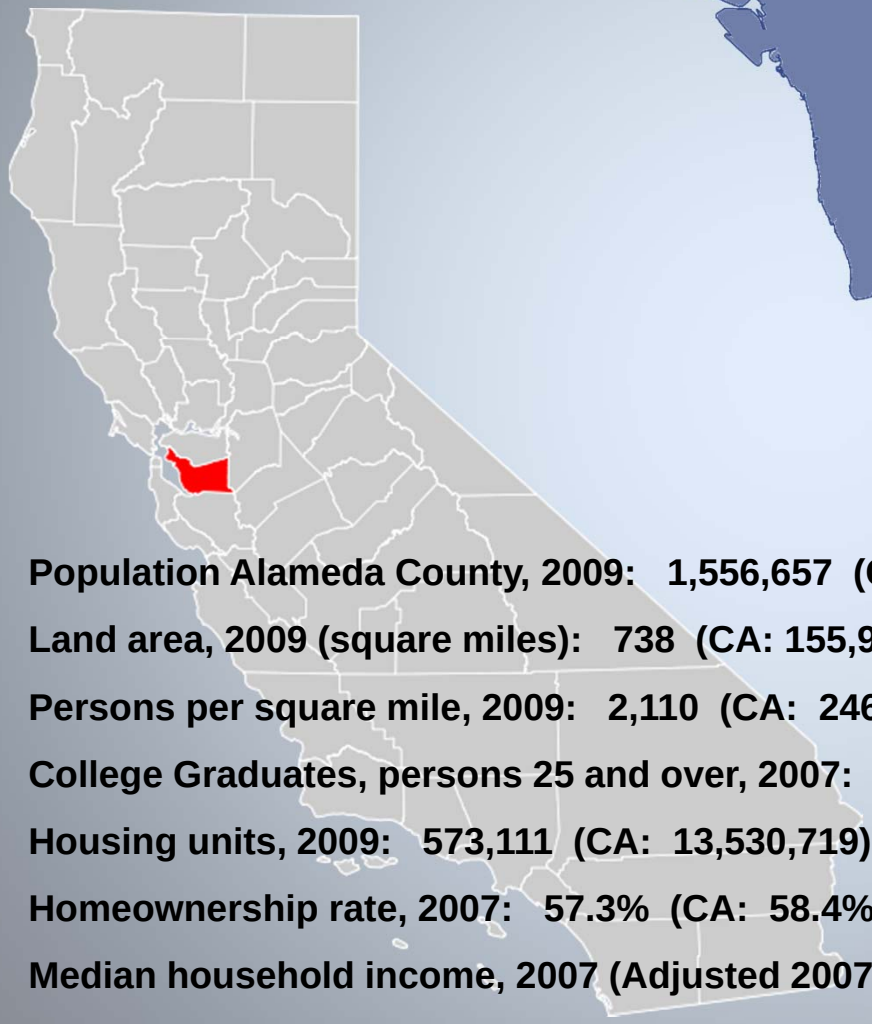
HAYWARD CITY COUNCIL:12/6/11

Fire Station Health Portal

- Access to Care in Alameda County
- The Concept: Services and Staffing
- Target Population and Target Communities
- Description of the Pilot
- Sustainability
- Next steps

Alameda County, California





Population Alameda County, 2009: 1,556,657 (CA: 38,292,687)

Land area, 2009 (square miles): 738 (CA: 155,959)

Persons per square mile, 2009: 2,110 (CA: 246)

College Graduates, persons 25 and over, 2007: 46.3% (CA: 36.7%)

Housing units, 2009: 573,111 (CA: 13,530,719)

Homeownership rate, 2007: 57.3% (CA: 58.4%)

Median household income, 2007 (Adjusted 2007 dollars): $66,430 (CA: $58,361)

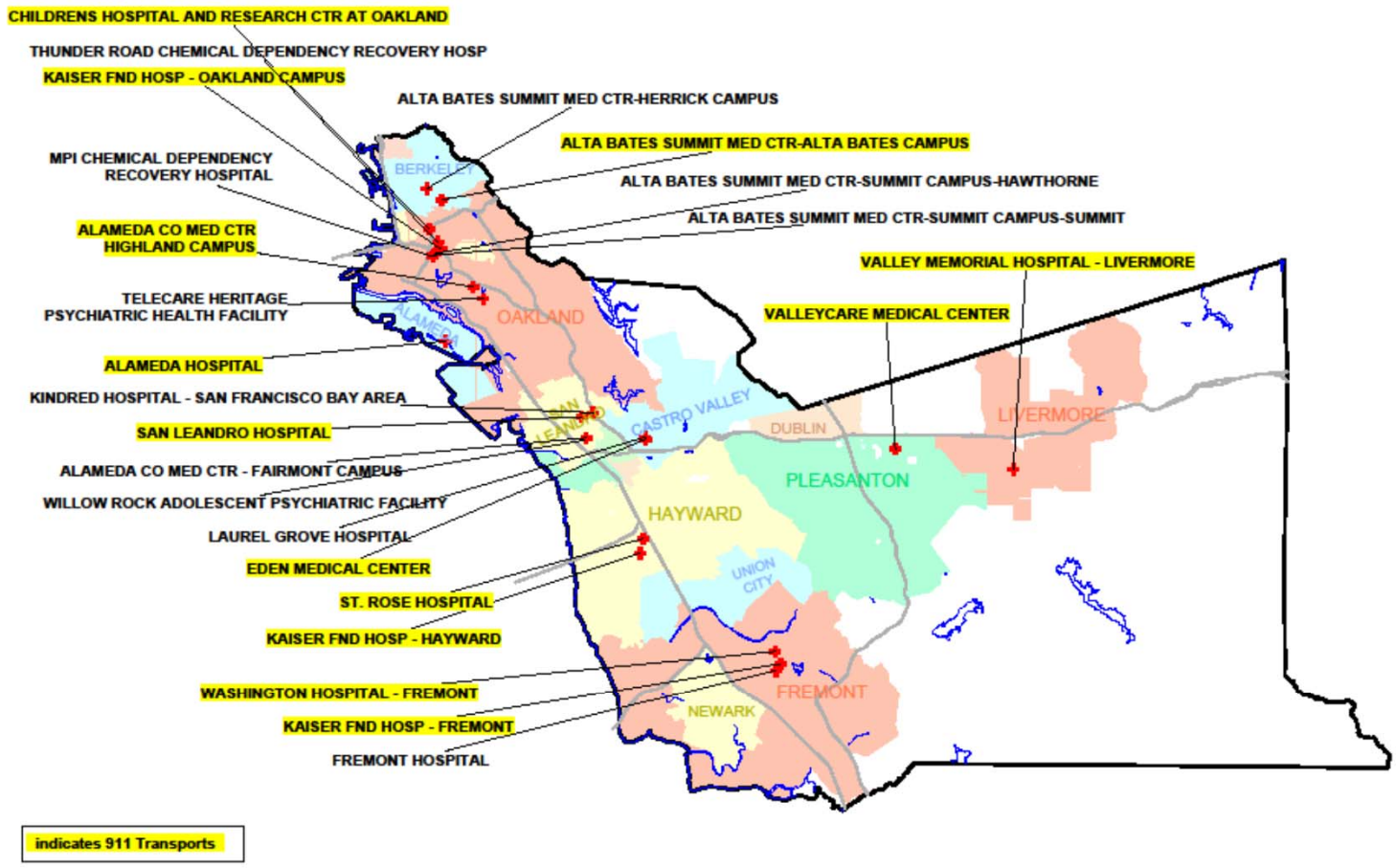
Access To Care in Alameda County

- Health coverage is unaffordable for more than 200,000 Alameda County residents
- Medical debt can lead to financial ruin (1 in 4 bankruptcies in AC)
- Health care services are fragmented
- Supply and Demand Disconnect on preventive and primary care
- Inadequate reimbursement for GACH safety net hospitals
- Lack of racial and language diversity among providers
- Lack of support for patients and families to manage their own care

Hospitals in Alameda County

Licensed as of 6/30/2007

Source: OSHPD

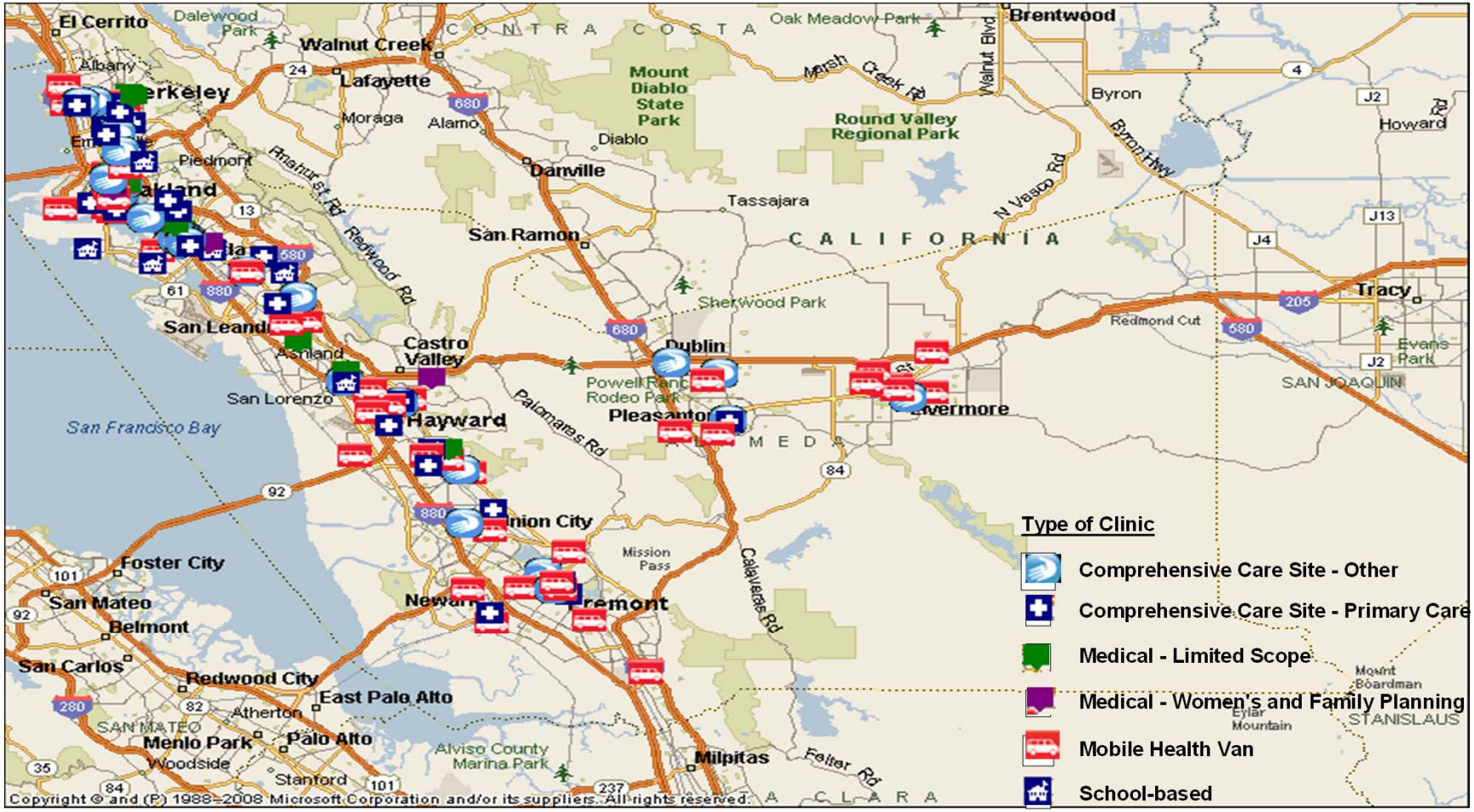


Prepared by: Alameda Co. Health Care Services Administration

June 4, 2008

hospitals.wor

All Primary Care Service Sites



Note: Map includes all primary care access points.
Map created by Access to Care Collaborative, March 13, 2009

How long does it take to access care through the safety net?

- **Wait times for primary care**
  - As long as 3 months for new patients
- **Wait times for specialty care**
  - As long as 6 months for new patients

The Problem

- There is simply not now, nor will there be in the foreseeable future, **an adequate supply of Primary and Preventative Care**.

- **Health Care costs** are rising at five times the rate of wages, with health care premiums doubling in the last decade and **projected to at least double in the next decade**.

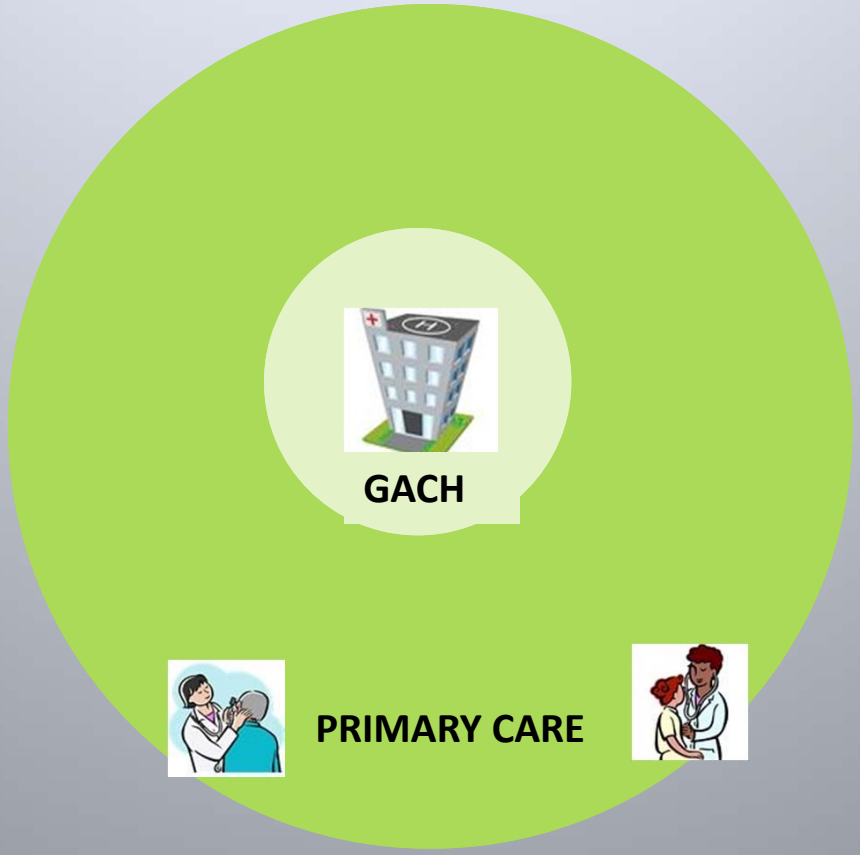
- A significant part of the problem is that we continue to **drive episodic care to the highest cost settings**.

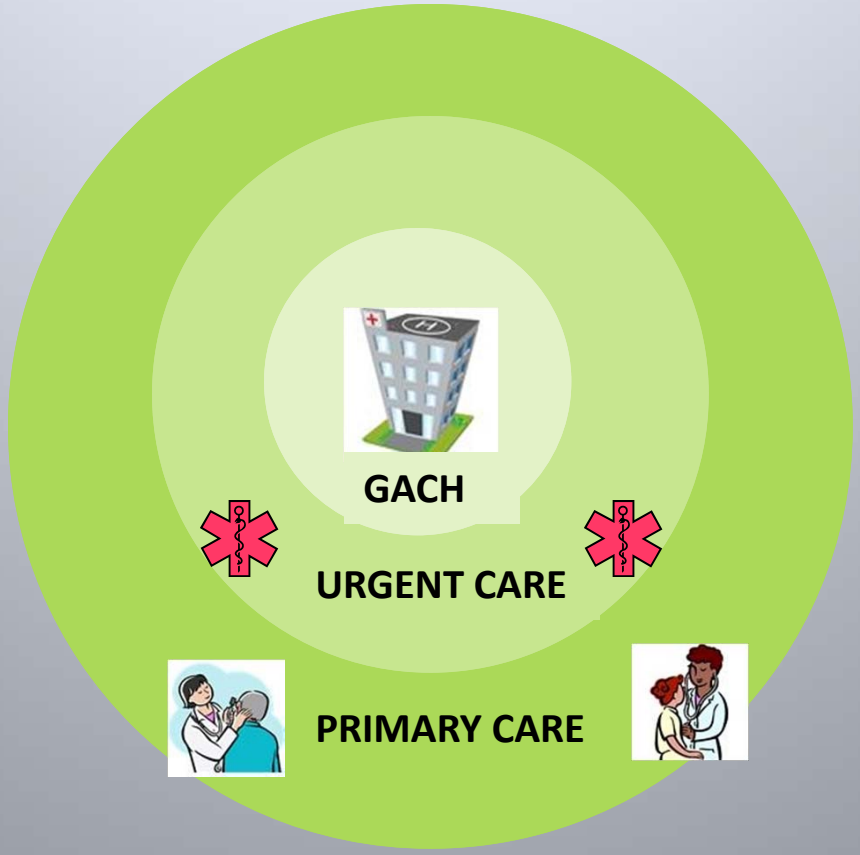
The Problem (cont.)

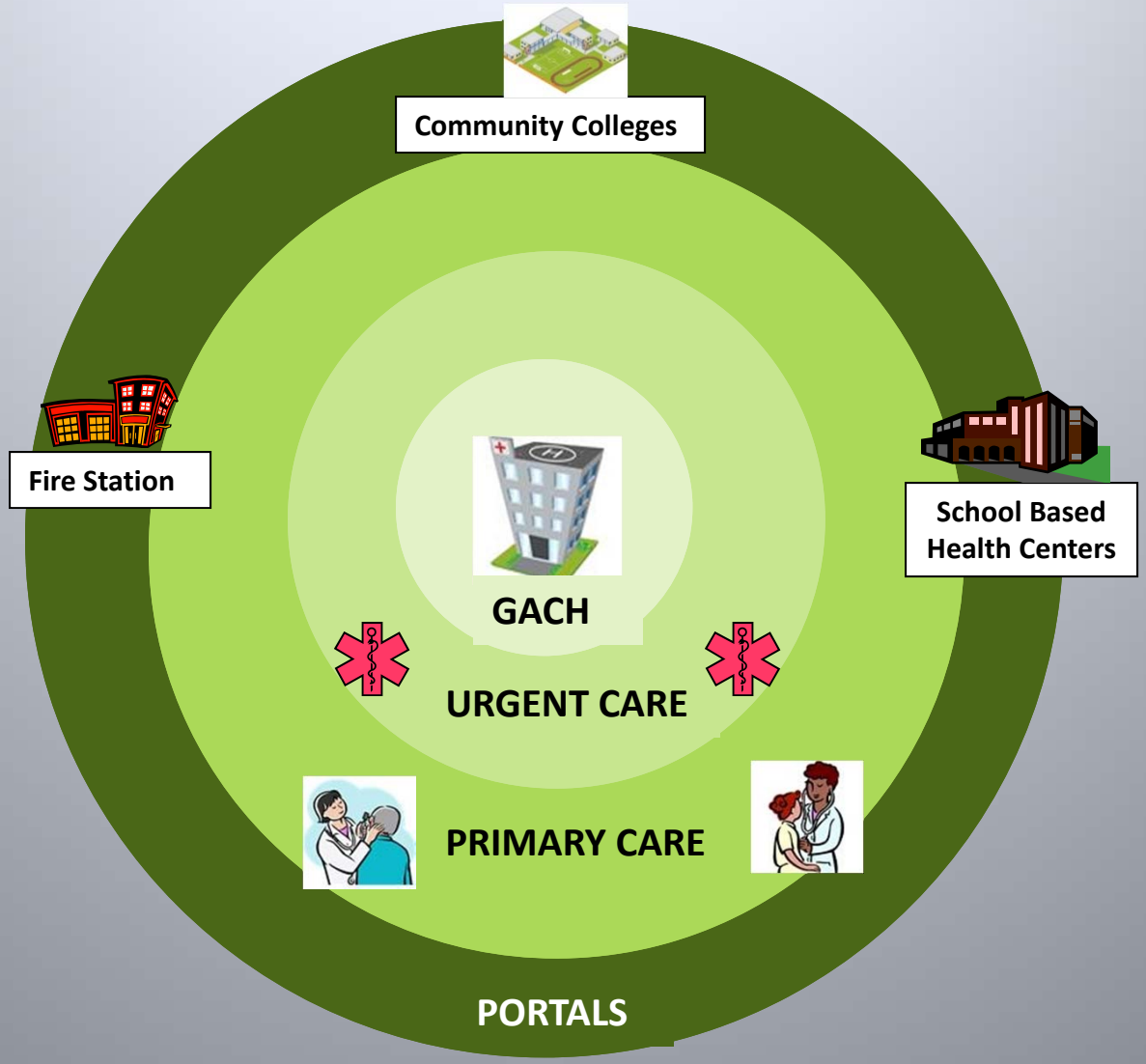
- Per the American College of Emergency Room Physicians, **California ranks 51st among states in the US in terms of ED capacity**.

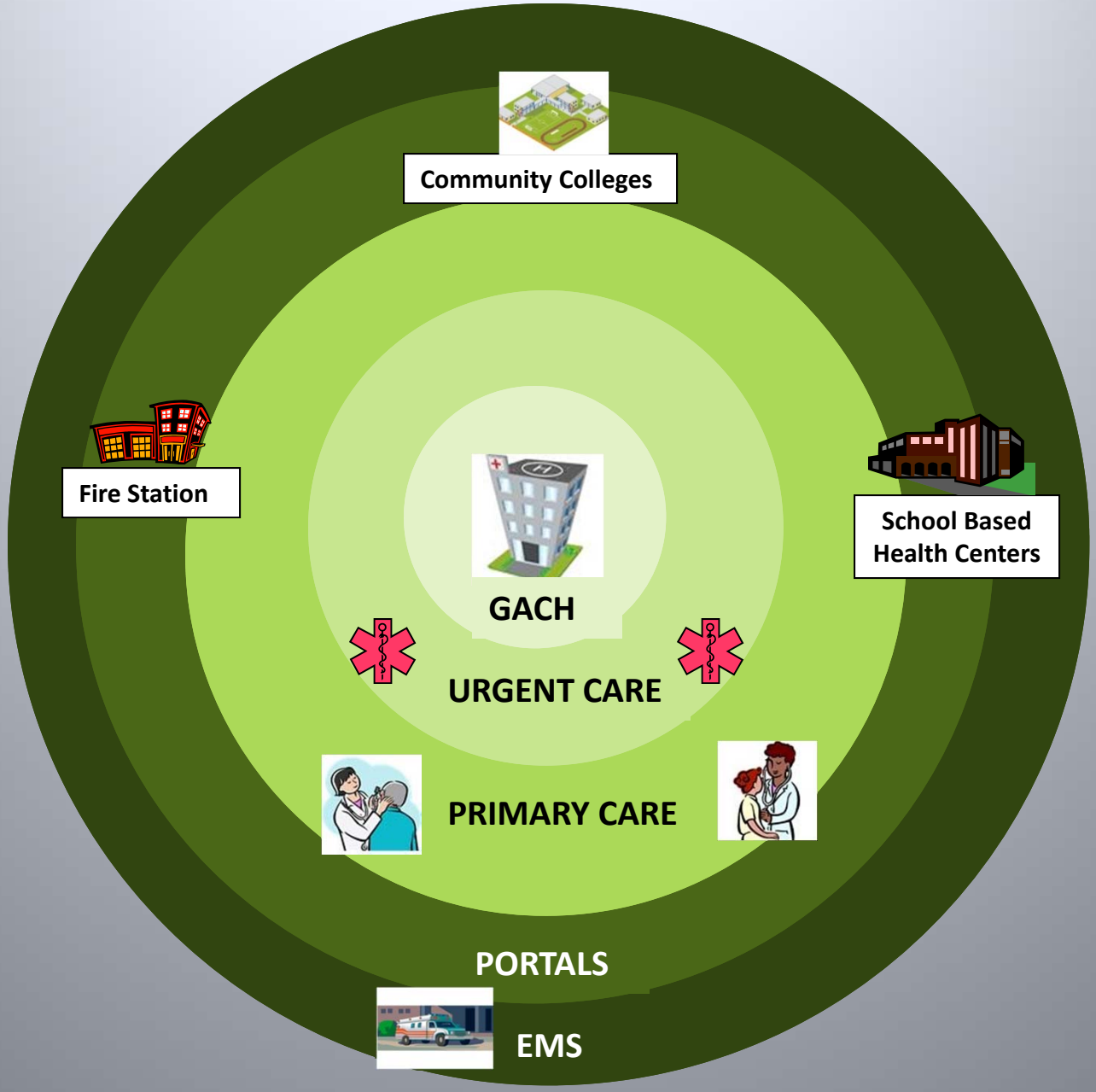
- In all other jurisdictions that expanded coverage (Vermont and Massachusetts), there were **significant increases in ED utilization after coverage expansion**.

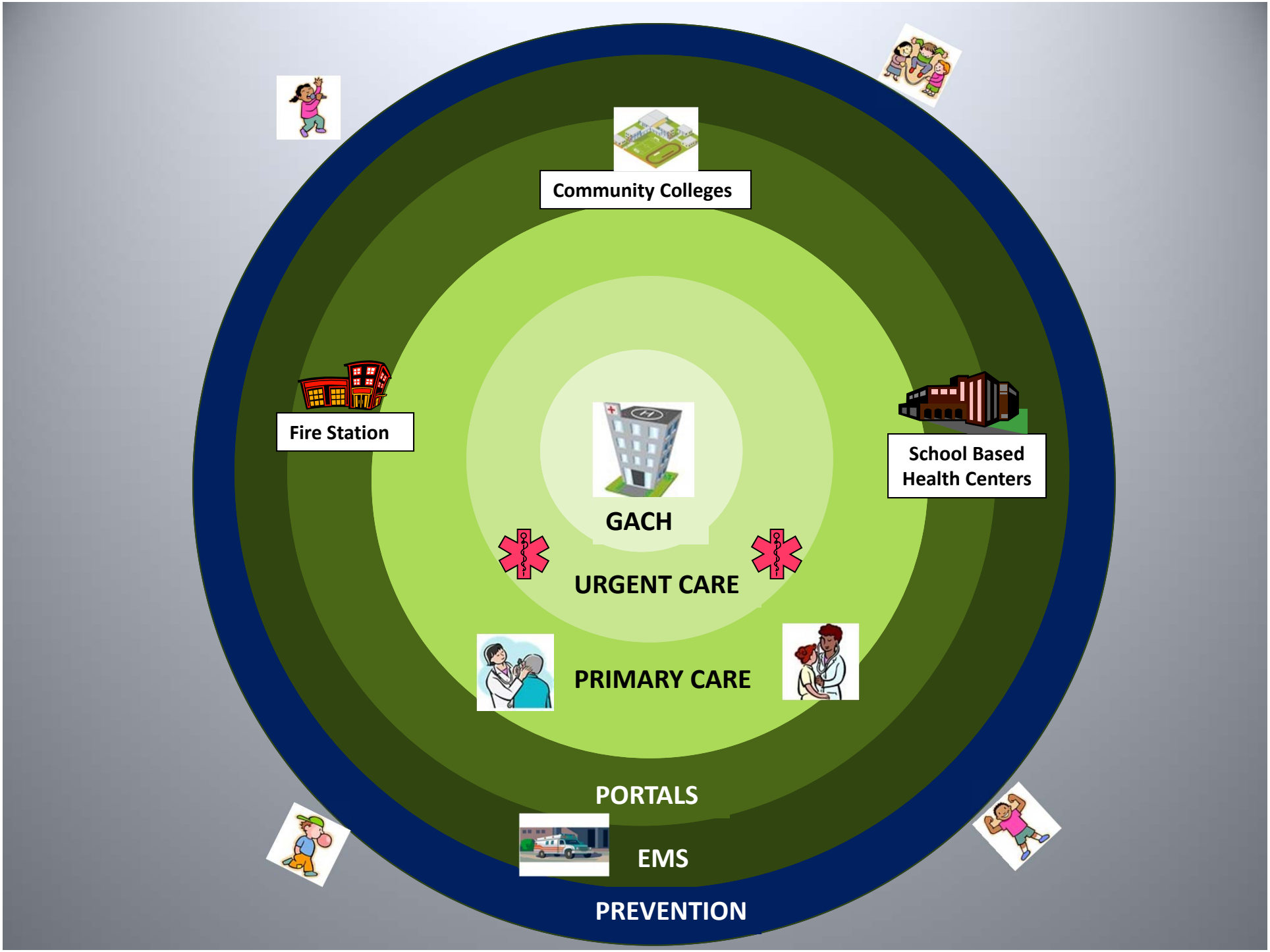
GACH


GACH
PRIMARY CARE

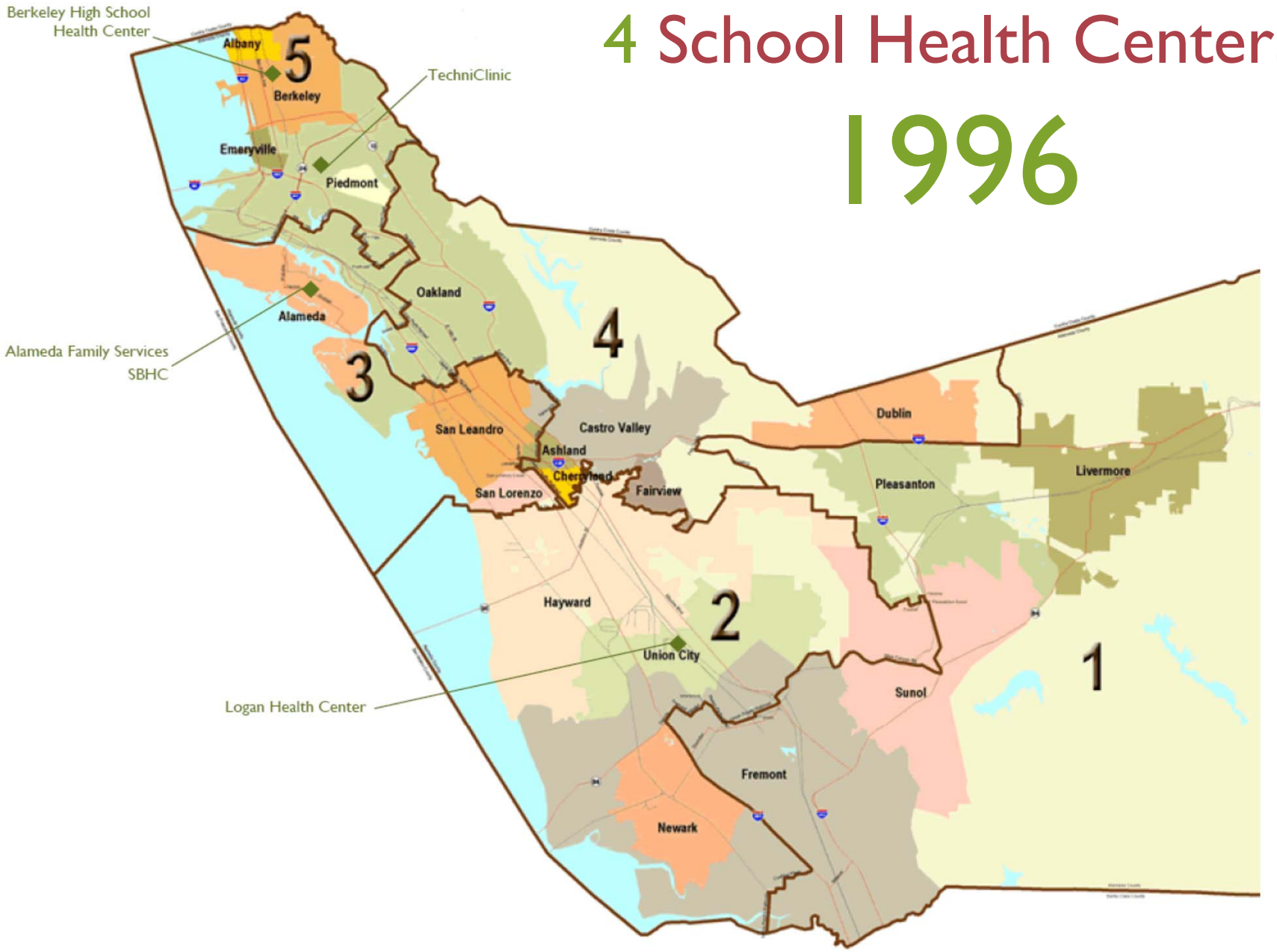

GACH
URGENT CARE
PRIMARY CARE


Community Colleges
Fire Station
School Based Health Centers
GACH
URGENT CARE
PRIMARY CARE
PORTALS

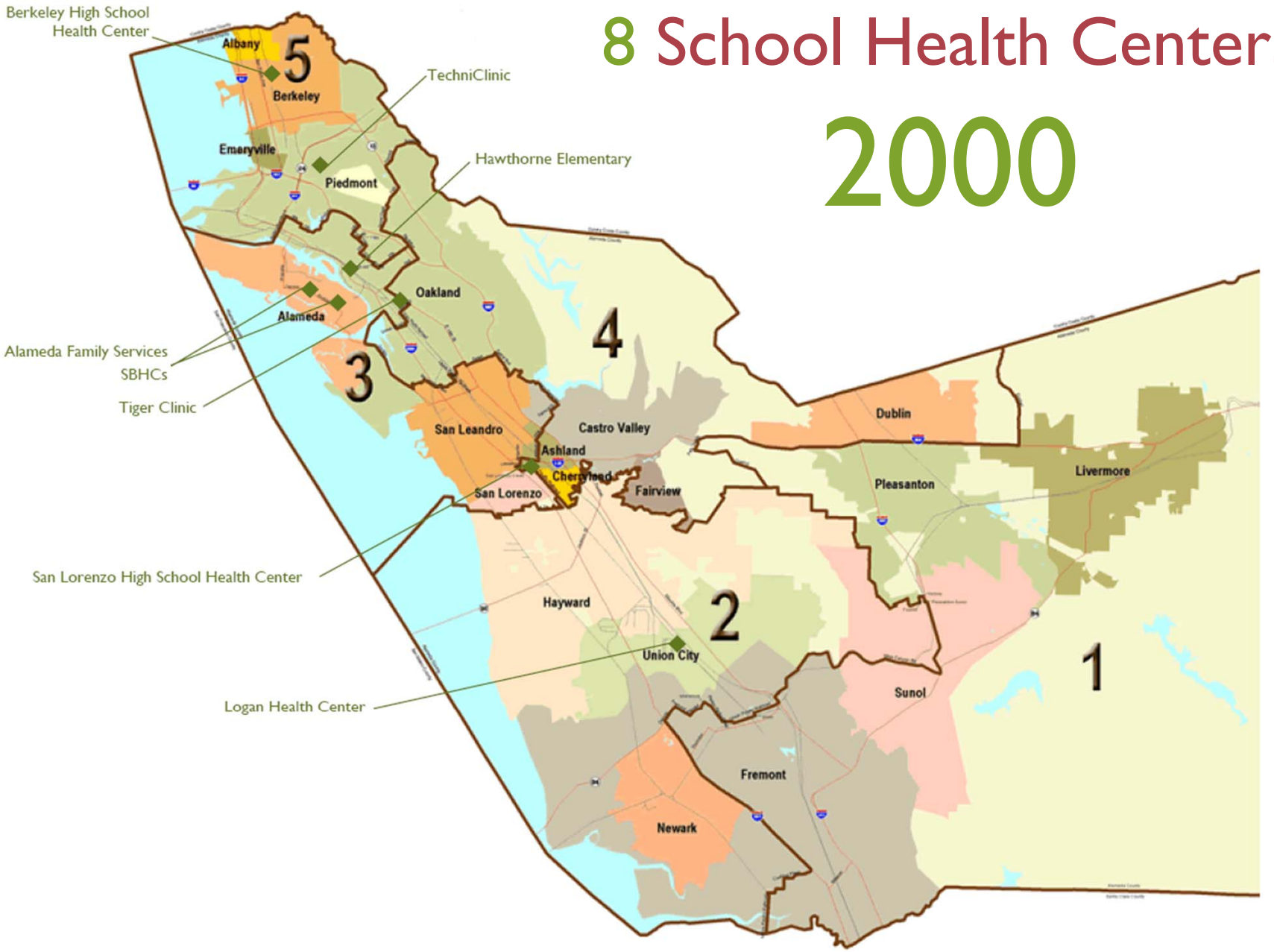

Community Colleges
Fire Station
School Based Health Centers
GACH
URGENT CARE
PRIMARY CARE
PORTALS
EMS


Community Colleges
Fire Station
School Based Health Centers
GACH
URGENT CARE
PRIMARY CARE
PORTALS
EMS
PREVENTION

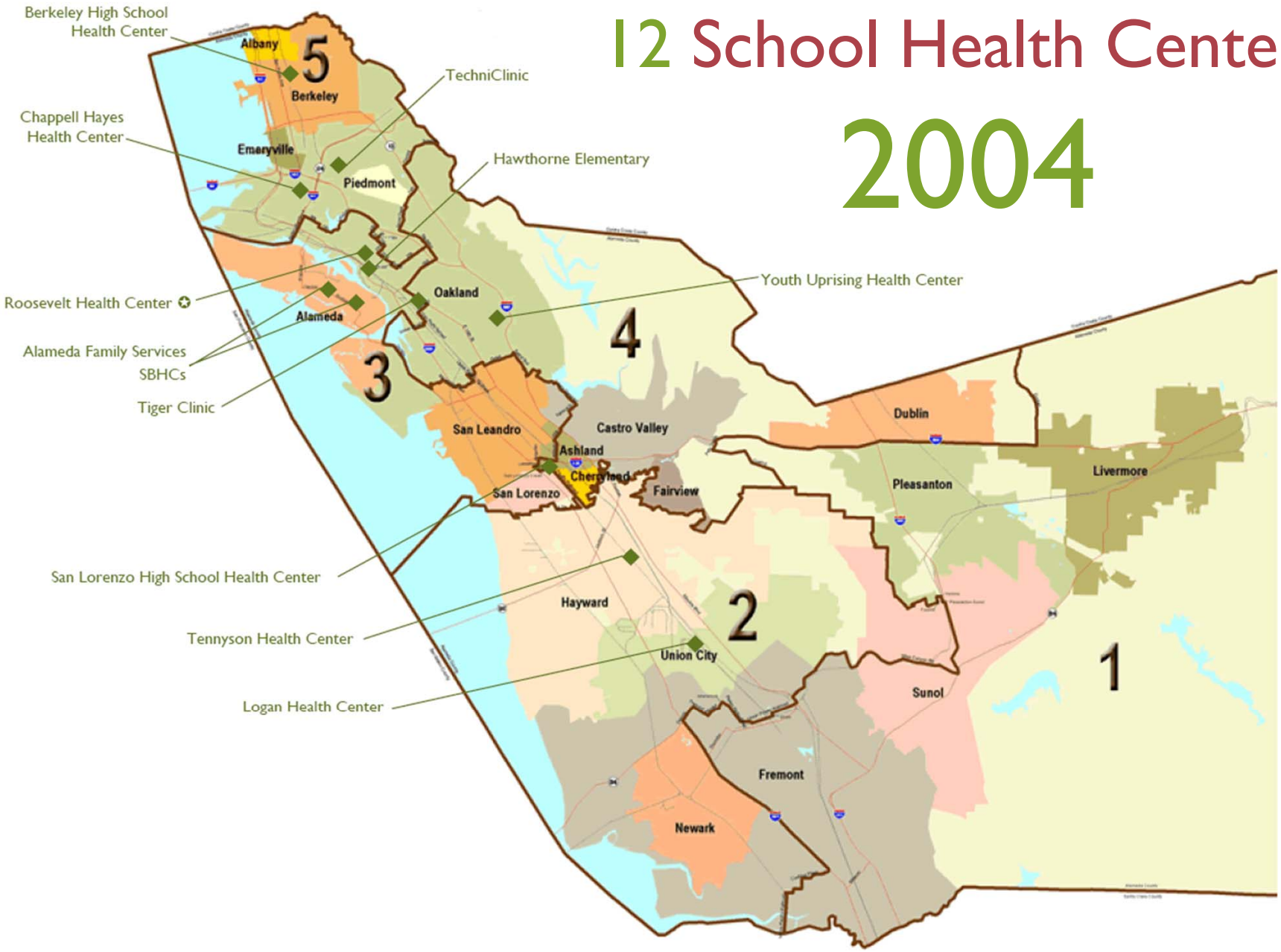
Alameda County
4 School Health Centers
1996



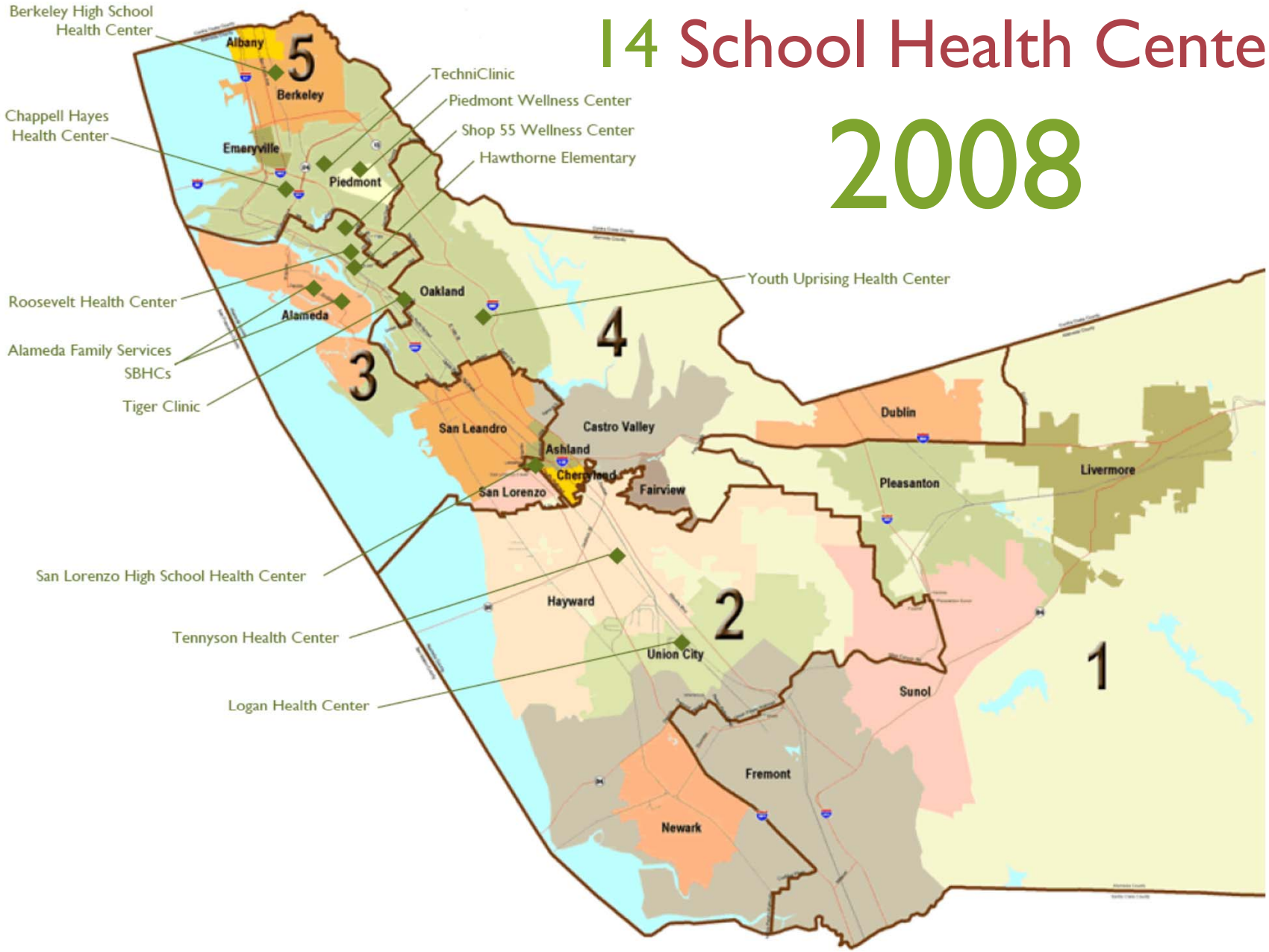
Alameda County
8 School Health Centers
2000



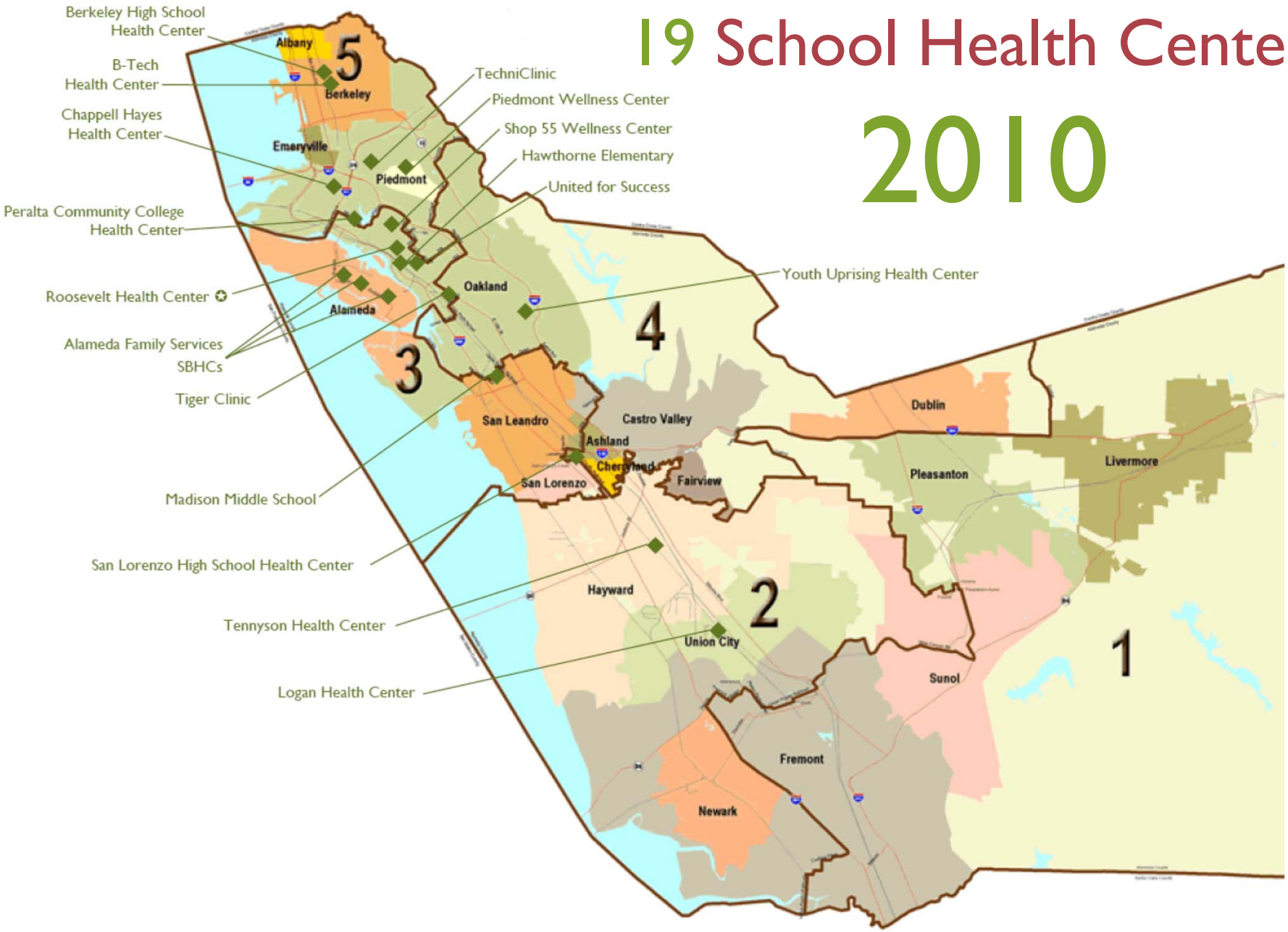
Alameda County
12 School Health Centers
2004



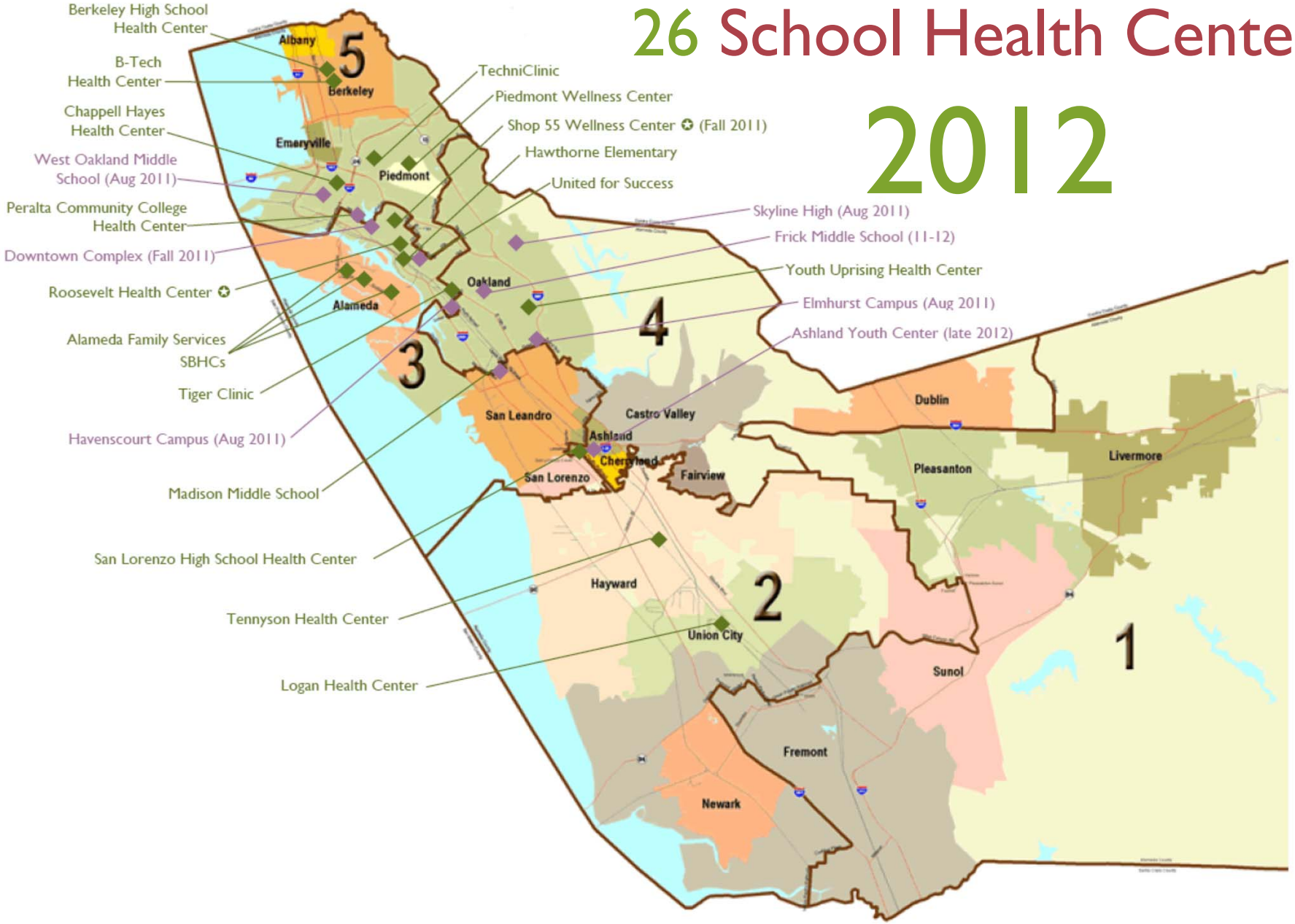
Alameda County
14 School Health Centers
2008



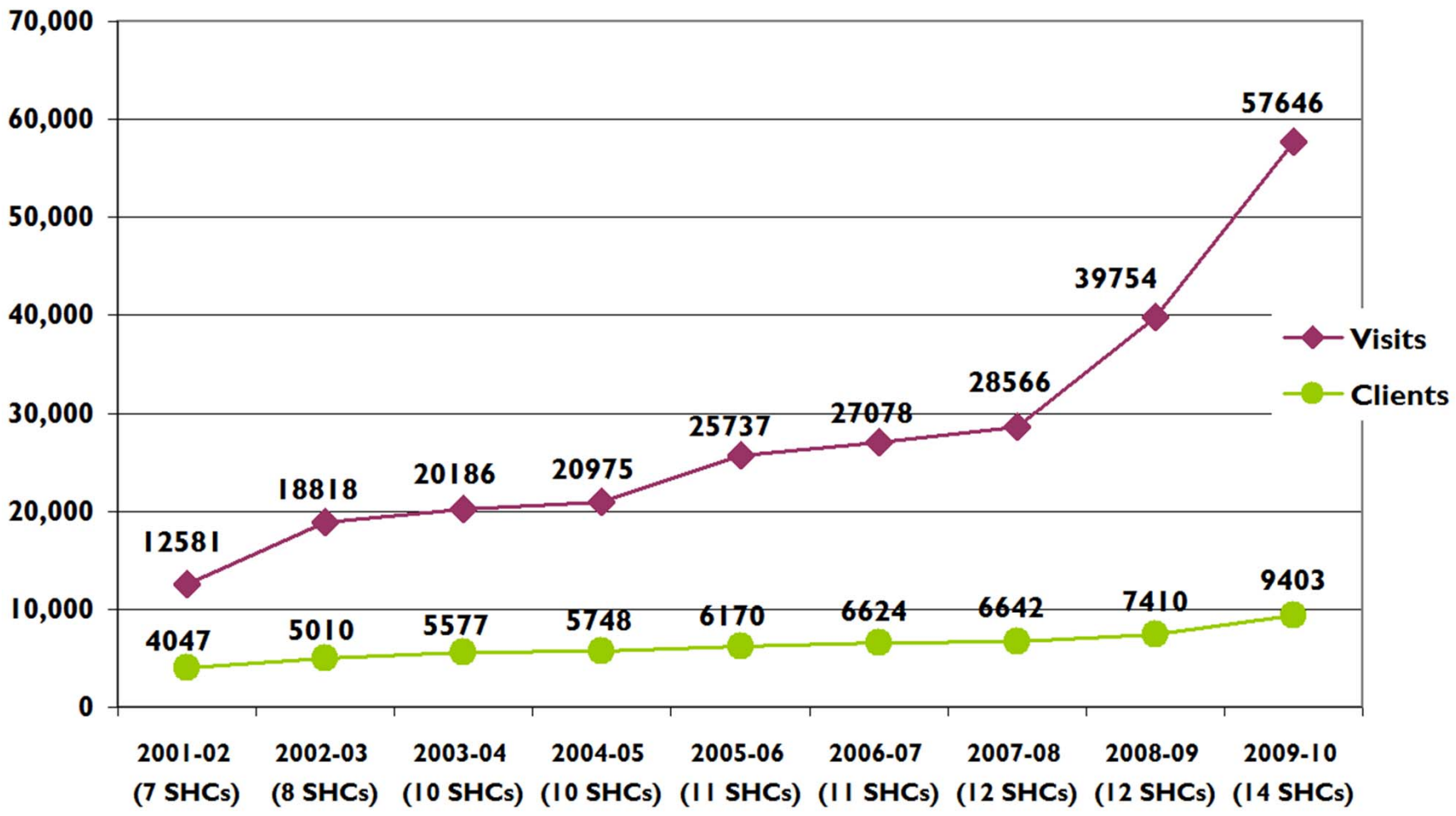
Alameda County
19 School Health Centers
2010



Alameda County
26 School Health Centers
2012



School Health Center Clients & Visits



The Fire Station Health Portal

What is a Fire Station Health Portal?

- **Unique collaboration between Fire Departments, Acute Care Hospitals, Federally Qualified Health Centers (FQHC), and HCSA EMS Division.**
- **Limited scope clinics staffed by 3.0 FTE**
  - 1.0 FTE Mid Level Practitioner from the FQHC
  - 1.0 FTE Fire Paramedic
  - 1.0 FTE Care Coordinator
- **HCSA proposing a three year pilot at 5 fire stations in Alameda County**

What Services are Provided?

- **Ten clinical problems such as sinusitis and immunizations encompass more than 90 percent of retail clinic visits (*Health Affairs 2008)***

- **These same 10 make up about 15 percent of all PCP Visits, and 20 percent of all ED visits.**

- **Most presenting problems do not require direct services of a physician and most are for 18-44 year olds.**

Fire Station Health Portal

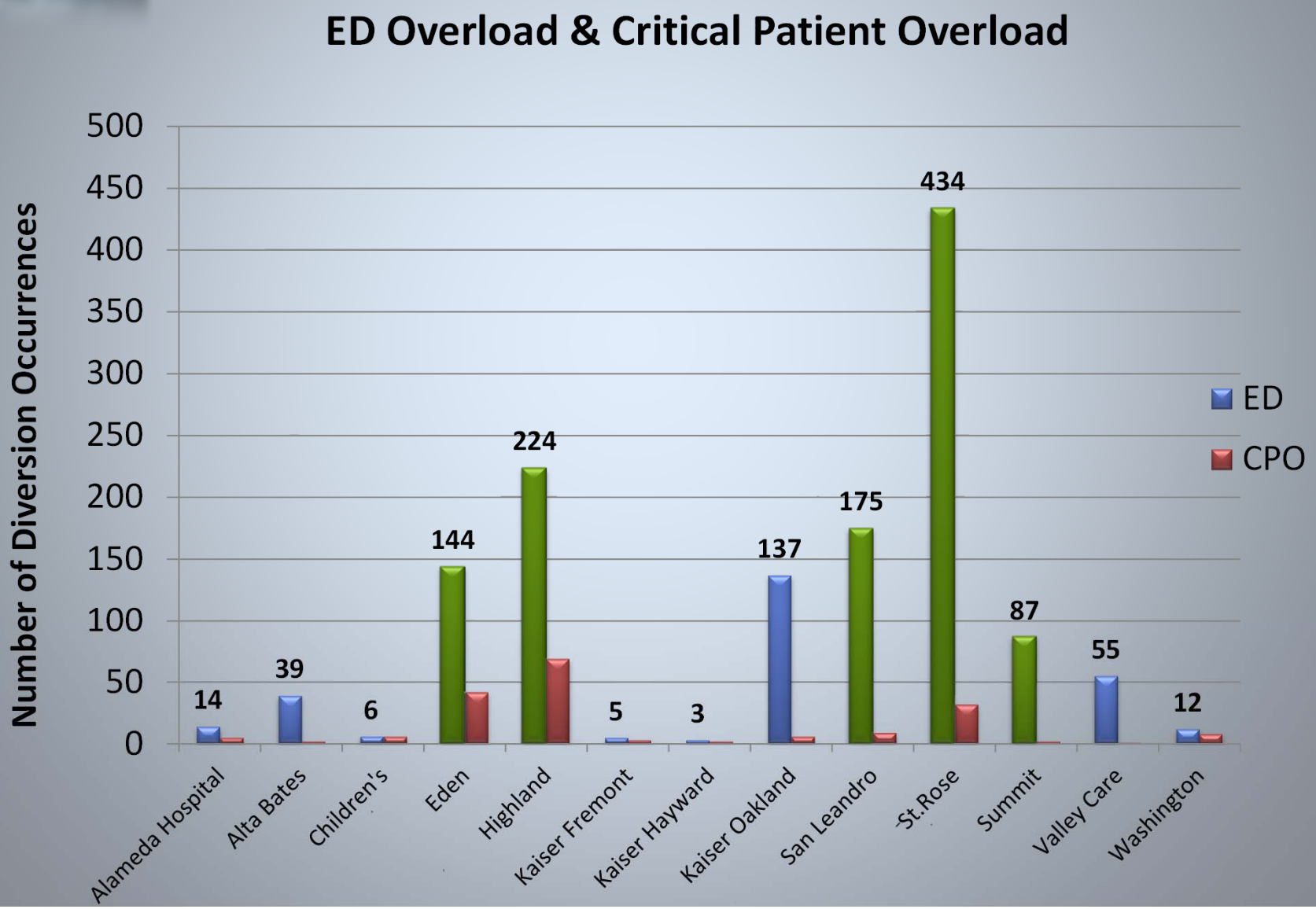
- **In addition to providing on-site limited scope services including follow up from ED visits, the Health Portal will also conduct population health services by:**
  - **Responding to sub-acute 911 calls and Field Suppressing Unneccessary Transports** under the new Medical Priority Dispatch System (approx. 30,000 calls annually)
  - **Providing discharge follow-up** for residents in a defined geography within 48 hours of discharge from Acute Care
  - **Taking direct referrals from 211** for medical advice or consultation.

A Solution

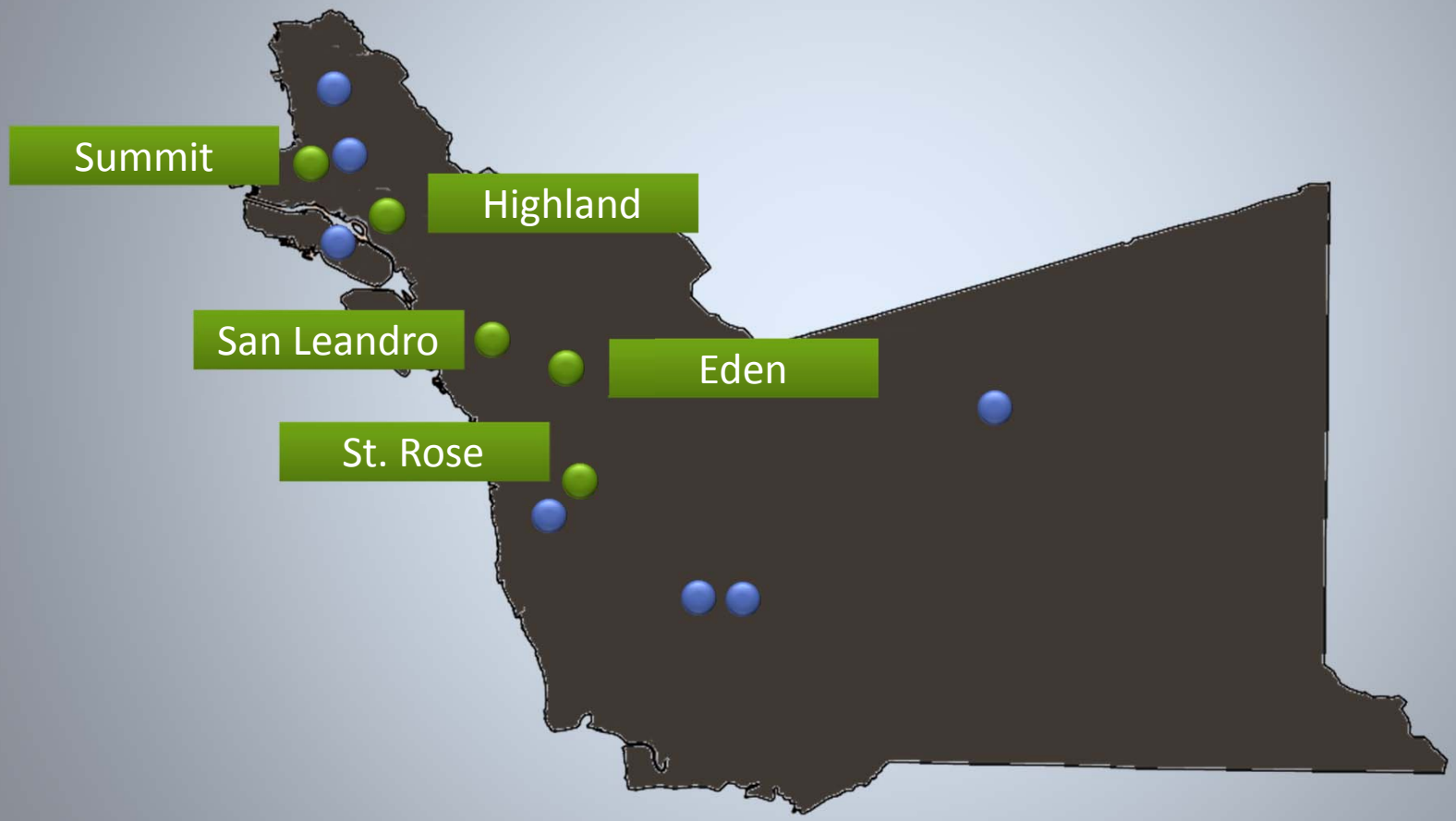
- The **Health Portal is a new level of care**, fully integrated in the existing health care service delivery system that is:
  - Place based: Targeted to communities who need it.
  - Uses the expertise and trust of the EMS and Fire prehospital care system
  - Provides services designed to dis-impact primary and ED service settings
  - Helps inform and educated communities newly eligible for health benefits.

Diversion Data 2007 – 10

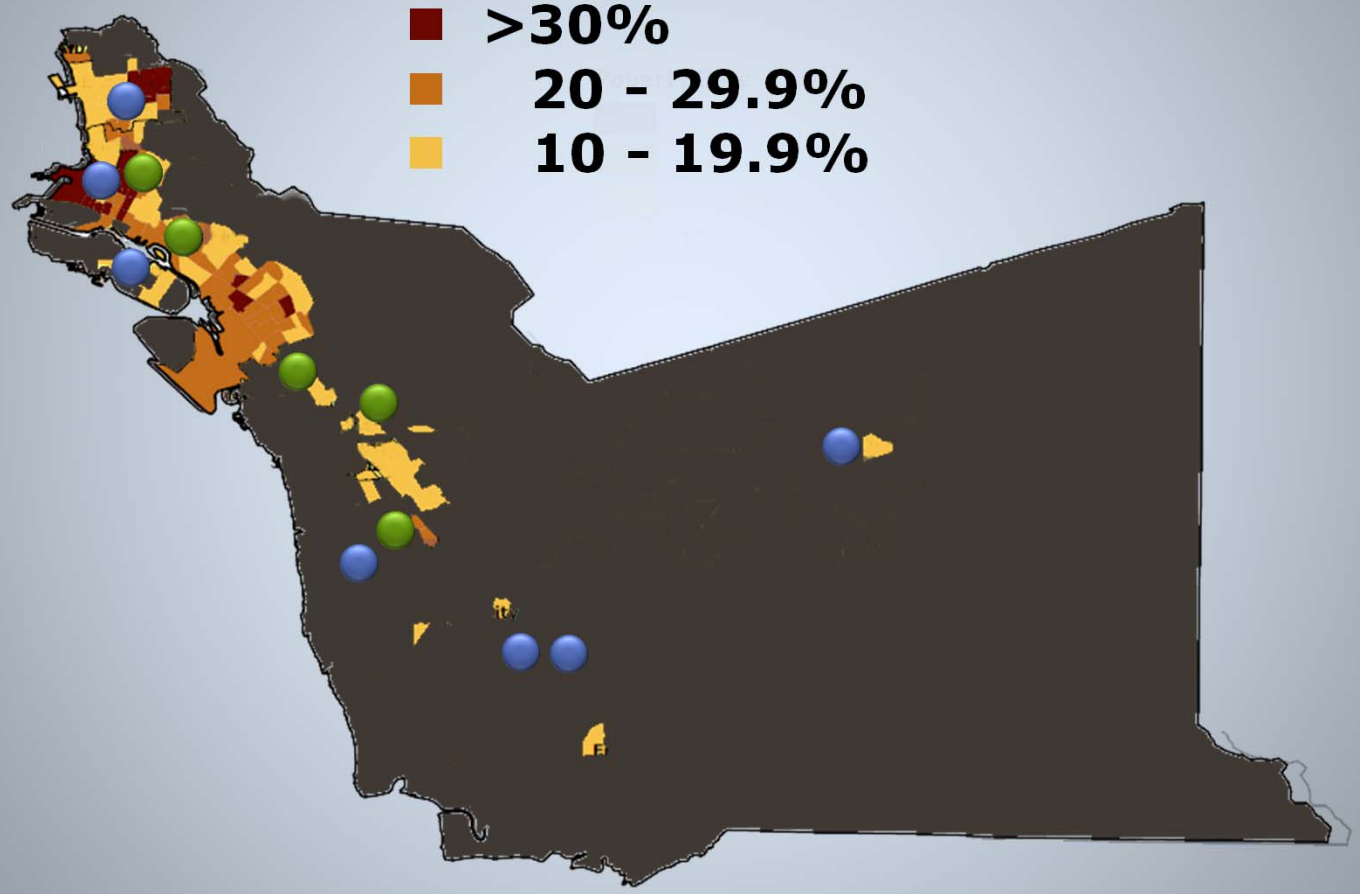
Source: Alameda Count EMS Readinet



Hospital Locations



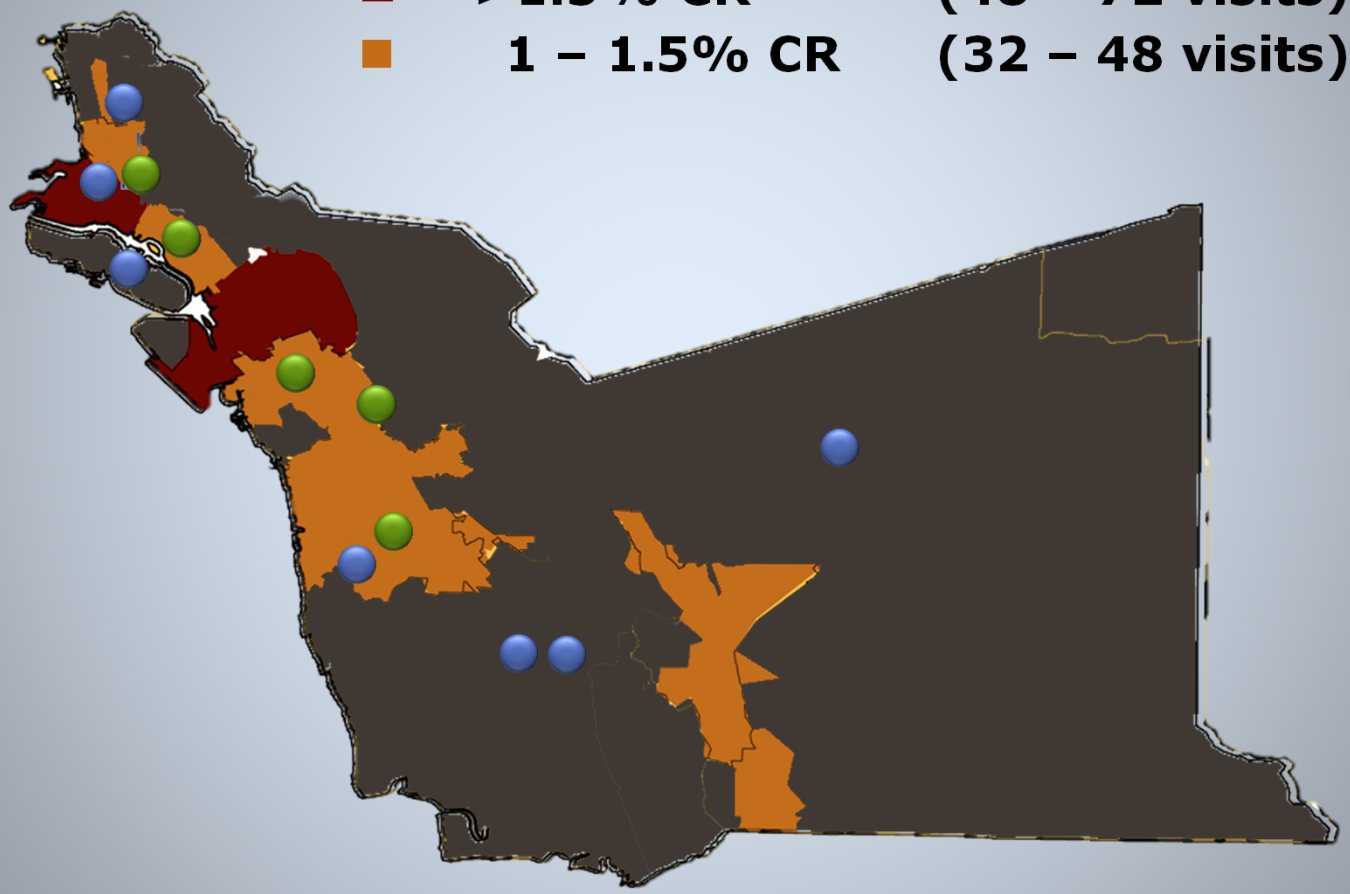
Poverty in Alameda County



ED Visits / 100 Persons

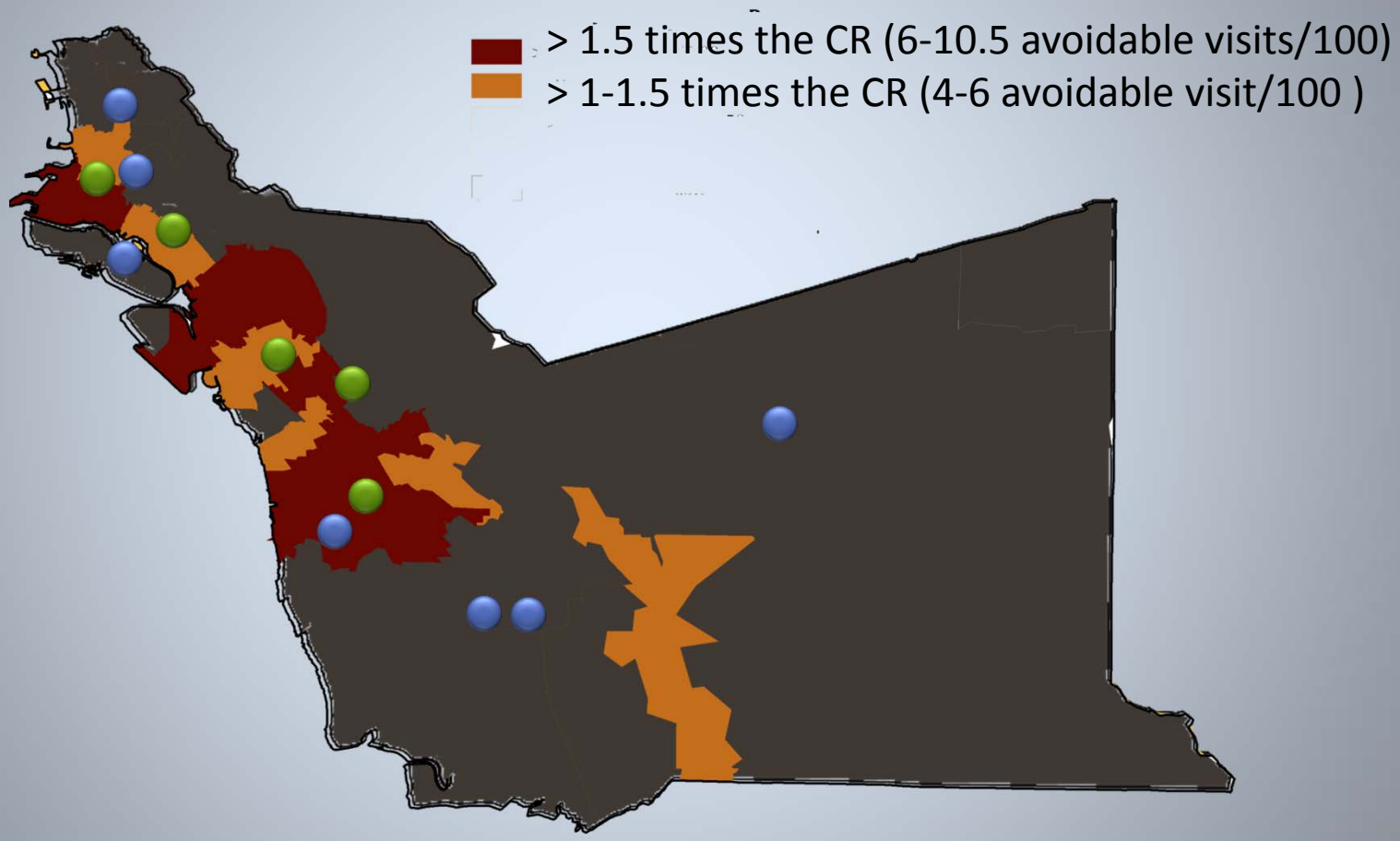
Greater than County Rate

- >1.5 % CR (48 – 72 visits)
- 1 – 1.5% CR (32 – 48 visits)



County Rate (CR) = 32.08 ED visits / 100 persons

Avoidable ED Visits
Greater than County Rate



County Rate (CR) = 4 avoidable ED visits / 100 people

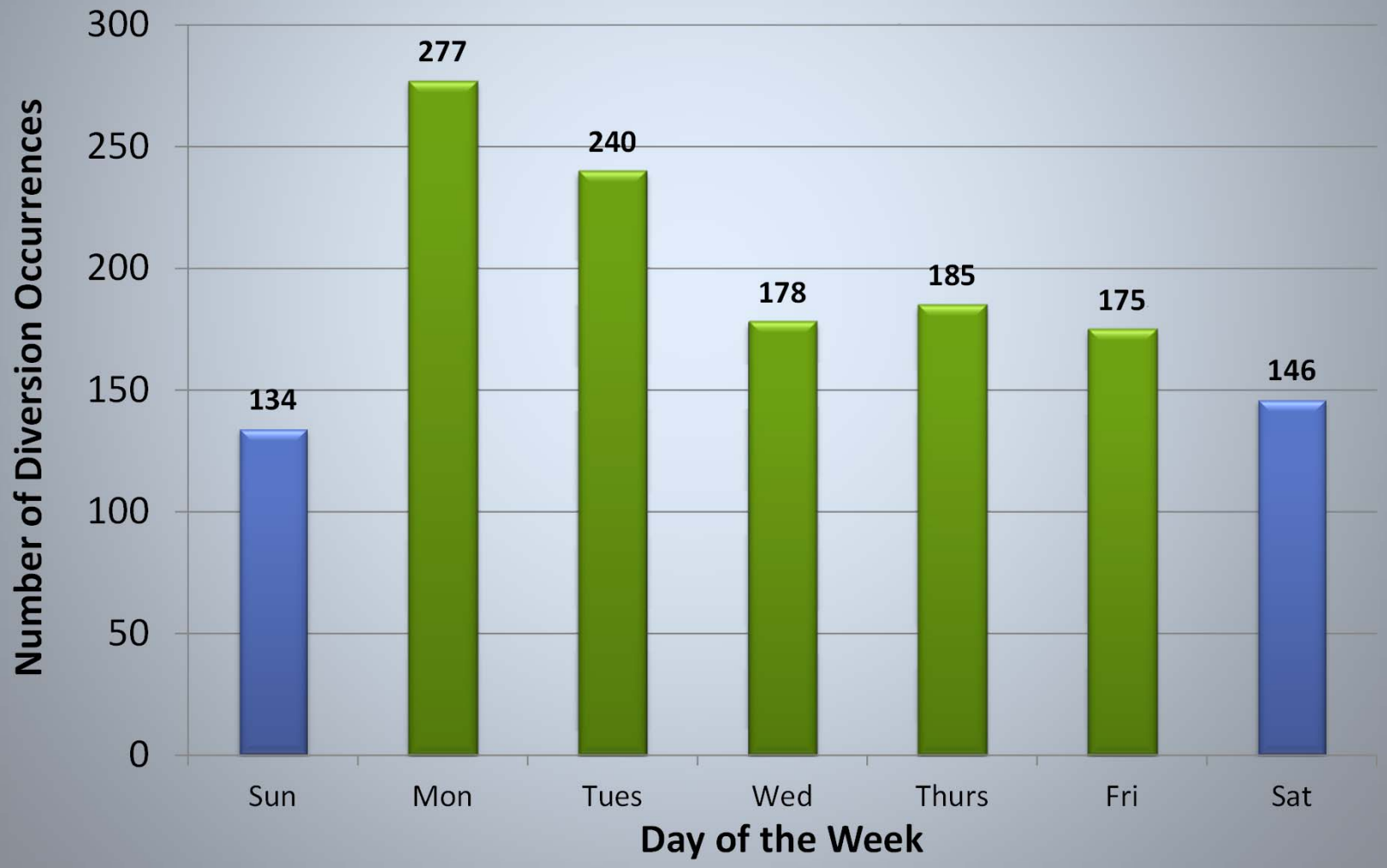
Summary of Hospital Data

- **Neighborhoods with:**
  - High number of ED visits;
  - Avoidable ED visits; and,
  - The greatest poverty and concentration of newly eligible alameda county residents under Health Reform:
  - They are….

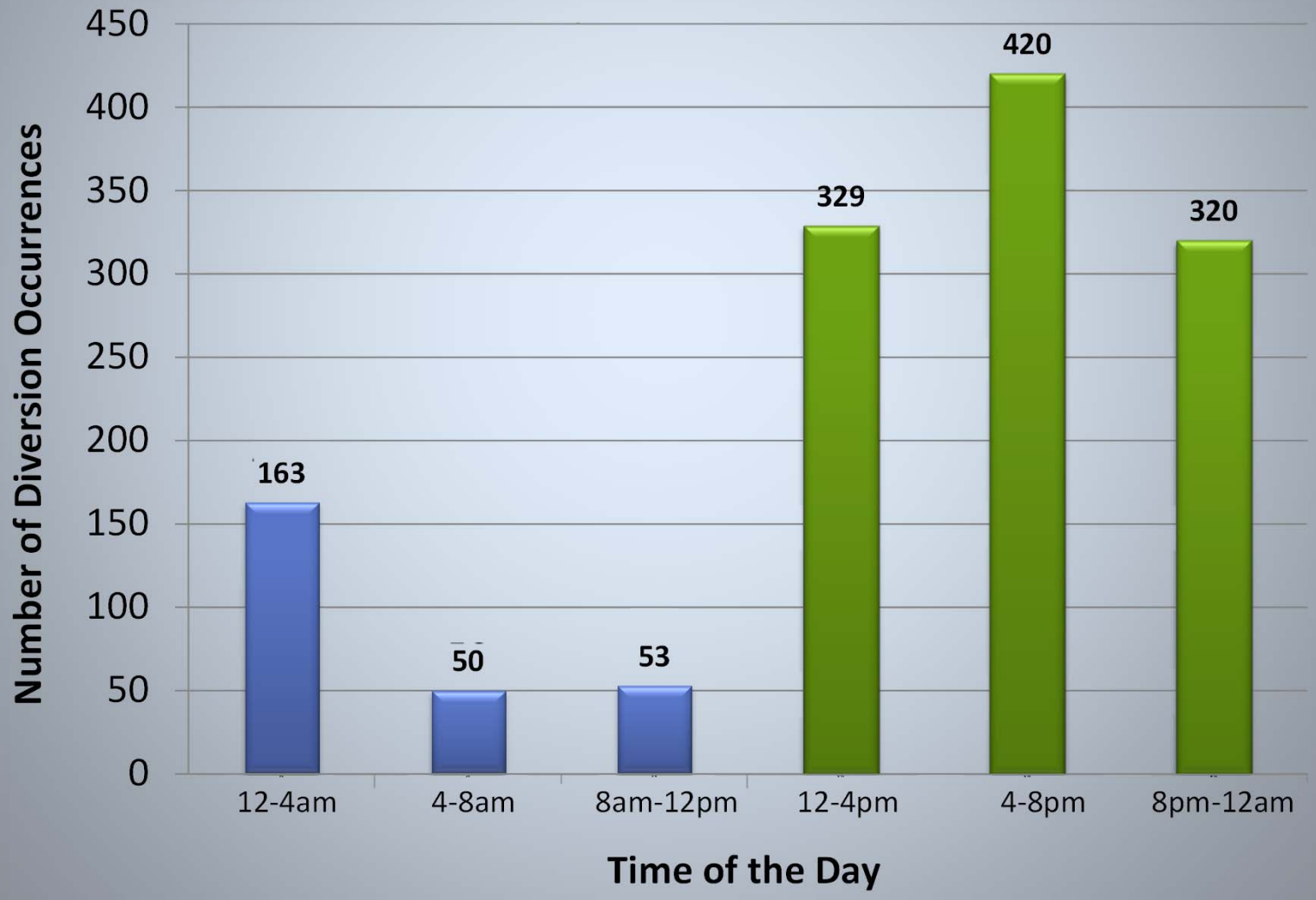
Located in W & E Oakland, San Leandro and Hayward and South County

Diversions by Day of Week 2007 – 10

Source: Alameda Count EMS Readinet



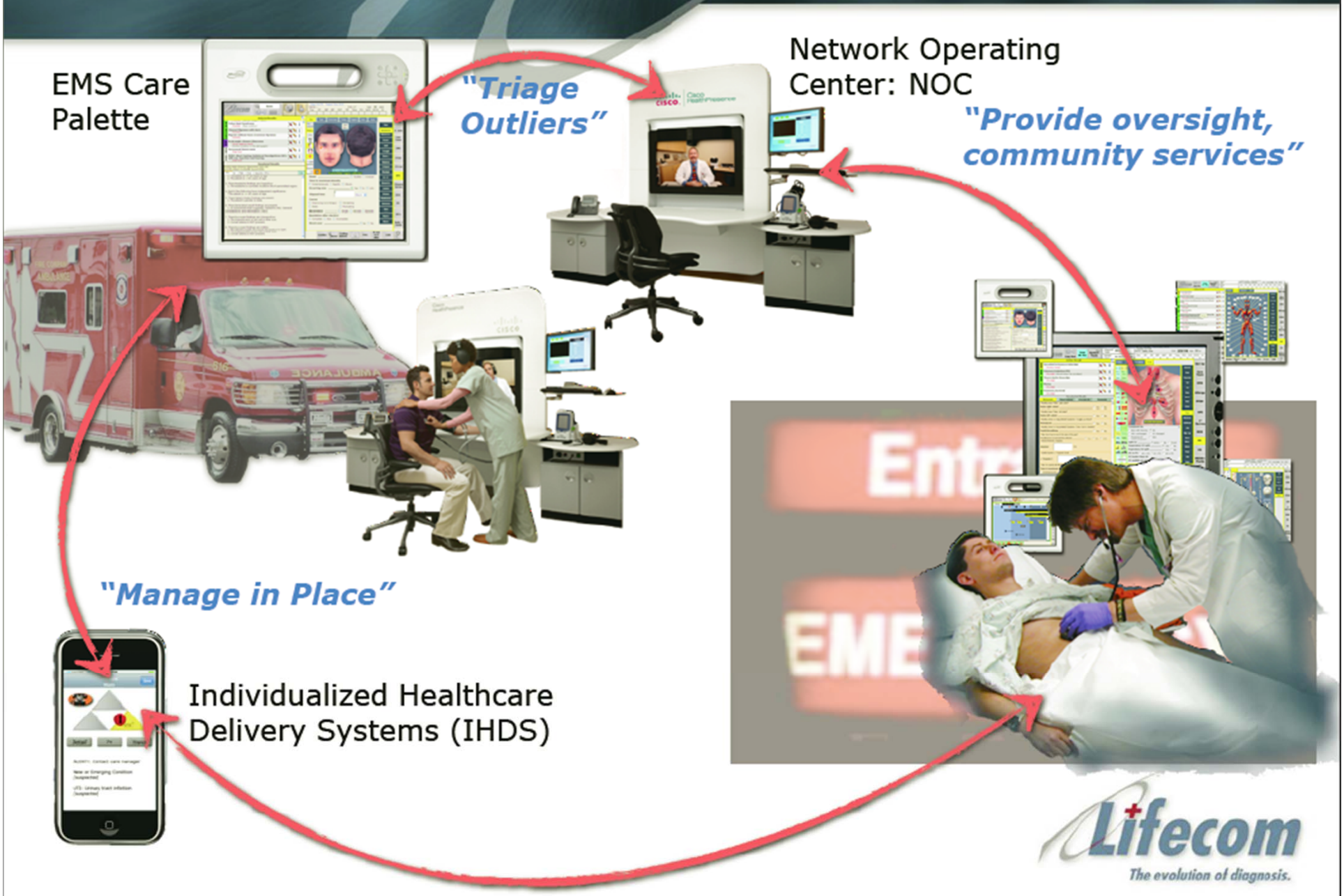
Diversions by Time of Day 2007 - 10



Diversion Summary

- **Most hospital diversions occur:**
  - Winter months
  - Weekdays
  - Noon to Midnight

Offloading ED Care Volume Safely



Pilot Funding

- **Three Year Pilot at 5 Fire Stations: est. total cost $2M. Anticipated Funding Needs and Sources:**
  - **Construction / Renovation:** $350K capital conversion cost per site
  - **Source:** Local Municipalities contribute majority of 1 time construction costs –
  - **Pilot Staffing & Operations** - Est. @ $400K per site
  - **Source: SB 12** EMS Trust Fund Revenue approx $650K
  - **1115 Waiver** approx $600K (sourced through augmented, capped rate)
  - **Measure A** reauthorization funds approx $750K

Sustainability Outlook

- **Clinic Generated**
  - **NP generated** managed care or for Service MediCal reimbursement – est. $900k annually (roughly 45% of operating budget)
  - **MediCal MAA** – est. $350,000k
  - **EMS (SB 12) Fund** - $910,598 opening fund balance for 2010 for Pilot. 500k annually from fines and forfeitures.

Sustainability (cont.)

- **Grant Support - US Health and Human Services Programs**
  - **Promoting Prevention And Wellness** ($1B for prevention and wellness activities)
  - **Promoting Health and Preventing Chronic Disease** ($1.1B for Health Promotion -$937M for Chronic Disease Prevention)
  - **Strengthening Communities Fund** ($50M to build capacity to address the needs of low-income and disadvantaged populations.)
  - **Supporting Healthy Families** ($1.2B for maternal and child health, and family planning)
  - **Preventive Health and Health Services Block Grant** ($102M for primary prevention)

How will we know if we are successful?

- **Decrease in ambulance diversion hours**
- **Decrease in avoidable ED visits**
- **Increase access in under-served populations** (e.g.: males 18-35 in target area)
- **Decrease in hospital readmissions**
- **Patient satisfaction and response**

Next Steps in Planning

- Secure BOS Support for Pilot* (Feb/March)
- Engage Stakeholders in Operation Plan (March/April)
- Define Sustainability options* (April/May)
- Address Paramedic scope of practice issues (May/June)
- EHR integration (Ongoing)
- Integration with 911 dispatch system (Nov)
- Secure capital funding and equipment (May/June)
- Work with Labor Representatives (ongoing)
- Launch Pilot (July 2011)

Next Steps Continued

- **Proposed location of FD Health Portals**
  - **Two Oakland Fire Stations**
    (West and East Oakland)
  - **Two Alameda County Fire Stations**
    (San Leandro and Hayward)
  - **One Hayward Fire Station**

- **Work with OFD, ACFD and HFD to identify potential locations and complete readiness assessment.**

- **Bid Out Operations Contracts**

Questions