Community Paramedicine Implementation Group

Delhi Township Fire Department
Elderly 911 Frequency profile
September 27, 2013

Delhi Township Fire Department makes an average of 3,100 emergency details per year. Eight-three percent are medical calls handled by three ALS transport units.

Delhi Township has a population of 29,510 (US Census, 2010). Approximately 15% of the total population are persons age 65 years or older.

Between 2006-2012, Elderly patients (Age 65 year and older) represented half of total patients that were evaluated by Delhi Township Fire Department EMS Personnel. The number of elderly patients has increased every year representing a 3.2% increase over the same five year period.

During that same time period approximately 75% of calls were non-trauma incidents. The two most prevalent non-trauma calls in this same age group were for respiratory distress (6.5%) and chest pain (5.9%). Injuries from falls accounted for 21% of EMS incidents in the elderly.

Although Delhi Township Fire Department has four Long-term care and rehabilitation facilities within its jurisdiction most calls (95%) from the elderly occur in the home.

Delhi Township Fire Department has a non-transport/refusal rate of 26.1% for persons under age 65. That rate drops to 18.1% for elderly patients, who are more likely to be transported to Mercy Franciscan Western Hills (38%), Good Samaritan or Christ Hospital.
Fairfield Township is comprised of 17.2 square miles with a permanent population of 18,000 and a daytime population slightly lower than that. The Department covers three extended care and rehabilitation facilities and also has a large number of independent elderly. Most of our elderly patients have primary care providers that they see on a regular basis; however many experience medical emergencies in the community and require emergency transport to local facilities.

One of the most common call complaint types are falls in the elderly within our district. Some of these are non-injury lift-assists; however, many require transport to definitive care facilities for further evaluation. Of the 628 EMS transports since 1 May 2013, 74 have been for falls with 64 (~10% of total patients) being patients older than 55 years. Other significant call types by volume in this population include abdominal pain, altered level of consciousness, chest pain, and respiratory distress. “General Medical Complaint” was another popular field that could be any number of conditions; thus, did not prove to be a reliable data source for a rudimentary search of our patient care records.

While a majority of our calls are for emergency situations, the balance are preventable calls that are the result of non-compliance with medications, limited access to medical care (by choice/education, not proximity), and failure to follow physician’s instructions.

Like many departments, Fairfield Township experience peak call times for elderly patients. These times are early morning (0430-0630) and mid-afternoon (1530-1730) with others scattered throughout.
Frequent Flyers

...elderly who do not have the capacity to live by themselves anymore

...patients seeking medications; can't afford prescriptions or get prescriptions

...chronic respiratory medical history; need treatment for latest episode

...patients with psychological issues, living at home

- Group Homes
Chief Stewart,

We have a wide variety of elderly frequent flyers in the city ranging from those with chronic conditions and legitimate need for transport to those that are abusing the system. As you stated there is usually chronic health problems, transportation issues, continuity of care issues, and psychiatric issues involved. Many of the patients calling frequently do not have any kind of family support system as well. Most of our frequent callers have a combination of these issues.

The most common of our regular patients are those with the chronic health problems. Many of which are serious in nature and do require transport. Some of the transports of these patients can be for relatively minor reasons and could be treated at an urgent care or physicians office, but due to underlying medical conditions transport becomes necessary. This goes along with the transportation issues as well. Many of these patients state that they have no other way of seeking medical care. We do have our alternative transport policies, but with patients with serious chronic conditions this does not always apply.

We also receive reports of patients calling for the same complaint on several consecutive days. Crews often respond to residences to find patients with hospital tags still on their wrists from the night previous. These patients typically do not have a primary health care physician, and are using our medic units and different Emergency Rooms as primary care.

Many of the patients calling frequently do not have any family support nearby. Most of these patients have no one else to help them, so they call on our crews frequently for assistance.

The ISU office regularly receives requests from crews to investigate a frequent caller for a possible Prehospital Care Plan. These patients transport history are then investigated, and if deemed appropriate are brought to attention of Dr. Marriot and discussed and QA/QI. At the current time we have 13 patients on the care plan with one patient recently removed due to a change in medical condition. At the upcoming QA/QI there are a 4 more patients to be discussed for a possible Prehospital Care Plan. There are many other crew requests for a PHCP that were deemed inappropriate for a care plan due to chronic medical conditions or other factors. Since I have been assigned this position (June 2013) I have seen anywhere from 5 to 10 requests per month on my shift. Prior to my assignment here, I can say I ran into these type of patients on a regular basis while on a medic unit of fire apparatus. If you need a more concrete number of frequent patients in the city I will speak to Lieutenants Nickels and Wiley, and research more into the exact numbers.

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Delaware County Emergency Medical Services

Community Paramedicine FD Implementation Group

Delaware County EMS Elderly Frequent Callers

September 27, 2013

1. 95 YOF who is unsteady on her feet, falls often but is never injured
2. 68 YOM who frequently calls for everything from constipation, leg pain, shoulder pain and other things such as help with personal hygiene and assistance with meds
3. 63 YOM who frequently has 10+ bed sores because his wife, who is his caregiver, is unable to roll him
4. Female patient, or mentally disabled son, call to have her slid up in bed about 2 inches
5. Female who falls constantly because she has 1 leg and none of her family members can lift her once she has fallen
6. Female who states she is having difficulty breathing but rarely has symptoms. History shows her son is not nice to her and she seems to call when they are fighting
7. Elderly male with weakness/inability to ambulate and hallucinations
8. Elderly female who is a non-compliant diabetic
9. Elderly female who is bed-ridden. Her primary problem is medication mismanagement
10. Elderly male with late stage Alzheimers

Capt. Tim Davis
Cell 614-774-3612
City of Middletown
Division of Fire
FD Sharing: Elderly 911 Frequent Callers

The City of Middletown Division of Fire attempts to take an inclusive approach concerning high frequency callers. We attempt to enlist the help of family, friends, and local agencies to assist those elderly that can no longer take care of themselves and end up calling us frequently for any number of reasons.

The typical member of the elderly population that frequently calls for assistance averages from 65-90 years old. They may or may not have serious medical, psycho-emotional or social needs. This population covers the entire spectrum of socio-economic strata. Frequently they are attempting to manage their affairs and life well beyond their capabilities and are reluctant to make the lifestyle changes they need to more effectively and safely manage their life.

These individuals live in private residences, apartments, as well as, assisted and nursing homes facilities who call us for lift assists or evaluations after these patients fall. We don’t track these individuals per say, however, many of the transports from all occupancy types statistically fall into the trauma registry at the Atrium Medical Center. The Trauma Program actually employees an individual who specifically works to reduce fall within the elderly population.
Department
Prosecutors Office, Grandview, Memorial Hospital, COA Police
• Worked with Social Services, Adult Protective Service
• Checked out of Hospital and Nursing Home - AMA
• Patient Refused/demanded go to any hospital
• Phone
• Patient abused EMS (Assistance to shower, clean-up
• General weakness
• Conditions such as HTN, diabetes, heart condition, and
• Over 45 responses in a 6 month period - of chronic medical
• Low income, no insurance
• Military - Enlisted Officer
• Lives with alone on the 2nd floor of an apartment
• 65 year old male

1300
192-203
Dow Avenue
Chief Tom

City of Delaware - Delaware County

John Smith
Frequent Transport Patient
9/30/2013

I am currently working a case in Hamilton Township where I have two 86 year old residents living together alone.

We are there on average of twice to three times a week. The county elderly services response is to contact protective services. They don't need protected they need in home assistance of some sort.

Mark Greatorex
Fire Chief

Hamilton Township Fire Rescue
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