

Mobile Integrated Health (MIH) 2021 Annual Report

Program Overview

Lebanon Fire Department Mobile Integrated Health Program is a collaboration with Dartmouth Hitchcock Medical Center (DHMC), the Lebanon Fire Department and Lebanon Community Nurse programs.

This program operates under the medical direction and oversight of DHMC Emergency and Primary Care physicians, in collaboration with DHMC providers.

"The right care, at the right time, and the right place by the right person is a mantra we've been using at Dartmouth Health for years," says Population Health Vice President Sally Kraft, MD, MPH. When the right place for care is a patient's home, the right person to deliver that care might be a community paramedic."

Healthcare in the comfort of your home



Year 1 (2021) Program Objectives

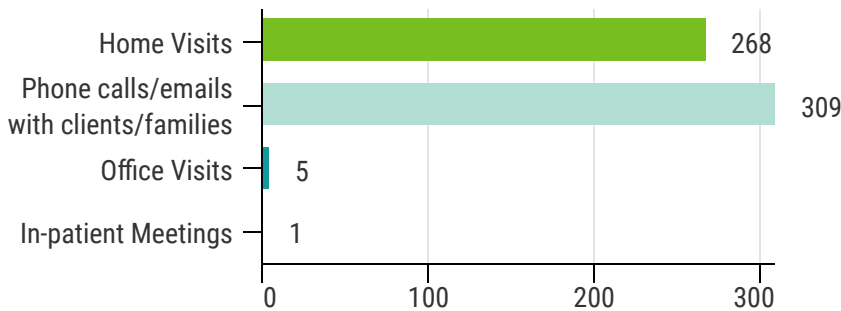
- ✓ Obtain approval for Lebanon Fire MIH
- ✓ State licensing and certification
- ✓ Hire and train the community paramedic
- ✓ Identify and meet with prospective referral sources for program launch
- ✓ Identify advisory council members from the community
- ⊗ Hold initial advisory council meeting
- ✓ Integration of community nurses into LebFire/MIH program
- ✓ Enroll initial cohort of patients into Community Paramedic program
- ✓ Establish infrastructure to run the program
 - Governance structure
 - Education and Training
 - Initiate data collection and reporting structure
 - Established Referral processes, DHMC ED, Geri ED, and Primary Care, APD ED and Primary Care, DHMC CHF and Wound Care Clinics
 - Transitional care management; partnership with the 2021 Levi Project
 - Documentation and record keeping (eD-H)
 - Establish initial communication plan across DHMC and APD
 - Obtain required equipment for Community Paramedic and Lebanon Nursing programs

Year 1 Timeline

- 1/4/2021-2/10/2021 Qualitative needs assessment conducted
- 1/5/2021 MIH working group established, set weekly meeting schedule
- 1/8/2021 Lebanon MIH application approved by the state
- 6/7/2021 Community paramedic hired
- 9/2/2021 Community paramedic starts seeing patients
- 10/16/2021 Community paramedic gains eDH access
- 11/9/2021 Community Nurse joins Lebanon Fire Department
- 12/6/2021 Second Community Nurse joins the Lebanon Fire Department

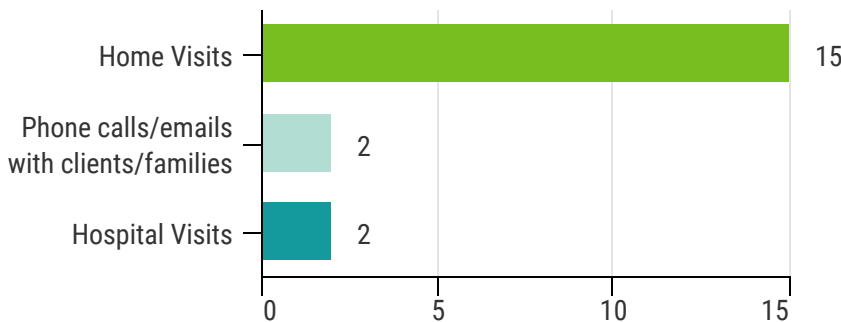
Year 1 Data

Community Nurse Encounter Types
1/1/2021-12/31/2021



Community Nurse
1/1/2021-12/31/2021
Total Patients- 39
Total Visits- 622

Community Paramedic Encounter Types
9/2/2021-12/31/2021



Community Paramedic
*9/2/2021-12/31/2021
Total Patients- 9
Total Visits- 19

*soft roll out of Community Paramedic began September 2021.



MIH Communications 2021

Program Trifold-

ABOUT OUR PARTNERSHIP

Lebanon Fire Department/Dartmouth-Hitchcock Mobile Integrated Health is a collaboration between these two organizations to provide health services in the patient's home by a trained community paramedic.

This program operates under the medical oversight of D-H Emergency and Primary Care physicians, in collaboration with D-H providers.


The community paramedic operates with the goals of:

- Preventing unnecessary emergency medical transports and emergency room visits;
- Following up with patients after hospital discharge;
- Preventing hospital admissions/readmissions;
- Improving the overall health of our patients

CONTACT US

For more information, please email MIH@lebanonnh.gov

For Provider referrals, please send eDM in Basket Message to Jeremy Thibeault using **MIHReferral**



**LEBANON FIRE DEPARTMENT/
DARTMOUTH-HITCHCOCK
MOBILE INTEGRATED HEALTH**

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WHO IS ELIGIBLE

THIS PROGRAM IS FOR PATIENTS WHO MEET THE FOLLOWING CRITERIA:

- Age 18 years or older
- Resides in City of Lebanon (includes West Lebanon)
- Has established relationship with a Dartmouth-Hitchcock Health (D-HH) provider (Primary or Specialty Clinic)
- Able to participate in their own care (excludes dementia, severe persistent mental health), or patient has a Caregiver who can be present during visits
- Will benefit from short-term medical intervention(s) aimed at an acute condition or exacerbation of a chronic condition
- Not receiving similar services from another organization (visiting nurse and hospice)

**RIGHT PERSON,
RIGHT CARE,
RIGHT PLACE,
RIGHT TIME**

COMMUNITY PARAMEDIC SERVICES PROVIDED:

- Care Transitions
- Chronic Disease Support
- Wound Care
- Monitoring Vital Signs
- Medication Reconciliation
- Home Safety Evaluations

AND OTHER INTERVENTIONS WITHIN PARAMEDIC SCOPE OF PRACTICE

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COORDINATED AND CONNECTED

- Access to the electronic medical record allows the community paramedic to report information (such as changes in health status etc.) back to D-HH providers.
- Working in conjunction with D-HH providers, the community paramedic is able to follow medical orders, providing care in the patients home and avoiding high cost settings
- **Note:** Community paramedic services are not intended to replace regular clinic visits

HOW TO REFER

Referrals for the community paramedic program must come from a D-H provider

Send an in basket message to "Jeremy Thibeault" including **MIHReferral**

Patient Rack Card-

IS A VISIT FROM THE COMMUNITY PARAMEDIC RIGHT FOR YOU?

The Community Paramedic works directly with your doctor. They can provide non-emergency services in your home.

The Community Paramedic can assist with:

- Transitions home from the hospital/emergency department
- Checking medications
- Managing health needs and coordinating care at home

WHO CAN BE SEEN BY THE COMMUNITY PARAMEDIC

The Lebanon Community Paramedic serves patients living in Lebanon and West Lebanon, NH with a referral from a Dartmouth-Hitchcock Health provider.

This includes: Dartmouth-Hitchcock Medical Center, Alice Peck Day and other D-H affiliate hospitals

If you are interested in having a visit with the Lebanon community paramedic you should talk with your D-H provider

2021 Project Team

Barbara Farnsworth, MS, Director Community Health Partnerships, DHMC
 Bryan L'Heureux, MPH, Community Health Partnership Coordinator, DHMC
 Jeremy Thibeault, Firefighter/Paramedic, Lebanon Fire Department
 Jim Wheatley, Firefighter/Paramedic, Captain at Lebanon Fire Department
 Sally Kraft, MD, MPH, Vice President Population Health DH
 Tim Burdick, MD, MBA, Heather Road, DHMC
 Tom Trimarco, MD, Emergency Medicine, DHMC

