



Milwaukee Fire Department Mobile Integrated Health Program

Milwaukee Fire Department Mobile Integrated Health (MIH) Program



Vision: To help create a healthier Milwaukee

Mission: To provide a path to health care for our at-risk populations through proactive MIH visits

We want to educate and empower patients to take their health into their own hands!!



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In 2015 the MFD partnered with the UWM College of Nursing to train our paramedics to become Community Paramedics.

UWM is providing 120 hours of additional training for our paramedics who have volunteered for the MIH Program



Current EMS Challenges

- The 'healthcare' world views EMS as just that, EMS, an entity *separate* from healthcare.
- Even Medicare, the largest single healthcare payer in the United States, only covers all of our services as a '*transport*' benefit.
- Throughout the U.S. there are organizations that are changing that viewpoint and being compensated appropriately.
- An additional challenge for EMS is responding to gaps in ambulance insurance reimbursement which requires patient transport, perpetuating a costly healthcare system.



MIH Services

- High utilizers of the 911 system - “the abusers”
- Through a tiered triage response, determine subgroup of patients that DO NOT need transport to the ED
- Preventing readmissions
- End of Life Counseling
- Collaboratively assess and intervene to improve the effectiveness of treatment regimens for chronic conditions:
 - CHF
 - Asthma
 - Diabetes
 - HTN



The Potential Savings

When these areas are integrated into one comprehensive model, savings occur.

- 1) EMS “high utilizers”
- 2) Low acuity patients
- 3) Readmissions
- 4) End of life
- 5) Chronic diseases

MedStar’s MIH program has demonstrated, from 2009 through 2014, a 7.4 million dollar savings in emergency room charges.

In a 12-month period, reduced 9-1-1 use by these patient populations by 86.2% , resulting in a saving of \$1.6 million in EMS charges.



What are we doing?

MIH/Community Para-medicine

- We are currently visiting patients from our Community Paramedic engine house at the quarters of Station 4!
- Our main focus is addressing the vast number of high utilizers of the 911 system.
- With 71,000+ EMS responses in 2016 our goal is to shrink the number of *low acuity* calls!
- Our goal is to navigate the patient towards what they **NEED** vs. want!
- CP legislation has passed the Assembly and is awaiting public hearings before being submitted to the Senate for passage.
- Assembly Bill 151 passed with bipartisan support!
- We anticipate passage in the near future!



In summary we will.....

- Reduce unnecessary BLS and ALS transports to the ED via ambulance
- Utilize **CURRENT** resources
- Improve public perception of MFD as a caring, forward-thinking organization
- Provide the citizens a “Medical Home” and the **BEST all around** care
- Insert ourselves as an integral part of the “Healthcare” system before it’s an “Emergency”
- Save millions of valuable healthcare dollars
- Most importantly, in conjunction with HOME GR/OWN Milwaukee, and the Strong Neighborhoods programs, we will have a **healthier** Milwaukee



How can we help with the Opioid problem? (Not specially MIH but Fire based EMS)

- Take advantage of our initial patient contact to begin the process of ensuring consistent reliable information about substance abuse and recovery options are given to the patient.
- During our initial emergency contact provide the patient with resource education and literature.
- Whether we transport the patient or they refuse transport we still have the opportunity to provide point of care education to the patient and /or family and friends.
- Provide a warm hand-off to 211 or other participating recovery organizations.



Our goal: Institute for Healthcare Improvement “Triple Aim”

Better health

Better care

Lower costs

