



BELMONT COUNTY COMMISSIONERS



Belmont County Health Department
HEALTH PROMOTION, PREVENTION AND INTERVENTION

Belmont County CARES Program

Currently serving any client in Belmont County

740-827-0004

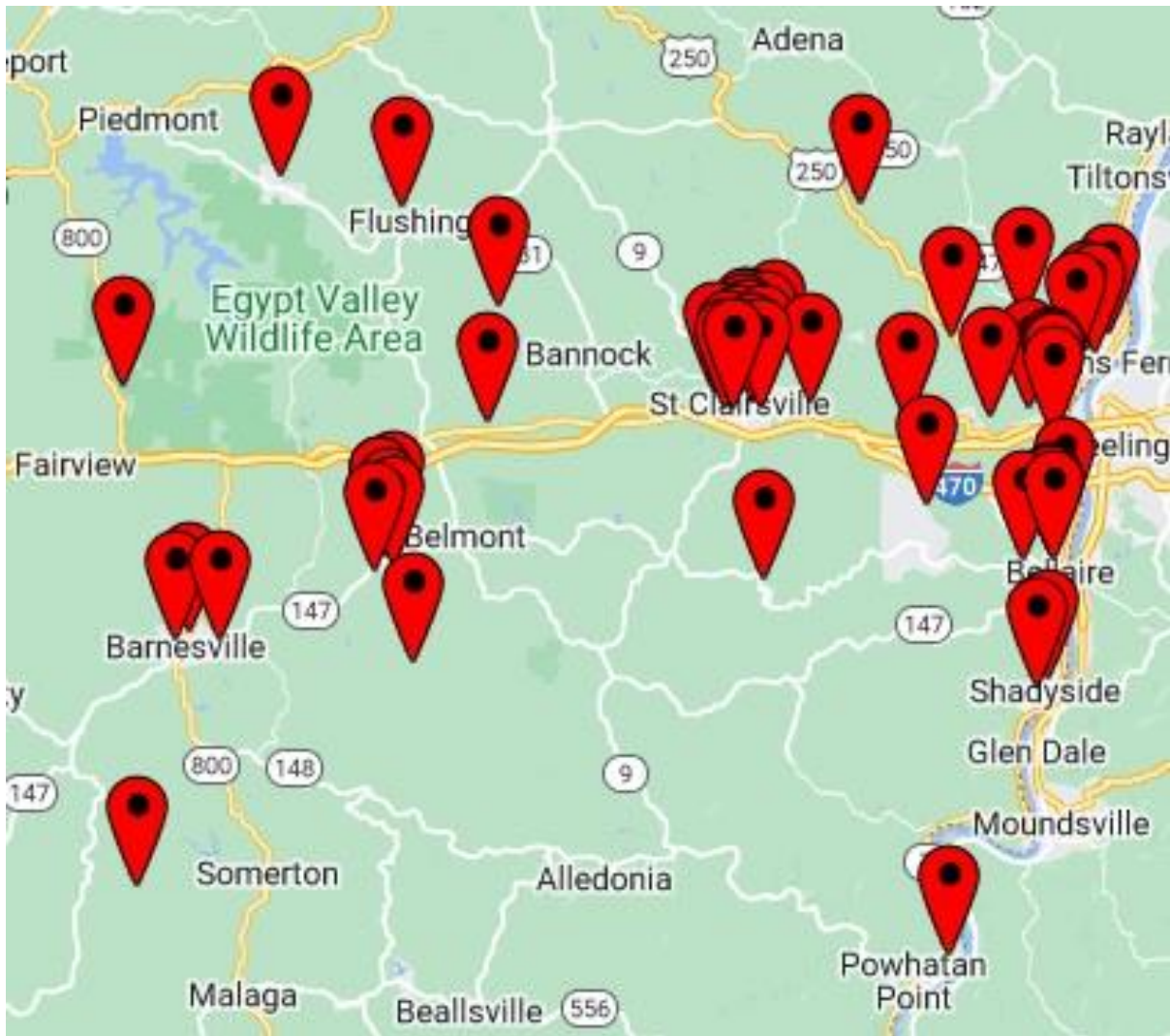
Community Access Resources Education & Solutions

QUARTERLY REPORT

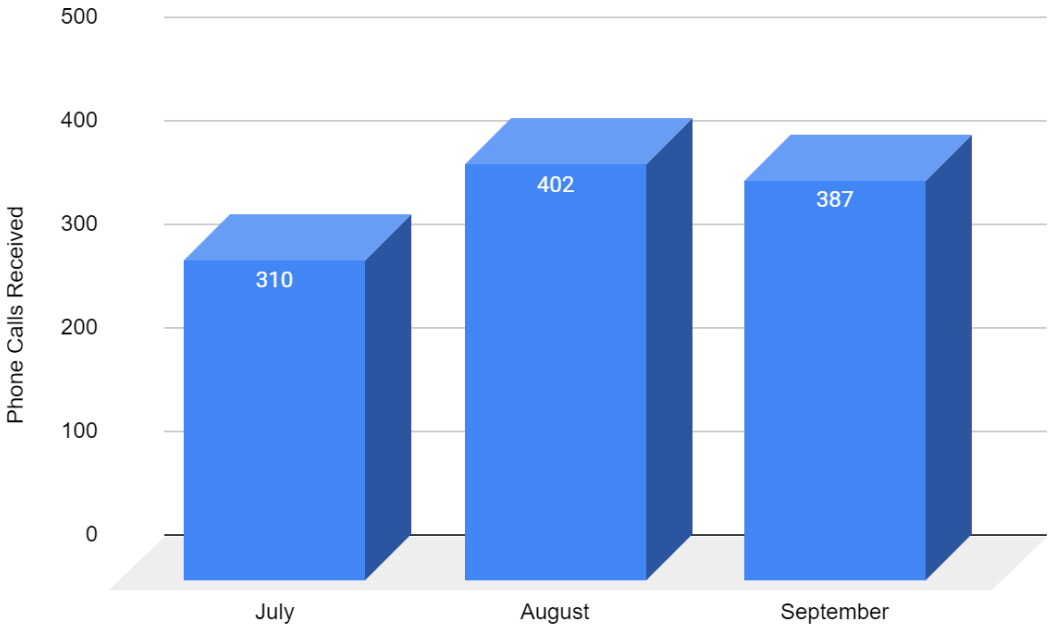
2023 – Quarter 3

July 2023 – September 2023

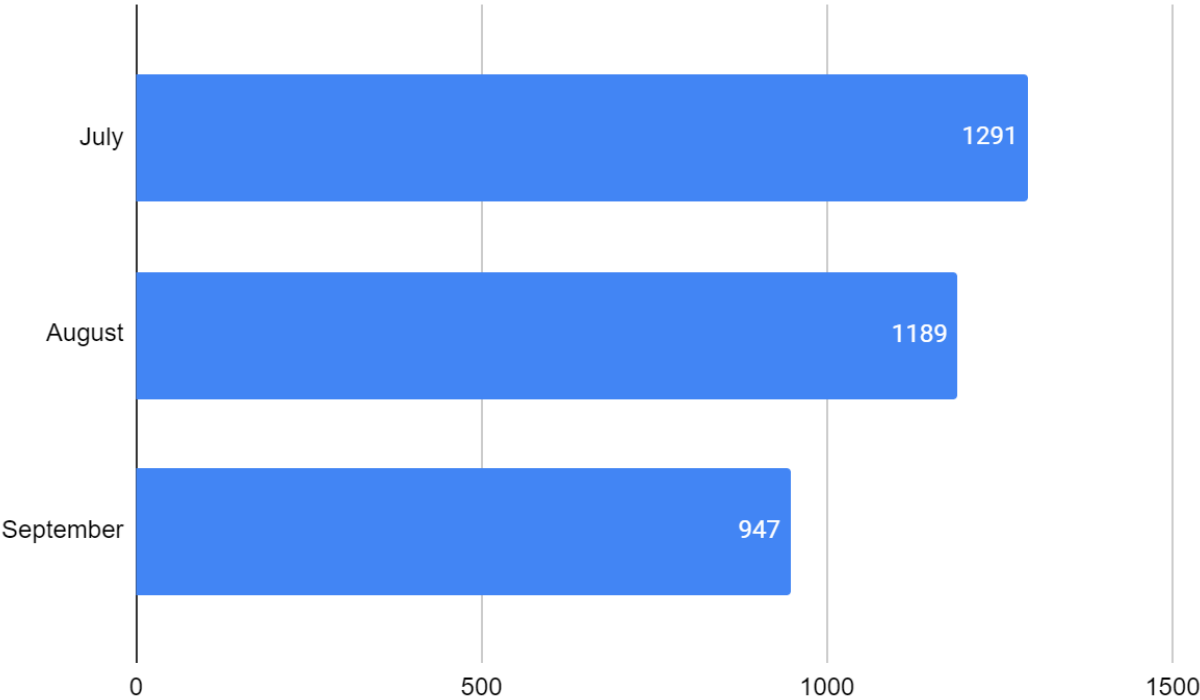
Home Visits: 154



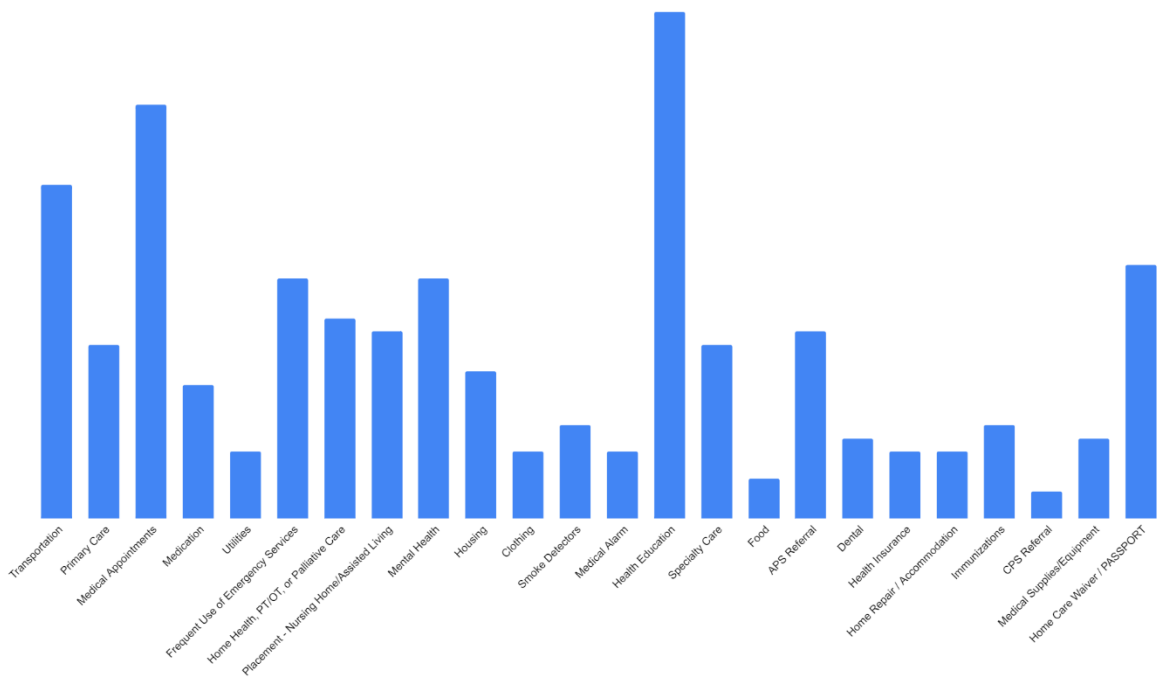
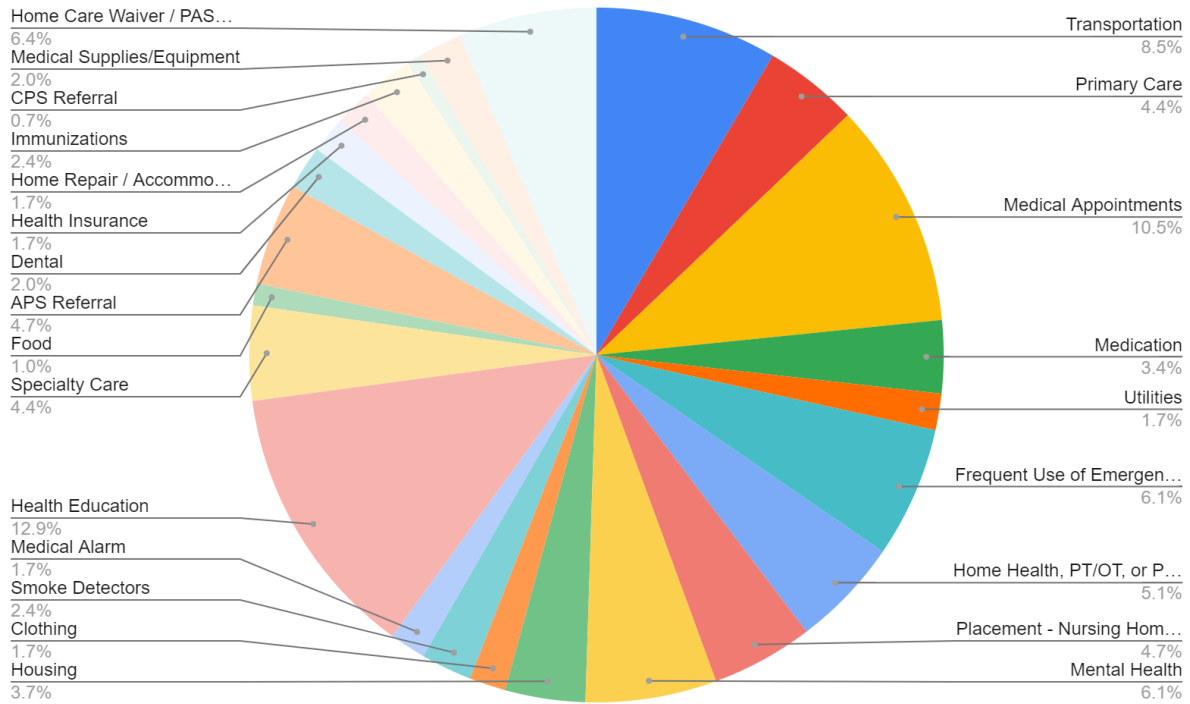
Phone Calls Received: 1252



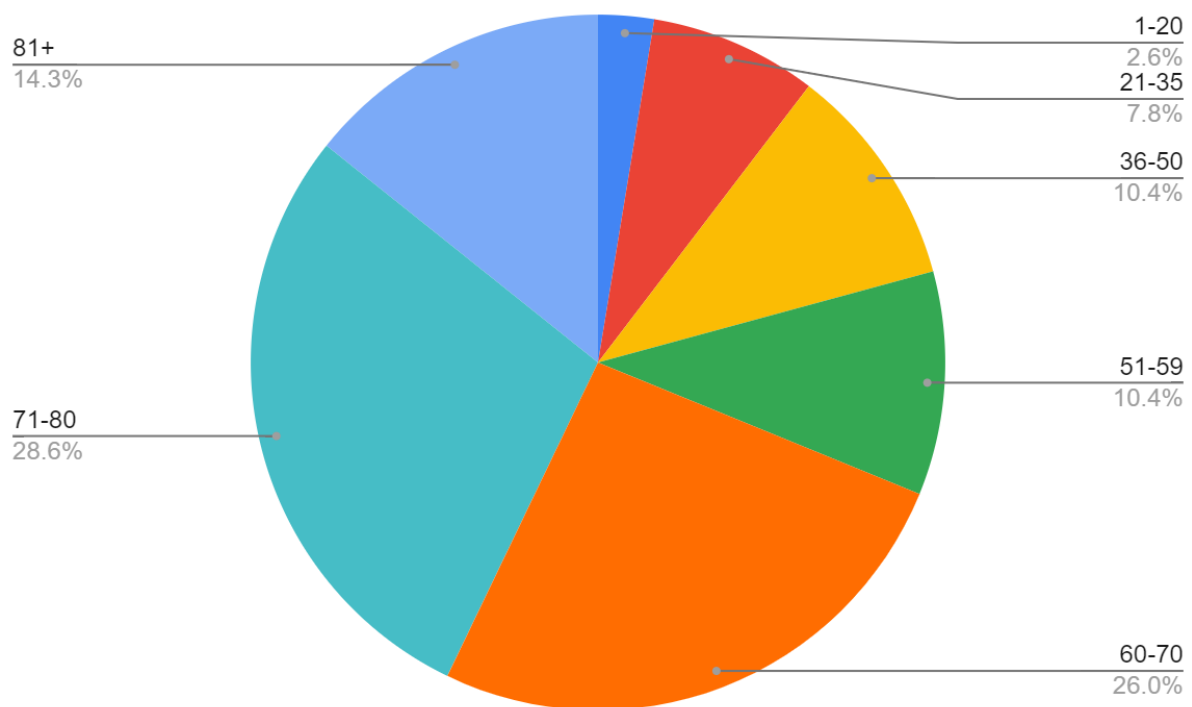
Time Spent on the Phone (in minutes):



Assistance Provided:



Ages of Population Served:



68.9% of the population served is age 60 or older

What is Community Paramedicine:

Community paramedicine is a field of healthcare delivery in which paramedics provide additional healthcare services to patients outside the scope of traditional emergency and first responder services. The goals of these programs are to increase access to primary care for medically underserved populations and to reduce avoidable use of emergency care resources.

Community paramedicine is an emerging model that enhances the role of EMS providers so they are partners in public health and community healthcare delivery.

Community paramedicine programs build on the existing skills and community relationships of paramedics and EMTs and provide additional skills to work in the community, such as motivational interviewing. A community paramedic may perform health screenings, home inspections, and other services while in the field or in the client's home. In their role, community paramedics address one or both of two main goals:

Increasing access to primary care

Reducing use of emergency care resources

These programs can align with a broader, system-wide expansion toward mobile integrated healthcare, a model of care in which healthcare professionals work in an expanded capacity outside of the clinical setting.



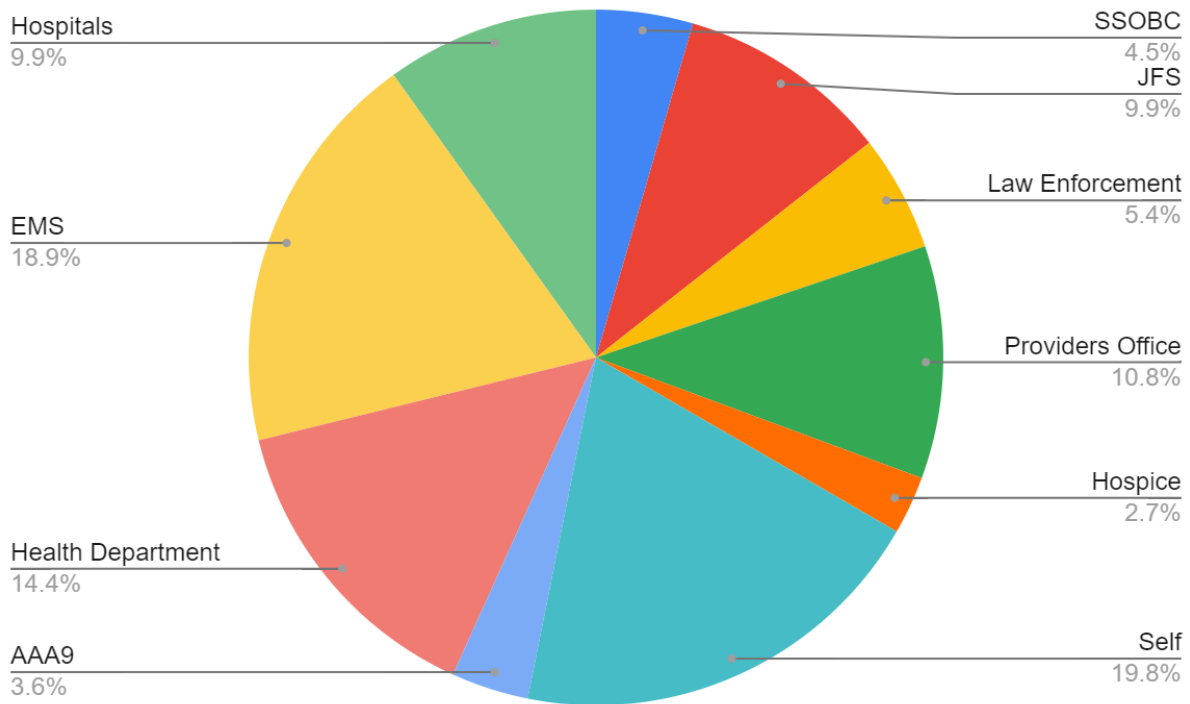
How the CARES Program works:

Typically, an intake process includes reviewing the care the client already receives, discussing their support systems, reviewing their needs, and developing a plan to obtain the needed services. This process can vary vastly based upon the needs of the client, their resources, and their insurance. See the assistance provided section below for more information.

The Community Paramedic will refer clients to agencies and providers to meet their needs. This includes making appointments, scheduling transportation, sending reminders, and following up. The Community Paramedic also follows the client to ensure follow up and makes sure that solutions were found.

Where do referrals to the program come from?

Referrals for the CARES Program can come from healthcare providers (EMS agencies, hospitals, physicians, etc.), social services (health department, adult/child protective services, senior services), insurance providers, families, and friends of individuals, or individuals themselves.



Assistance Provided:

Frequent Use of Emergency Services: Individuals who frequently call 911 or use emergency services for non-emergent issues were provided case management to connect them with more appropriate services including primary care, behavioral health, housing, and social services.

Mental Health: Every applicable client receives education on behavioral health resources in the county (from the Mental Health & Recovery Board) as well as the crisis hotline and text line information. If a client expresses a need for behavioral health treatment, the Community Paramedic will work with them to find mental health resources, such as a counselor, therapist, LSW, psychologist, or psychiatrist. In many cases, the Community Paramedic completes a PHQ-9, a diagnostic tool used to screen for the presence and severity of depression; results are reported to a clinician if appropriate. The Community Paramedic may experience patients in mental health crisis and may have to work with them and their provider to obtain emergency treatment or facilitate an application for emergency admission.

Home Health, PT/OT, or Palliative Care: When a client requires or requests in home assistance, an assessment is completed. For Home Health, Skilled Nursing Care, Physical Therapy, and Palliative care, the Community Paramedic will work with the client's provider to obtain an order. This often includes scheduling an appointment in their office or facilitating an alternative plan (virtual, etc.)

Health Education: Often clients do not understand their health or disease. Providing personal education at their education level can be very informative and help clients understand their need for treatment.

Primary Care: If a client is found to have no primary care provider. The Community Paramedic will stress the importance of having a primary care provider and will work with them to find a provider in a local health system. This typically includes scheduling, sending reminders, and arranging transportation – as well as medication assessments prior to the appointment.

Medical Care: If a client is already established with a primary care provider, but has not been seen in 6+ months, education is provided and an attempt is made to schedule them for an appointment. Some clients are not able to easily attend appointments due to many obstacles. Sometimes this means help with transportation, getting prepared, or facilitation of a virtual appointment.

Dental Care: Clients are screened to see when their last dental appointment was. If it was over a year, education is provided on dental health and there is an attempt to schedule an appointment with their dental provider. If they do not have a dental provider, the Community Paramedic will assist the client become established with a provider.

Fall Risk Assessment: Falls are common in adults 65 years of age and older. In the United States, about a third of older adults who live at home and about half of people living in nursing homes fall at least once a year. There are many factors that increase the risk of falling in older adults. These include mobility problems, balance disorders, chronic illnesses, and impaired vision. Many falls cause at least some injury. These range from mild bruising to broken bones, head injuries, and even death. In fact, falls are a leading cause of death in older adults. A fall risk assessment checks to see how likely it is that a client will fall. It is mostly done for older adults. The assessment usually includes: An initial screening. This includes a series of questions about your overall health and if you've had previous falls or problems with balance, standing, and/or walking. A set of tasks, known as fall assessment tools. These tools test your strength, balance, and gait (the way you walk). (MedlinePlus, 2021)

APS/CPS Referral: If a senior/child is found living in deplorable or unlivable conditions, a referral is made to Adult/Child Protective Services. The Community Paramedic will then work with the APS/CPS worker to assist with their needs. Referrals are also made when it is believed that a senior/child is being abused, neglected, or exploited.

Home Care Waiver / PASSPORT: For Ohio Home Care Waiver and/or PASSPORT, the Area Agency on Aging Region 9 is contacted and a referral is made. The Community Paramedic will follow up and see that AAA9 completes an assessment; then will follow up with the client and see that their needs are met.

Placement – Nursing Home or Assisted Living: If a client's needs are beyond that of staying at home, health education is provided. Personal conversations review the status of their health and work to ensure they understand their needs and availability of care. All placement is done with the clients consent after thorough education. Sometimes, CARES referrals are obtained when a client is seen by EMS and transported to a hospital – on occasion the Community Paramedic will work with the hospital social workers to help find resources for the client.

Health Insurance: If a client does not have insurance the Community Paramedic can help them review programs they may be eligible for – this includes Medicaid, Medicare, and supplement plans. The Community Paramedic can work with them to complete the necessary applications and gather paperwork.

Medical Transportation: The Community Paramedic will assist with reviewing eligibility for transportation. Depending upon age and insurance provider, clients may be eligible for different transportation services. This includes Senior Services of Belmont County Transportation, non-emergency transportation services with Job and Family Services, insurance specific transport services. Clients that are found ineligible for any medical transportation are typically assisted with finding other means, such as locating a transportation provider.

Housing Assistance: When a client requires permanent housing that they are unable to obtain the Community Paramedic can work with them to locate housing and fill out applications. This includes working with senior living facilities, public housing, and other apartment facilities. This may also include assistance with locating emergency funds to help cover rent, security deposits, etc.

Utility Assistance: If assistance is required with utilities, the Community Paramedic can refer to Community Action Commission Home Energy Assistance Program (HEAP). This often includes communication with the HEAP office and ensuring the proper documentation. There are also other programs available, such as the Area Agency on Aging's Utility Assistance Program – the Community Paramedic can assist with filing an application and submission.

Clothing and Food Assistance: Referrals are made to community organizations such as the Salvation Army, Greater Wheeling Coalition for the Homeless, Catholic Charities West Virginia, Project Manna, St. Vincent De Paul Society, and the Miracle of Life Group. This may include assistance with picking up and delivering items.

Smoke Detectors: Clients are asked if they have a working smoke detector in their home. If they do not, they are provided with one and help with installing if necessary.

Medical Alarm: If clients need a medical alarm, they likely have other needs. They may qualify for home health, PASSPORT, etc. – this may qualify them for a medical alarm. If they are unable to qualify for coverage the Community Paramedic can help them shop for one – typically online.

Specialty Care: If a client requires or would benefit from specific health treatment such as wound care, specialist care, etc. – the Community Paramedic will work with them to obtain the treatment. This often includes talking with the providers office, scheduling appointments, and involving their primary care provider.

Home Repair/Accommodations: If a client needs a home repair or accommodation in order to safely stay in their home, the Community Paramedic can make referrals to charitable organizations and be an advocate for them. The Community Paramedic can also assist them with calling area businesses to obtain quotes for improvements.

Immunizations: Clients are screened for immunizations. If they have not received common immunizations, the Community Paramedic may offer to assist them with obtaining immunizations. This can be either through the Belmont County Health Department or working with their primary care provider.

Employment Assistance: The Community Paramedic can work with clients to obtain employment. This includes education, assistance with access, referrals to Ohio Means Jobs and follow up.

Medical Supplies/Equipment: The Community Paramedic can assist clients with obtaining needed medical supplies. This includes communication with their insurance, providers, and area agencies.