



REMSA's
Community Health Programs

Washoe County
Board of County Commissioners

January 27, 2015

Acknowledgment

This program was made possible by CMS Grant #1C1CMS330971-01-00 from the Department of Health and Human Services, Centers for Medicare & Medicaid Services.

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A - 1/27/15
#7

Health Care Innovation Award (HCIA)

- Funded by Affordable Care Act
- REMSA one of only 107 awardees out of over 3,000 applicants (in HCIA round one)
- **Community Health Programs** improve access to most appropriate level of quality care & reduce overall health care costs
- New health care personnel:
 - Community Health Paramedics
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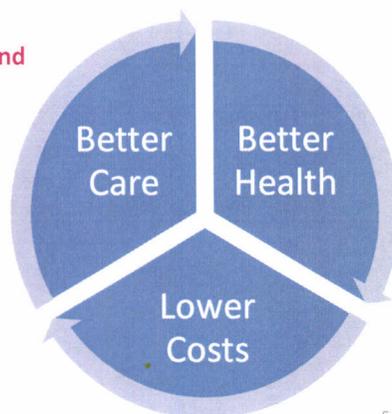
CMS Innovation Center

"New models of care and payment that continuously improve health and healthcare for all Americans"

Responding to our community's healthcare needs. 3

TRIPLE AIM

Improve the quality and experience of care



Improve the health of populations

Reduce per capita cost



Source: Berwick, DM, et al; *The Triple Aim: Care, Health & Cost*; May/June 2008; Health Affairs

Responding to our community's healthcare needs. 4

Partners Critical to Success

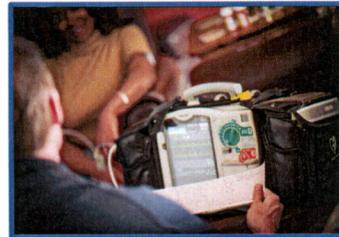
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Community Health Programs

Community Paramedicine

Specially-trained **Community Health Paramedics** provide in-home services to improve the transition from hospital to home, including:

- Medical care plan adherence
- Medication reconciliation
- Point of care lab tests
- Personal health literacy



Responding to our community's healthcare needs. 7

Nurse Health Line

858-1000

Registered Nurses provide 24/7 medical guidance & triage patients to appropriate health care or community service:

- Protocol-driven Assessment & Care Guidance
 - Emergency Care Nurse System
- Recommended Level of Care
 - On-line Directory of Services
- 24-hour Phone Follow-up
- Access: Direct & Omega Protocol



Responding to our community's healthcare needs. 8

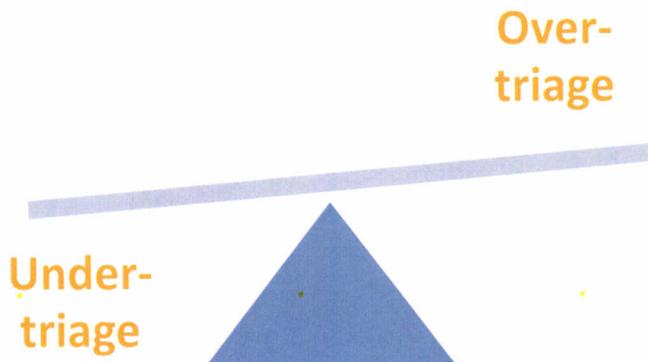
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Responding to our community's healthcare needs. 9

Three Interdependent Interventions Achieving a Balance



Responding to our community's healthcare needs. 10

Preliminary Outcomes

The preliminary outcomes presented herein are very early estimates and reflect a best faith effort to present an accurate description of our progress in improving the quality and experience of care, improving the health of populations and reducing the overall cost of care. All savings estimates are calculated based upon average charges from data provided by the Nevada Center for Health Statistics & Informatics at UNR. We continue to test and confirm the methodology and the data sources. These estimates will be updated as new data is identified and our methodologies are validated.

Preliminary Results

December 2012 – June 2104

1. Improved access to quality care
 - 15,941 calls to Nurse Health Line
 - 2,024 home visits
 - 574 alternative ambulance transports
2. Improved patient quality of life & satisfaction
3. Total program savings: \$2.8 - \$7.9 million
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HCIA Next Steps

1. Continue services in our community by investing savings and working with program partners & insurers
2. Grant Ends June 30, 2015
3. National Focus on Reno & Washoe County
4. Independent Evaluation – RTI International
5. Report Final Program Outcomes



Responding to our community's healthcare needs 13

VOICES

THE OPINION OF THE BIGJ EDITORIAL BOARD

REMSA plan may change health care as we know it

With or without the Affordable Care Act, health care in the United States is changing. It has to. The sheer cost of the system — which isn't really a system but a diverse collection of individuals, private organizations and public agencies often working together but not always — make it unsustainable.

Patients are increasingly unwell, even when the system works for them, so are providers, who are caught in the middle of patients, insurance companies and the government.

So, change is coming whether we like it or not. With health care being used as a political football between Republicans and Democrats, we can only hope that the change is for the better, not the worse.

That's why members of the Truckee Meadows should be pleased that the Regional Emergency Medical Service Authority, better known as REMSA, is in the forefront of the movement to find ways to provide better health care for Americans at a lower cost.

On Tuesday, REMSA announced that it had won \$99 million grant from the U.S. Department of Health and Human Services to develop a program that will give patients more options when they call for "emergency" service. If it works, the program has the potential to change the way that many emergency residents — and, eventually, all Americans — are treated.

■■■■ If you call for an ambulance today, you will most likely end up in the emergency room. The ambulance service has no choice. Most important, that's the only way it will get paid by insurance companies and Medicare. It's also the most expensive way to receive care.

REMSA wants to change that. Its proposal is to use that \$99 million to fund a program that will allow us to take patients



Michael Pitt, a communications information technology coordinator at REMSA, tries out the firstWatch early warning surveillance system at REMSA, installed in 2011, the first in the world, across the country.

SNAPSHOT

REMSA is responding to medical emergencies.

OUR VIEW: REMSA's plan would ensure that patients receive the most appropriate care when they call for an ambulance and land injury, too.

where they'll get the most appropriate treatment — the emergency room, if that makes the most sense, or to an urgent care center or a physician's office, if that makes more sense.

There are a lot of questions that will have to be answered before the program begins.

REMSA plans to hire specially trained paramedics to focus on home care. A triage nurse will be on duty at the REMSA call center to help patients determine what kind of care they need. Providers will have to be developed to ensure that decisions are based on what's best for the patient. The program will need the buy-in of doctors,

clinics and hospitals in the area. Insurance companies will have to be convinced that the program is in their best interests, too.

REMSA is in a good position to undertake a project of this sort, however.

Overseen by the Washoe Health District and a board that consists of medical professionals and hospital representatives.

REMSA has plenty of representatives to call on to answer the difficult questions and the concerns of the medical community that it will need to make it all work.

That may be the reason that REMSA's proposal was one of just 17 out of more than 170 applications, awarded grants by HUD.

Frank Smith, president of REMSA, calls the plan "a game-changer." If the game is going to change, it's good to know that we in Reno-Sparks will be the ones changing it.

YOUR VOICE: The Reno Gazette-Journal interviewed some area residents on their views about the REMSA plan. We'll be looking for your thoughts.



Responding to our community's healthcare needs 14

Wine and beyond Barrels & Bites, an old event with a new name, embraces widening array of beverages | FOOD & DRINK, 1E

RENO GAZETTE-JOURNAL

A GANNETT COMPANY WEDNESDAY, SEPTEMBER 17, 2014 www.rgj.com

REMSA projects \$10.5 million in savings through 2015 through an effort that started two years ago providing three services: a nurse healthline, community paramedicine and ambulance transport alternatives. PROVIDED BY REMSA



EMERGENCY SERVICES

REMSA: Service changes pay off

By Jason Hidaigo
jhidaigo@rgj.com

What happens when you turn paramedics into caregivers and divert patients in ambulances away from the emergency room?

Apparently, you save millions of dollars. More accurately, you save \$10.5 million in area health care expenditures for three years, according to Regional Emergency Medical Services Authority.

That's the total amount of savings that REMSA projects through 2015 for its Community Health Programs effort, which started two years ago. Created through a \$9.8 million bond issue.

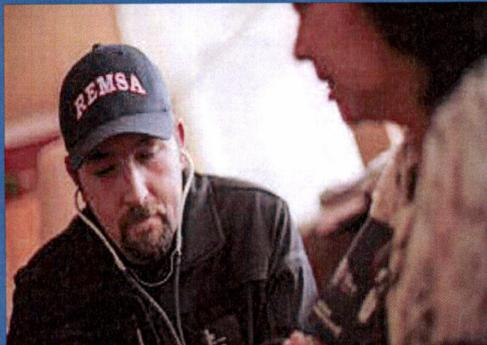
See REMSA, Page 6A

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"I love all the REMSA team."

"This is a blessed and wonderful program."

"I want to thank your nurse."



"I am very thankful."

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"Your paramedics have, without exception, been kind, caring, professional."

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The attached document was submitted to the
Washoe County Board of Commissioners during
the meeting held on January 27, 2015.
by Brenda Steffan
for Agenda Item No. 7
and included here pursuant to NRS 241.020(7) as
amended by AB65 of the 2013 Legislative Session.



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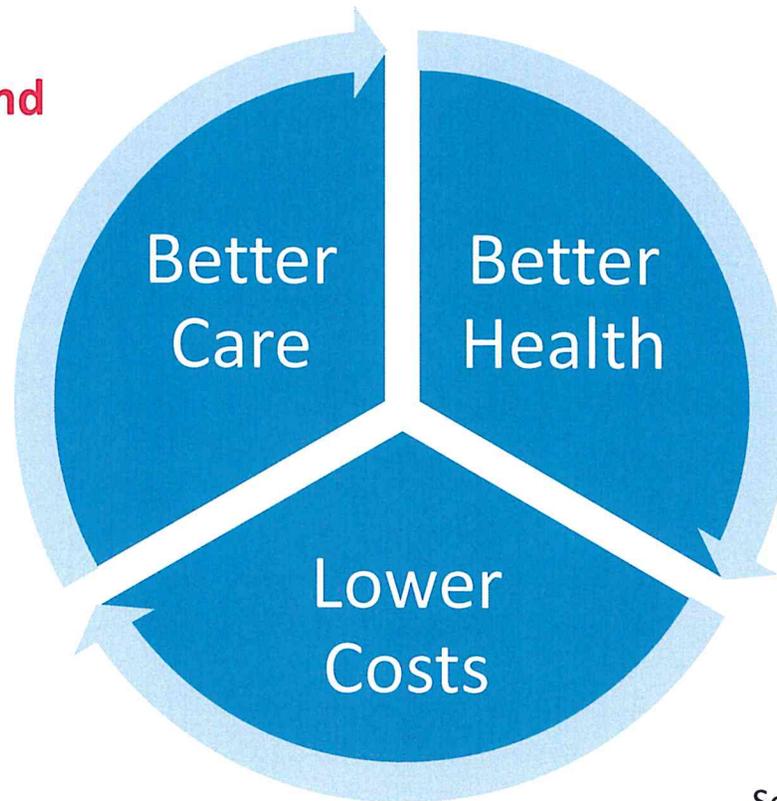
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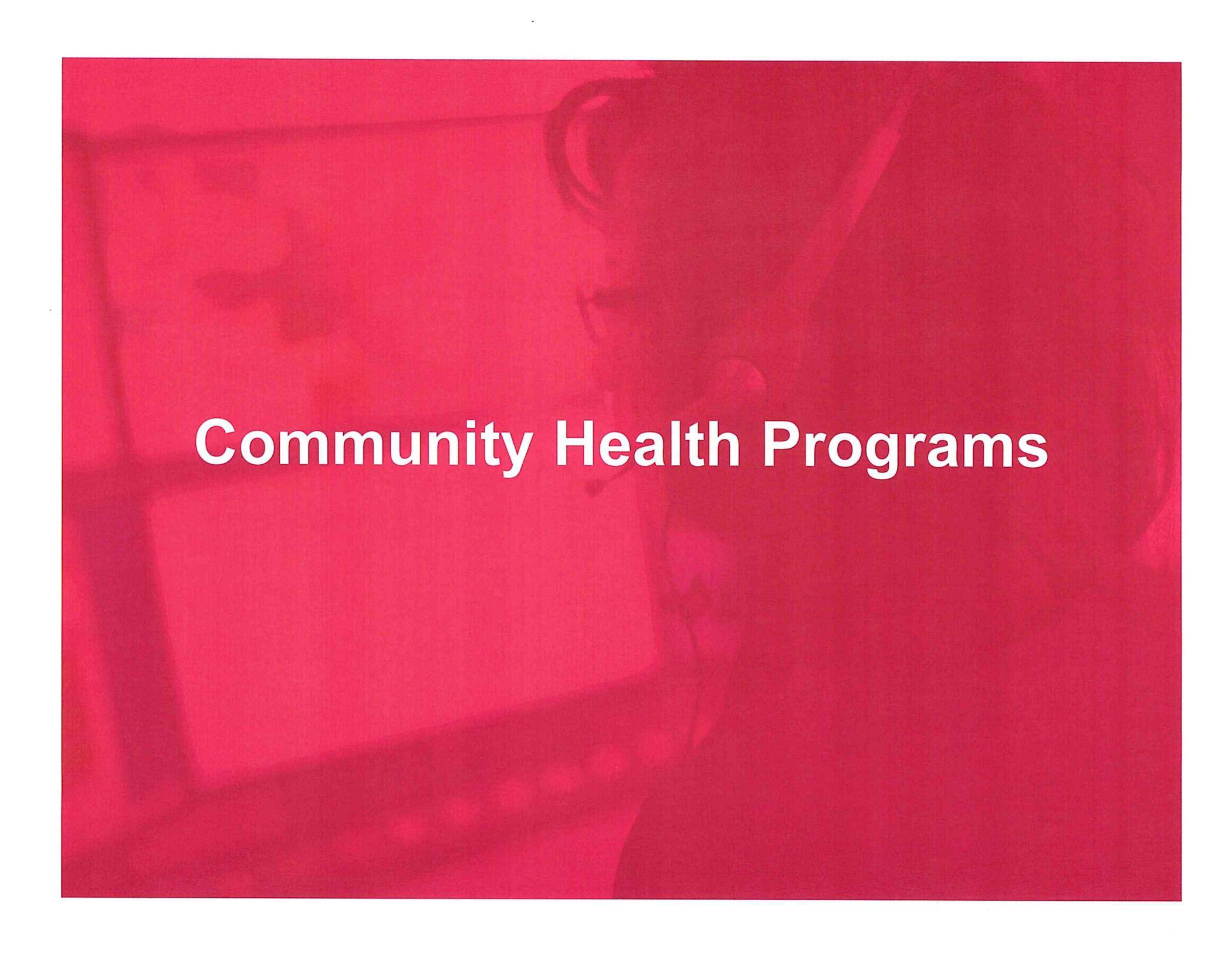
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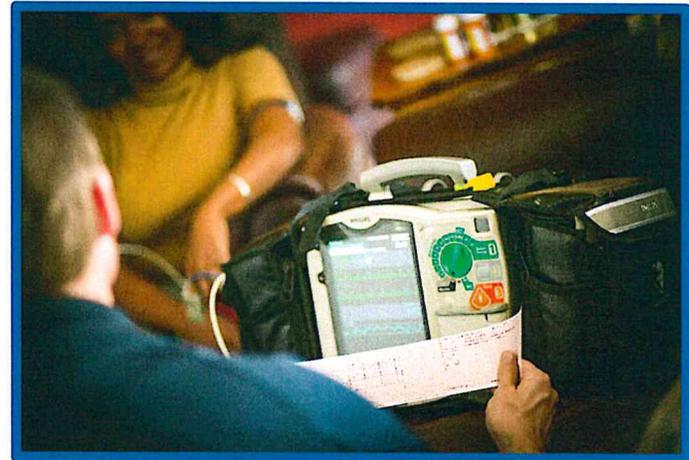


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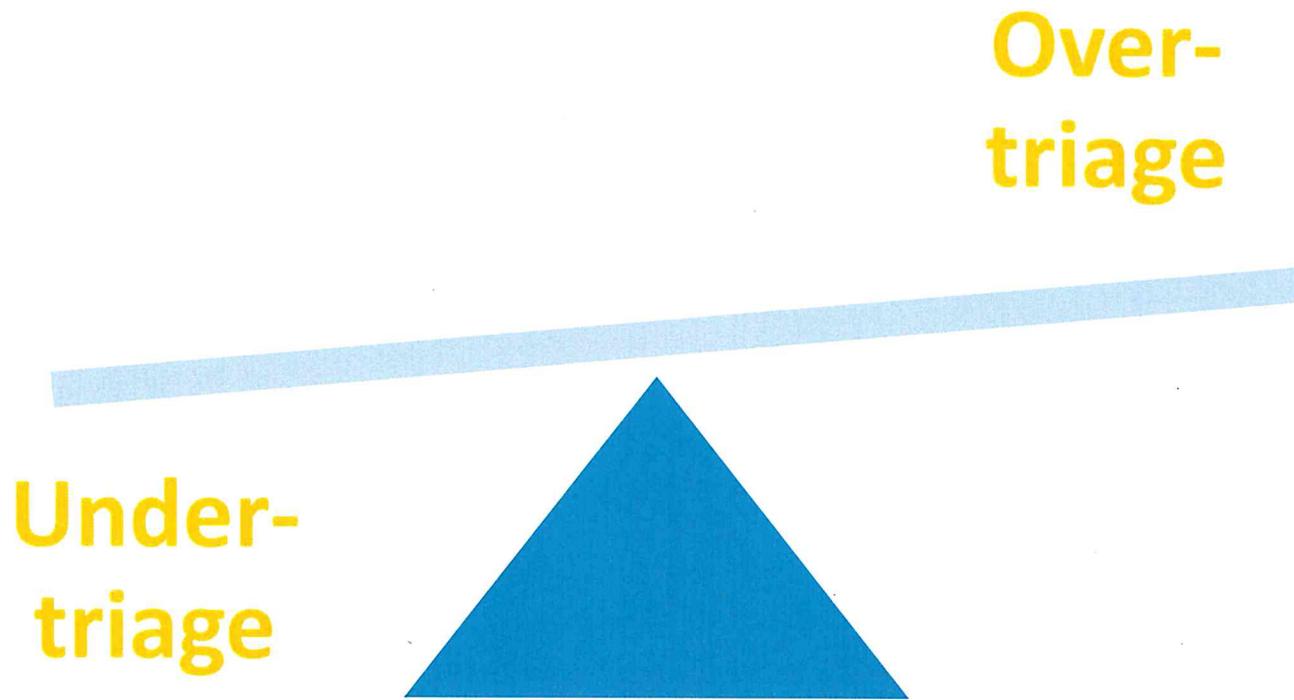


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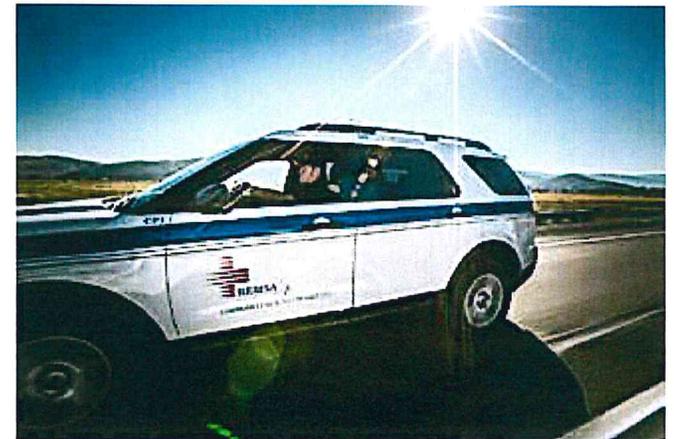
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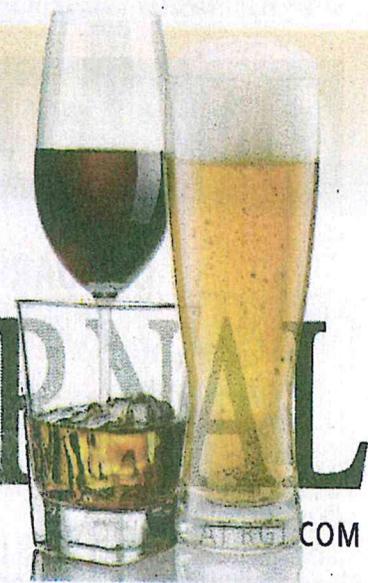
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YOUR VOICE: The Reno Gazette-Journal Editorial Board invites your comments on topics we write about. Go to rgj.com and click on the "Voices" link to share your thoughts.

to our community's healthcare needs. 14

Wine and beyond

Barrels & Bites, an old event with a new name, embraces widening array of beverages | FOOD & DRINK, 1E



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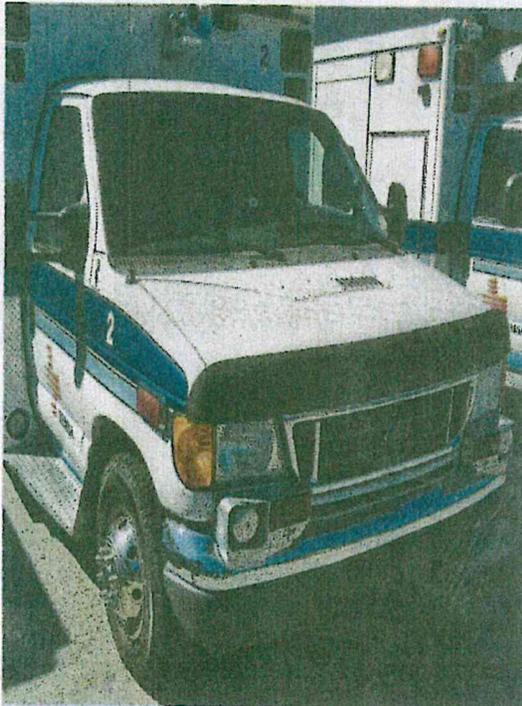
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WEDNESDAY, SEPTEMBER 17, 2014

RENOGJ.COM

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PROVIDED BY
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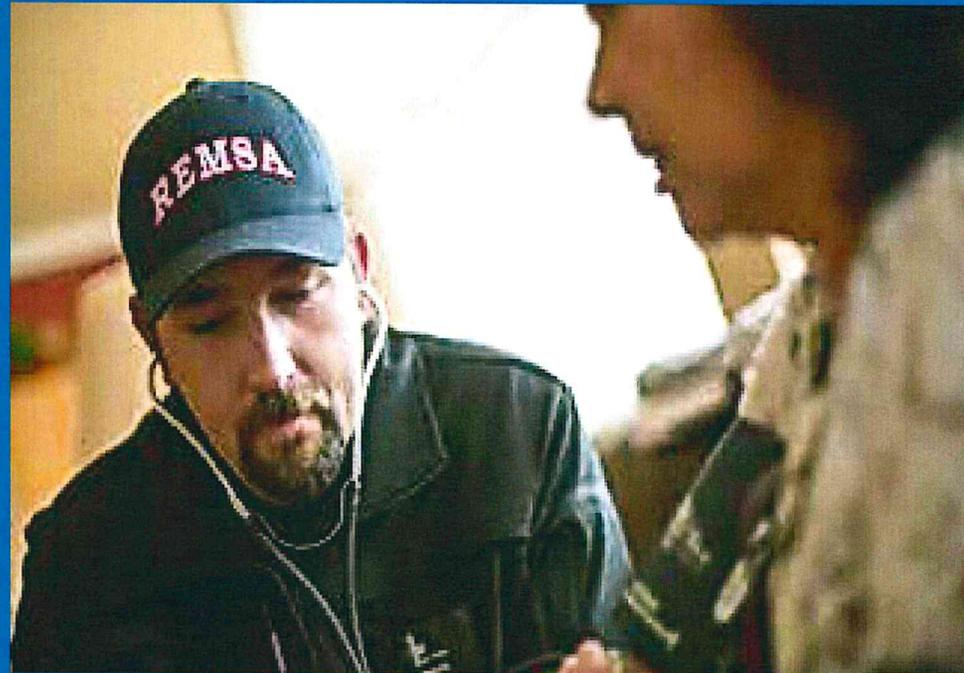
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