



MEMO TO: Public Safety Committee of the Whole

FROM: Tommy Smith, Fire Chief

DATE: August 20, 2019

SUBJECT: Approval to sign the Community Services Agreement with King County Department of Health, EMS Division for Mobile Integrated Healthcare (MIH)

I. PURPOSE ☐ For Info Only ☒ Potential Agenda Item ☐ Scheduled for Council Action

II. RECOMMENDATION

Approve the Community Services Agreement with King County Department of Health, EMS Division (Agreement #4230 EMS) for Mobile Integrated Healthcare (MIH) services in the amount of \$209,299 as bridge funding until the King County EMS Levy funds the program for 2020-2026.

III. DEPARTMENT CONTACTS

Tommy Smith, Fire Chief, 425-556-2202
Eric Timm, Medical Services Administrator, 425-556-2201

IV. DESCRIPTION/BACKGROUND

In 2017, the City of Redmond Fire Department was awarded money to develop a project for the King County Department of Health, Emergency Medical Services Division (KCEMS) through a Community Services Agreement. The project was designed to perform all activities and duties of developing an EMS-based system that reduces emergent responses to non-emergent and low acuity calls for service using a proactive approach. The initial funding was designed to develop a pilot program only. This contract will fund that pilot program through the end of 2019. Beginning in the new EMS Levy (2020-2026), Mobile Integrated Health (MIH) will be funded as an ongoing program ending this pilot.

Using the data obtained during this pilot project, the Fire Department EMS Division will design a comprehensive program and response model to meet the needs of the community MIH now serves. This community is comprised of low-acuity patients, vulnerable populations and individuals in need of resource referral. By serving these community members through MIH, we will reduce inappropriate use of 911 resources, allow for higher customer service, maintain independence longer, and reduce overall

health care costs. Where possible, this program will maintain regional integration and resource sharing with other City departments within the policy requirements of KCEMS.

A. Analysis (Please include process to-date and any service delivery or fiscal considerations.)

Analysis

The MIH pilot program has been in place since 2017. This program has been offering service delivery to our communities since that time. This service delivery is staffed with Redmond Firefighters, Firefighter/Paramedics, and one contracted case manager.

From June 2017 to December 2017 MIH contacted 78 community members and offered services. In 2018, that number rose to 250. As of June 2019, we have had 109 patients enrolled. That total number since June of 2017 is 472. We have 188 open cases. The average age of our clients is 70. We have seen a reduction of 911 call usage for enrolled patients of 30.8%.

Primarily our patient population has been elderly patients needing assistance staying independent or needing to transition to the next level of care. We have a solid team internally and externally that work together to create a holistic approach to managed care, allowing seniors easier access to resources and solutions that meet their needs. We have been successful at assisting seniors to stay independent longer than if we had not been involved. We have improved EMS & Fire unit availability for our patient population.

This proposed contract has been discussed at the recent Internal Public Safety Committee meeting August 5, 2019. It was recommended to move forward to the Committee of the Whole.

Fiscal Considerations

Acceptance of this grant, managed by KCEMS in the amount of \$204,299, will provide the financial support needed to continue this innovative program. The MIH program is targeted at reducing overall EMS call volume as well as to provide a high level of pre-hospital care services that direct patients to more efficient and available health care services in the region.

V. TIME CONSTRAINTS

This grant covers expenditures from January 1, 2019 through December 31, 2019.

VI. LIST OF ATTACHMENTS

Attachment A: Community Services Agreement PHSCK #4230 EMS - Mobile Integrated Healthcare

Attachment B: NE King County MIH Update