



Providing Healthcare Equity Through a Mobile Integrated Health Program

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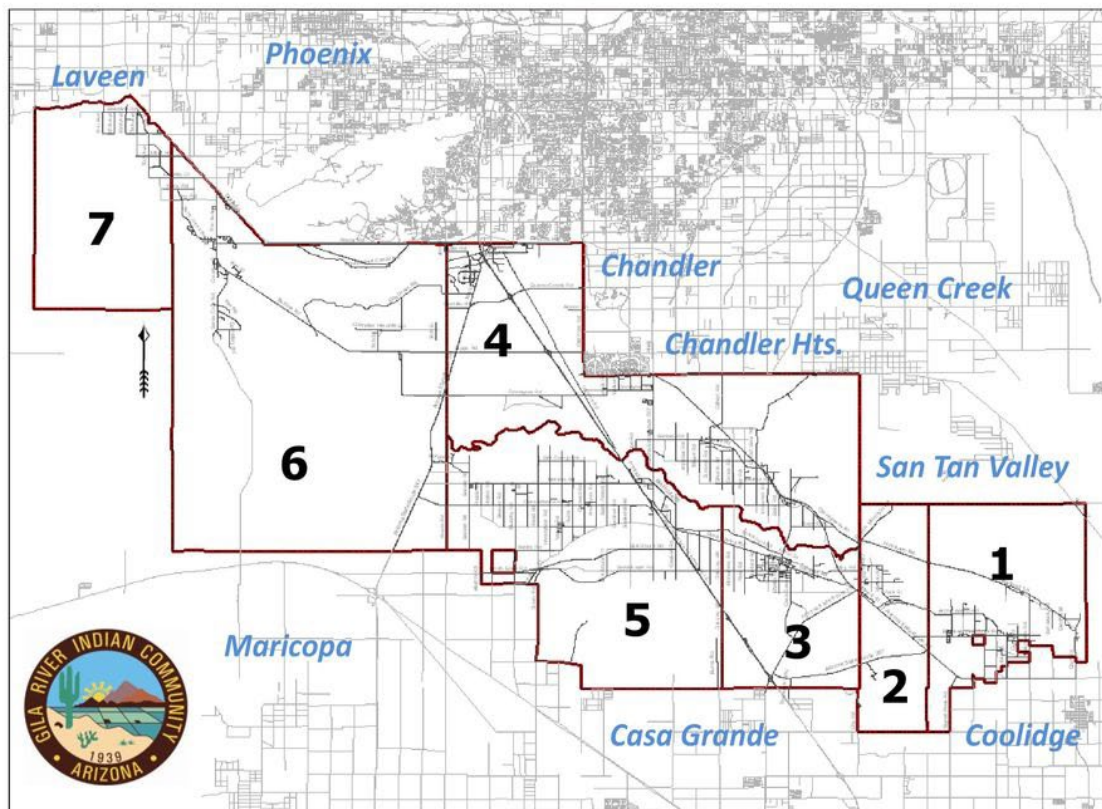


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Nothing To Disclose

About the Gila River Indian Community



The Gila River Indian Community is located in Arizona and approximately 30 minutes south of the city of Phoenix.

Established by Congress in 1939, The Gila River Indian Community is home to both the Akimel O’otham (Pima) and Pee-Posh (Maricopa) tribes.

Traditional Names:

- Akimel O’otham (Pima): “River People”
 - Pee-Posh (Maricopa): “The People”
-
- Land Area: Approximately 600 sq. miles
 - Seven Districts
 - GRIC Population: Approximately 22,000

What is Mobile Integrated Heal



- An emerging innovative healthcare delivery model that utilizes the unique skills of board certified, advanced credentialed EMS providers with an extended scope of practice
- Integrates with existing healthcare resources across the care continuum to provide patient care in the out-of-hospital environment
- Provide assistance and with non-acute illnesses, mental health assistance, and chronic care follow-up





2021 Needs Assessment Survey:

- Primary Care
- Public Health Nursing
- Case Management
- Behavioral Health
- Wound Care Clinic
- Emergency Department
- Transportation
- Dialysis Center
- Dialysis Center
- Life Center
- SANE Program
- Women's Health
- The Caring House
- Police Department
- Fire Department
- Dispatch





Hospital Discharge Follow-Up identified as the largest gap in care.

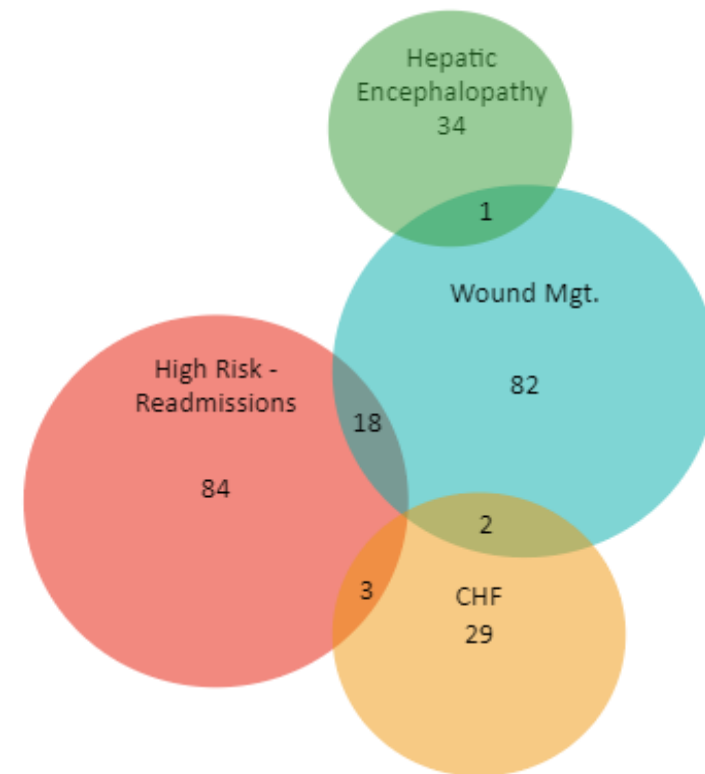
Review of Discharges to the community from all area hospitals:

- 263.8 Discharges monthly
- 61.25 Discharges weekly
- 1 to 22 discharge variance in daily waves

Of these discharges three main cohorts were selected to focus on:

- Hepatic Encephalopathy
- Congestive Heart Failure
- Wound Management – Limb Salvage

A fourth cohort was identified – High Risk for Readmission



Cohorts and High Risk
Readmission Patients (HRRP)
January 1 - July 15



Paramedics:

MIH Certifications:

- AZ DHS – Certified Emergency Paramedic
 - Basic Life Support – CPR
 - Advanced Cardiac Life Support
 - Pediatric Advanced Life Support
- IBSC – Community Paramedic Certified
- ABWM – Certified Wound Care Associates
- Expanded Scope under A.A.C. 25 and Title 36, Tables 2, 3, and 5.1

Community Health Representatives:

- MA/CNA/EMT-Basic: Can function under complete scope
- Provides Necessary and Fundamental source of knowledge of community resources and context for individuals
- Receives EVOS training
- STR Skills: IV, Phlebotomy, 12 Lead EKG, EMS equipment
- Dispatch Radio Raining (CAD)



- **Facilitation of PCP Visit:**
 - Obtain Vitals
 - Focused Physical Assessment
 - Review Of Systems
 - Medication Reconciliation
 - OTTO Tele-Health Visit with Audio and Video
 - Real time feedback for gaps in provider assessments or patient knowledge
- **Treatments As Needed:**
 - Point of Care Testing – Laboratory Services, Ultrasound, Video Otoscope, ECG
 - Advanced Credentialed Paramedics performing their full scope of practice
 - SQ, IM, IV, Infusions Administration as per Tables 2, 3, 5.1
 - Wound care treatment IAW the would clinic treatment plan





- **Providing Social Services:**
 - Transportation for needed in person appointments
 - PWNA and GRIC Goods and Supplies – including food, water, electricity, telephone services, etc.
 - Notary Services
 - Spiritual guidance assistance
 - Assistance and coordination for Referrals – DME, Specialists, SNIF
 - Assistance with Evaluations and Forms – ALTEC, PT/OT, POA, VA, Custody, BHS
- **Facilitation of a healing environment**
 - Phone Screening
 - Home Safety Evaluation and installation of any equipment needed
 - Medication List Creation
 - Medication Delivery
 - Medication Organization
 - DME Delivery and Application if needed
 - Provide Needed Education to the patient, caregivers, and family



In the beginning there was Star Link...

- Pros:
 - Tested in the most rugged conditions in and out of our community
 - Satellite connectivity only requiring small amount of clear sky
 - Extremely clear and fast connection
 - Double encrypted, HIPPA compliant
- Cons:
 - Power source needed
 - Timeline needs to be considered for set up
 - Often updates needed



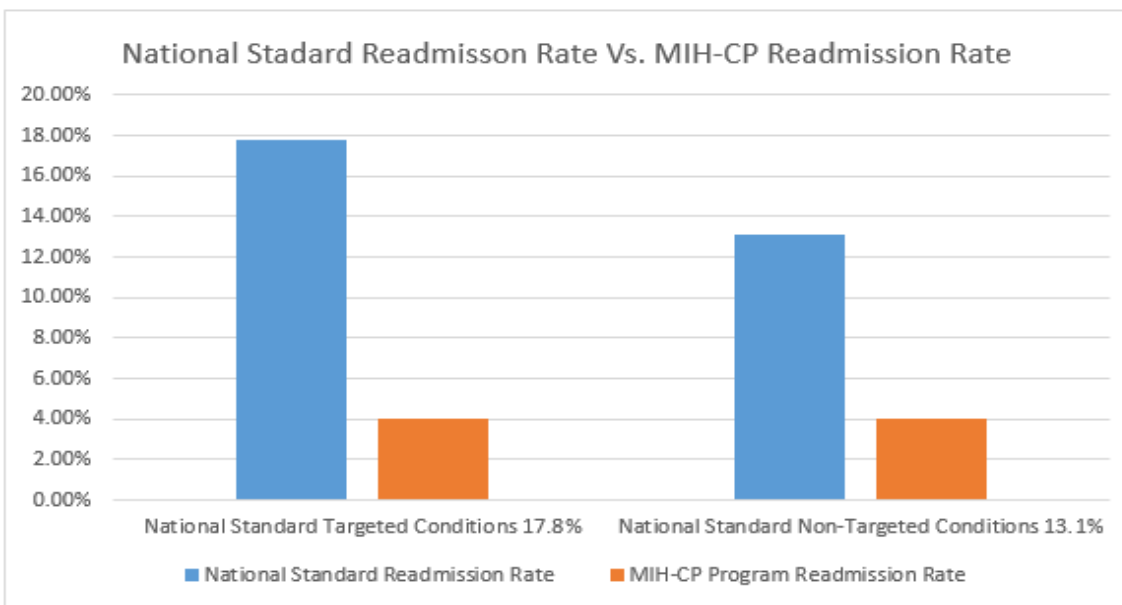
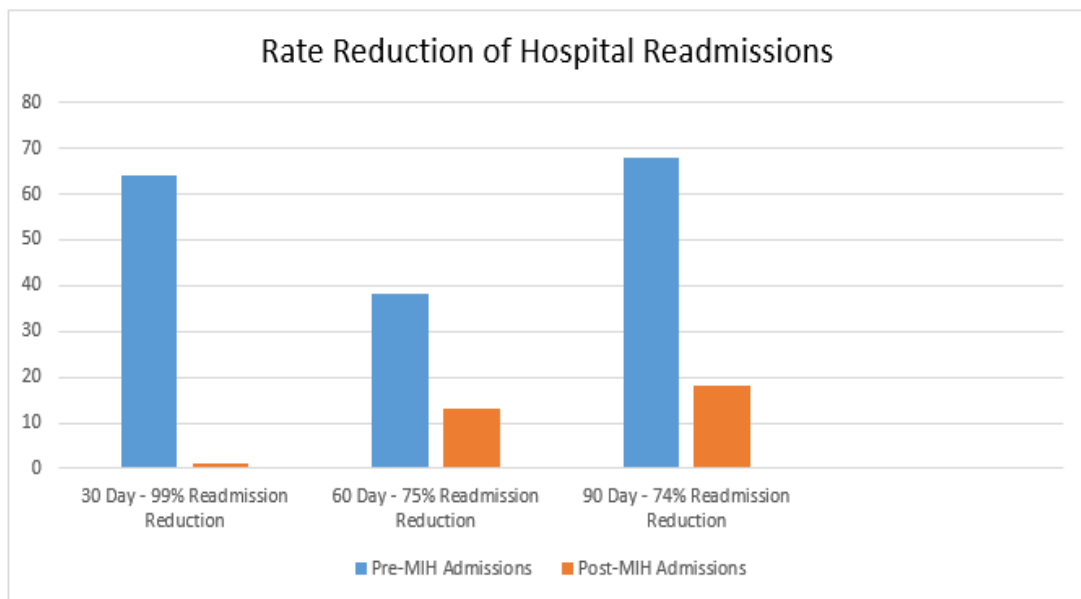


...Then came cradle point.

- Biggest reason was to remove a single point of failure
- Pros:
 - Attached to vehicle – no set-up
 - Auto updates
 - Virtual contact center and IP-based interactive voice response is HIPPA compliant
- Cons:
 - Only as connected as cell service



First Six Month Data



Awarded the 2023 Arizona Hospital and Healthcare Association's Care Improvement Award

First Year Data



- 211 Individual Patients
- 1086 Home Visits
 - 34 Tele-Health Visits
 - 120 Wound Care Performed
 - 179 Medication Administered
- 131 Successfully Discharged
 - 6.5% Readmission to MIH

- 30 Day Readmissions from 109 to 21
- 60 Day Readmissions from 38 to 2
- 90 Day Readmissions from 19 to 0



Conclusion



- Through innovative approaches, proactive care delivery, and community engagement, we address the comprehensive needs of individuals while promoting the health and vitality of the communities we serve. Together, we are not only transforming healthcare delivery but also improving healthcare outcomes, enhancing patient experience, reducing costs, advancing provider satisfaction, and fostering community well-being.