



Mayor Mark S. Nexsen
Vice Mayor Don Callahan
Councilmember Crystal Alger
Councilmember Dean Barlow
Councilmember Donna Brister
Councilmember Jeni Coke
Councilmember David McAtlin

Lake Havasu City
Work Session Minutes - Final
City Council

Lake Havasu City
Police Facility
2360 McCulloch Blvd North
Lake Havasu City, Arizona 86403
www.lhcaz.gov

Tuesday, April 22, 2014

5:00 pm

Work Session

1. CALL TO ORDER

Mayor Nexsen called the meeting to order at 5:00 p.m.

2. PLEDGE OF ALLEGIANCE

The mayor led in the Pledge of Allegiance.

3. ROLL CALL

Present: 7 - Mayor Mark S. Nexsen, Councilmember Dean Barlow, Councilmember Crystal Alger, Councilmember Donna Brister, Vice Mayor Don Callahan, Councilmember Jeni Coke and Councilmember David McAtlin

4. CALL TO THE PUBLIC

There were no requests to address the Council.

5. PUBLIC HEARINGS

5.1 [ID 14-0237](#) Presentation of Proposed Fire Department Alternative Response Vehicle Program

Fire Chief Dennis Mueller stated he was before the Council to review a pilot program that was presented to City Manager Charlie Cassens and the Chief of Staff of the Havasu Regional Medical Center (HRMC). He said this came about due to the P3 Program change where American Medical Response had pulled their ambulances out of the fire stations. He added that staff looked at that as an opportunity to look into a different direction and do something more proactive with the health care in the community. He said the reason for the meeting tonight is to inform the Council of a

pilot program that staff would like to move forward with beginning July 1, 2014. He added that the pilot program would not impact their budget and he would not be looking for additional funding, staff, or vehicles. Chief Mueller introduced Battalion Chief Jason Stello.

Battalion Chief Stello stated that the Community Par Medicine Program is sweeping the nation all across the United States. He added that the goal of the program is to keep patients out of the hospital and the emergency department, especially patients that are being readmitted or patients that are excessively using 9-1-1 resources that are non-emergent in nature. He said the demographic of patients for the pilot study is something staff had looked at from statistics from the HRMC, the Fire Department, and all of the emergency medical services to identify specific needs for our community.

Battalion Chief Stello reviewed the following:

Healthy Community through Adapted Response

- Dispatch Pro Q/A Preventative Response
- Response & Patient Care Planning
- Patient Follow-Up Education and Treatment/Referral
- Reduction of Chronic Disease Illness & Hospital Readmission

Proposal

- Create a healthy community for the residents and visitors of Lake Havasu City

Expected community outcomes

- Quick, responsive, professional, reliable and consistent medical care both in an emergency and non-emergency situation
- More timely access to emergency medical professionals as a result of more effective use of resources
- Increased levels of health due to preventive care that precludes the escalation of avoidable health issues

Benefits of the Program

- Meet critical health needs of community
- Reduce medical costs to the community by decreasing avoidable hospital readmissions
- Free up resources and redeploy personnel during peak periods of time so they can respond to other life threatening emergencies
- Increase the attractiveness of the city to prospective residents, businesses, and visitors

Existing HRMC Readmissions DATA

- Data from HRMC 14% to 16% Congestive Heart Failure (CHF) patients are readmitted within 30 days

Expected vs. Current Patient Outcomes

Current Patient Outcomes for patients with COPD/CHF

- Patient has follow-up with limited intervention
- Typically over 30% of the patients go into distress within three to five days of being discharged and call 9-1-1
- Patients are treated, transported, and are re-admitted to HRMC
- Patient's outcome may be compromised and costly

Expected Patient Outcomes for patients with COPD/CHF

- Patient has follow-up within three days of being discharged
- Preventative intervention is provided by fire based EMS Unit which reduces risk of an emergent situation or calling 9-1-1
- Patient's outcome is successful with reduced chance of being re-admitted

Program Process

- Conduct a six-month pilot test program between HRMC and the Fire Department beginning July 1, 2014
- Reduce emergent 9-1-1- requests by establishing and Fire Department-staffed adaptive response vehicle that provides non-emergent, preventative medical screenings to patients with chronic conditions
- Gather data
- Assess results
- Make recommendations to City Manager, City Council, and HRMC by February 2015

Purpose of pilot test period

- Determine the efficacy of a Community Integrated Paramedic Program in Lake Havasu City
- Provide sufficient data to evaluate the effectiveness of a quality, full-time Health Community Program

- Identify and address potential problems with the program on a small scale before a city-wide rollout

How the Process Works - Admission

- Patients are admitted to HRMC
- HRMC treats and care for all patients for a successful recovery
- Patients are prepared for discharge from HRMC
- Non-COPD or CHF patients are discharged with Home Health follow-up
- CHF & COPD patients are identified upon admittance and their information is prepared for Fire based EMS/Paramedic intervention program
- Patients are prepared for discharge from HRMC
- COPD/CHF patients are discharged with Fire Based EMS follow-up within 24 to 72 hours

How the Process Works – Discharge

- Patient is discharged from HRMC
- HRMC Screens all patients for home health needs
- CHF/COPD Emergency reduction screening by Fire Based EMS Unit
- Intervention by Fire Department EMS Unit

Assess

Assess & Refer

Assess, Treat, and Refer

Assess, Treat, and Transport

- Refer to primary care physician or cardiologist, urgent care facility, or Emergency Room

Expected Outcomes

- Provide appropriate, efficient, and effective care with reduced stress for patients and their families by treating those with non-threatening conditions at home vs. in the emergency room
- Prevent escalating health care and operational costs for the community by lowering the rate of avoidable re-hospitalization for target population
- Increase the effectiveness of emergency medical services within the community by decreasing the number of avoidable high-rate users of those services
- Improve health of Lake Havasu citizens and visitors through preventative screening for common chronic conditions

Mayor Nexsen said after the six month pilot program is complete and the results of the program are evaluated, how staff would staff determine whether the program was a success, to which Battalion Chief Stello replied that the Fire Department would only see patients that are discharged from the hospital so staff would obtain that information from HRMC on readmission rates. Mayor Nexsen asked what percentage of readmission rates would be considered a success, to which Chief Mueller replied that he thought if they could reach the 50 percent mark that would be a huge savings. He said he would be watching the budget closely to see if the Fire Department is saving or maintaining money in their operational costs, and added that information would be available around November or December.

Councilmember Callahan asked how many staff members would be required to run this pilot program, to which Chief Battalion Stello stated they were looking at two staff members from 7 a.m. to 7 p.m. Monday through Friday.

Councilmember Brister said she thought the graph showing the reductions in myocardial infarctions was incredible, and added that she thought the program was great and could work for the community and the Fire service.

Councilmember Alger asked if the Fire Department would be using smaller vehicles for the

preventative care versus the fire engines, to which Chief Mueller stated for right now it would be the smaller vehicles. He said if they expand too greatly on this, staff would not get the data they need for the pilot program.

Councilmember Barlow stated that he thought the presentation left the impression that the hospital or the physicians are not giving patients enough information on their release. Chief Mueller stated that the Fire Department believes the hospital is doing a fabulous job with regard to the discharge aspect. He explained what happens is the patient has called 9-1-1 and you find out they were released from the hospital feeling great, quit taking their medication, and then about three to four days later they start taking contradictory medications which throws them into a tail spin. He said the hospital does a great job with the whole process and what the Fire Department is going to do is add one more element to that discharge process. Battalion Chief Stello said he certainly did not mean to leave that impression, as the hospital spends an expedient amount of resources to try and educate their patients and does a fabulous job in the current state of affairs.

Councilmember Coke said she really sees the need for this type of program, and it is not that the patients do not get the information from the hospital it is just that they often go home and take new medications that do not react well with what they are already taking.

Mayor Nexsen opened the public hearing. There being no comments, he closed the public hearing.

Mr. Cassens stated that because 70 to 80 percent of the calls are medical in nature, for years staff has been looking for alternatives to sending the heavy apparatus out on those call when that level of response is not needed or required. He thanked the Fire Department and the hospital staff for coming up with this innovative and progressive way to accomplish his goal of keeping the equipment in the garage when it is not needed. He added that he looks forward to working with the hospital on this program as it is definitely something that we can be proud of.

Mayor Nexsen said the whole point, dollars aside, is to have a healthier community. He requested that staff provide an update to the Council around the mid-point of the pilot program.

6. ADJOURN

Upon motion by Councilmember Callahan and seconded, the meeting adjourned at 5:43 p.m.

CERTIFICATION

I hereby certify that the foregoing is a full and true copy of the Work Session Meeting Minutes of the Lake Havasu City Council held on the 22nd day of April, 2014. I further certify that the meeting was duly called and posted, and that a quorum was present.

Kelly Williams, City Clerk