

## **Super Utilizer Workgroup Project Plan**

### **Introduction**

During the past three fiscal years, EMS system calls increased more than 26%. The growth of Washoe County and the prolonged surge of patients warrant a review of the current EMS system to ensure it is operating efficiently and effectively. During fiscal year 2015-2016, approximately 20% of calls that received an EMS response in Washoe County, with potential ambulance transport to a hospital, were categorized as non-emergency. A significant portion of the calls had a social service component. While social service programs are not accessed by use of the 911 system, this demonstrates that some citizens may be using the EMS system to access healthcare services when it is not the appropriate service for their actual needs.

The Washoe County Human Service Agency (WCHSA) is leading the effort to develop a community workgroup designed to target high users of services across systems (super utilizers) with the goal of innovative problem-solving to connect citizens to the resources they need, whether they are social or medical. WCHSA will partner with the Washoe County Health District EMS Oversight Program and regional response agencies, to identify citizen needs for services outside of the 911 system and integrate the citizen with other community services available.

### **Goals and Objectives**

The goal of the workgroup is to pilot a program of identified super utilizers of the 911 system and integrate those citizens with the Mobile Outreach Safety Team (MOST). The goals of MOST are early and voluntary intervention to avoid costly emergency room visits and hospitalizations while also reducing law enforcement calls for service through effective crisis intervention and linkages to services.

The ultimate goal and objective of the workgroup is to transition into a community committee comprised of additional healthcare and police partners who will utilize a shared data platform to systemically identify super-utilizers and develop more effective interventions to reduce unnecessary calls for service by EMS. This transition will occur when the workgroup has successfully streamlined the agency information and developed methods to address the needs of the identified citizens.

### **Partner Participation**

The success of this pilot program and, subsequently, the community committee, depends solely on partner participation. For the pilot project, WCHSA intends to work with EMS agencies and a single hospital. This multi-disciplinary team approach will allow the EMS Oversight Program to review submitted information and determine if the utilizers are impacting more than one agency or discipline.

### **Evaluation**

The evaluation of this pilot program will be utilized when developing the community committee. Elements to consider evaluating would be the increase of services provided to the citizen as well as the reduction of non-emergent 911 calls for service by the citizen.