Receive Request for Social Work Assistance from Field Unit

Obtain and Record request information on Social Assistance Form.

• Patient requires transport to Hospital
• Patient does not require transport to Hospital

Assessment completed by Biotel SW if available or ER SW if Biotel SW unavailable.

Biotel Social Worker will continue to provide on-going follow-up and assessment of the success of created plan and communicate with EMS agency.

Biotel SW makes referrals to appropriate community resources and protective agencies.

240,000 People
11 Fire Stations
2019: 25,330
18,332 call were EMS
72% of calls
Receive Request for Social Work Assistance from Field Unit

Obtain and Record request information on Social Assistance Form.

- Patient requires transport to Hospital: Call BioTel
- Patient does not require transport to Hospital: Contact BioTel Social Worker via email

Assessment completed by BioTel SW or ER SW staff if Biotel SW is unavailable.

Follow up with BioTel SW agency contact person regarding recommendations and additional information.

Biotel Social Worker will continue to provide ongoing follow up and assessment social worker, if needed, to ensure patient and family are satisfied with care.

GAINING TRUST:
I'M NOT A REGULAR SOCIAL WORKER,
I'M A COOL SOCIAL WORKER

Calling 911 is a STRENGTH...
Think Outside the Box

• System Theory
• Person In the Environment

Patient Identified by front line Fire Fighters, Paramedic, or EMT

Collective Analysis for Immediate Patient or Family Intervention

Collective Analysis for Immediate Patient or Family Intervention

EMS Leadership can review and communicate findings with city and community officials.

Questions
Practice

• 67 year old female
• Medical History: obesity, osteoarthritis, high blood pressure, lymphedema
• Lives in a trailer with her two adult daughters
• One daughter works nights and assist with bills
• One daughter is IDD and requires supervision and assistance.
• Call frequently for falls due to inability to transfer.
• Has Medicare and Medicaid

Outcomes

• February - Admission to Acute Inpatient Rehab
• March - Patient successfully completed rehab placement and discharged back home.
• June - Fire Department recognizes that patient has started to utilize 911 regularly. Home visit completed. Placement Secured for a second time.
• April - Patient called Social Worker directly stating she was beginning to have issues at home and needed placement.

But does it work?

• 911 call utilization was reduced on average by 58%
• In the 8 enrolled patients with over 10 calls in the 6 months pre-intervention, 5 had a greater than 70% reduction in utilization, and 2 had a 50% reduction in utilization.