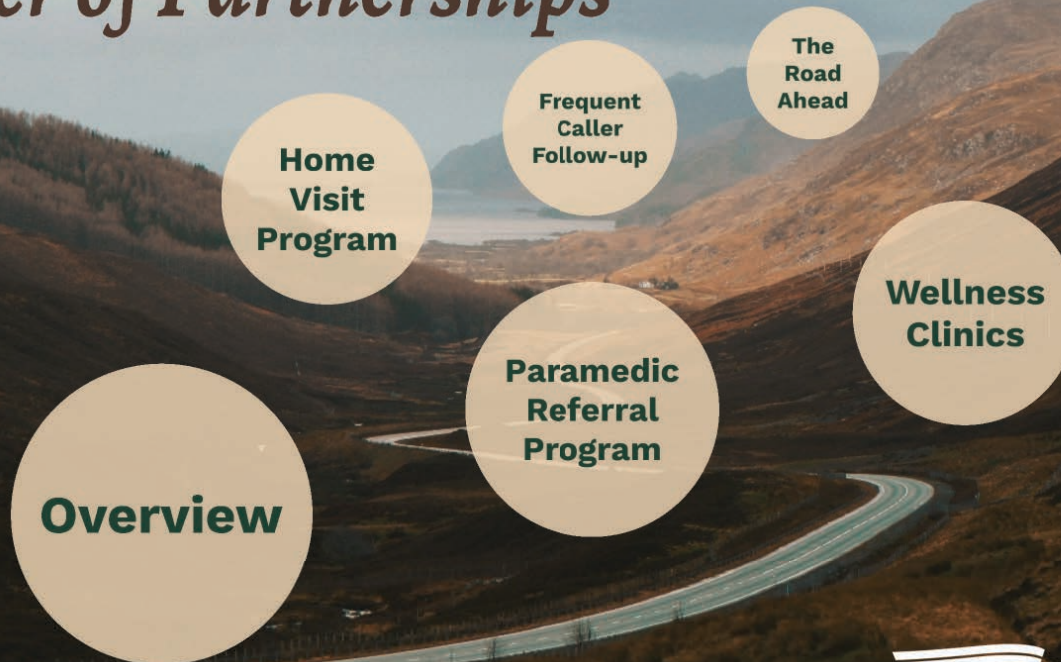


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Program Overview

2013-2014

Burning platform for change

2015

Referral Program Pilot

Launch of Wellness Clinics

2016

Launch of home visit pilot project

2017

MOH-LTC base funding

Expansion of home visit program

2018

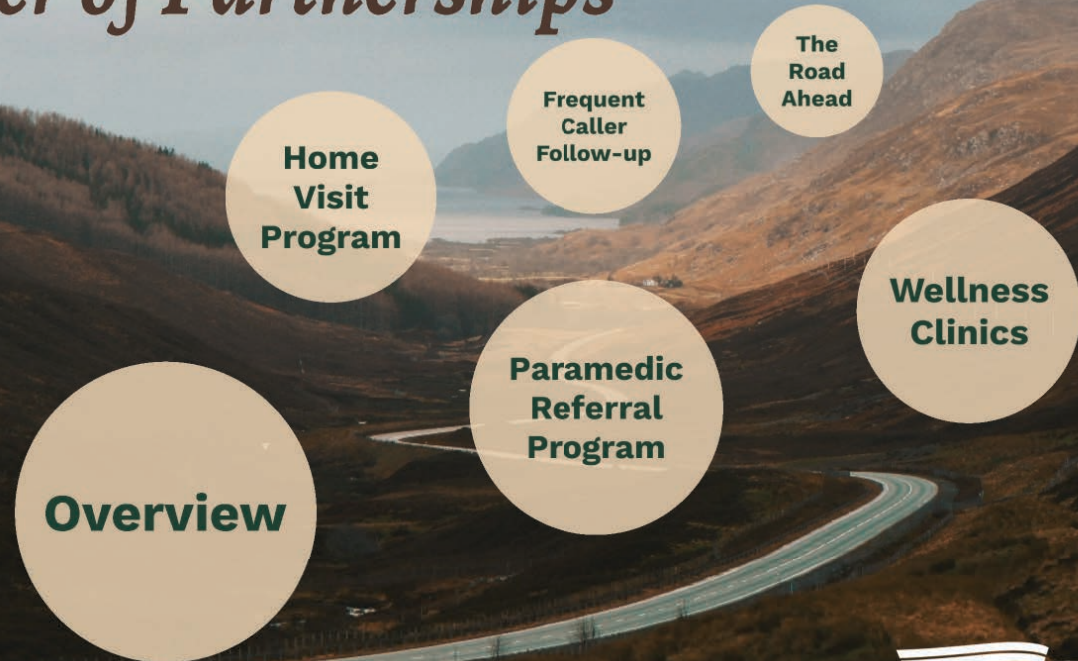
Launch of Frequent Caller Follow-up Program

2019

Expansion of Home Visit program

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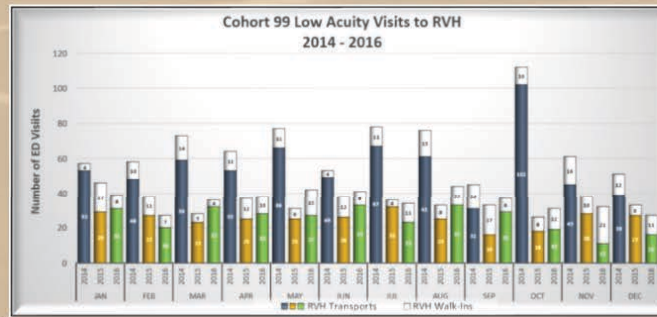
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Paramedic Referral Program

2015

- Royal Victoria Hospital (Barrie) catchment area pilot
- Program expansion
- Steering Committee

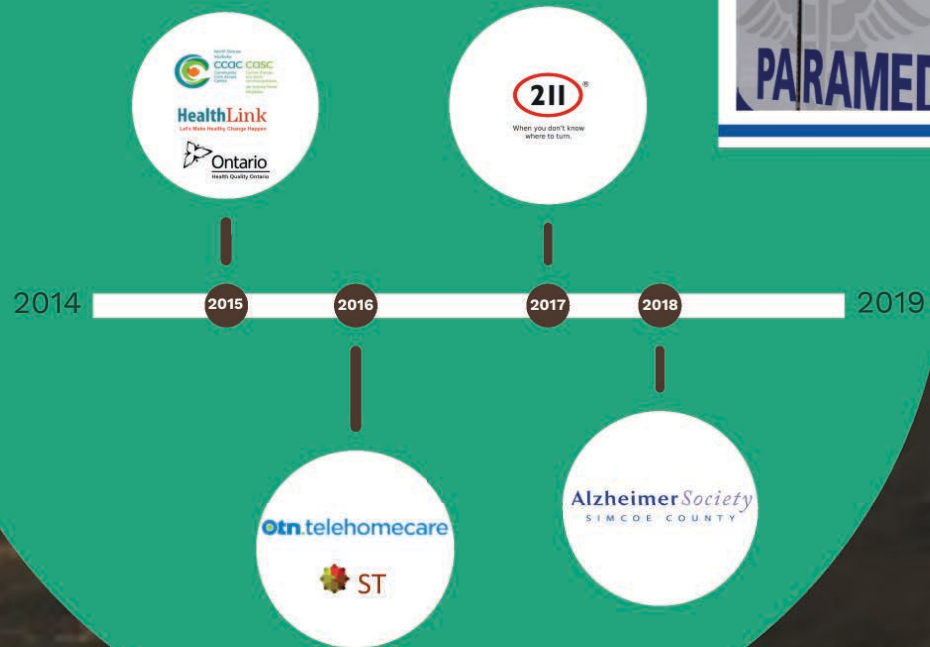


Partnership
Timeline

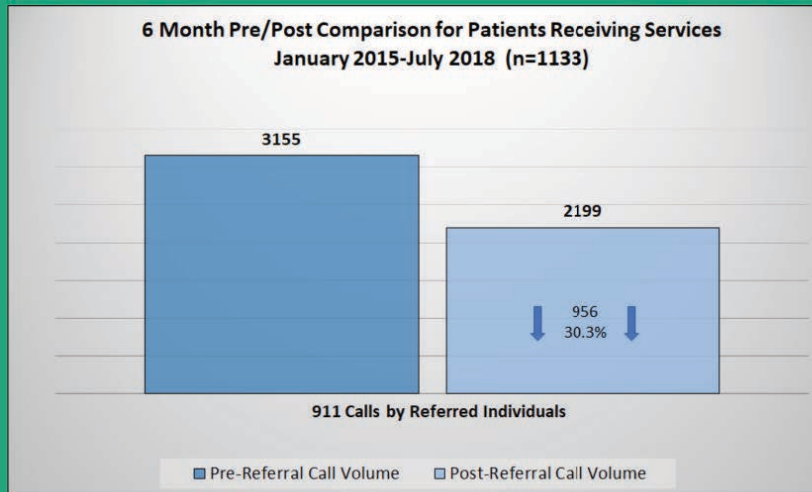
Performance

Dan's
Journey

Timeline

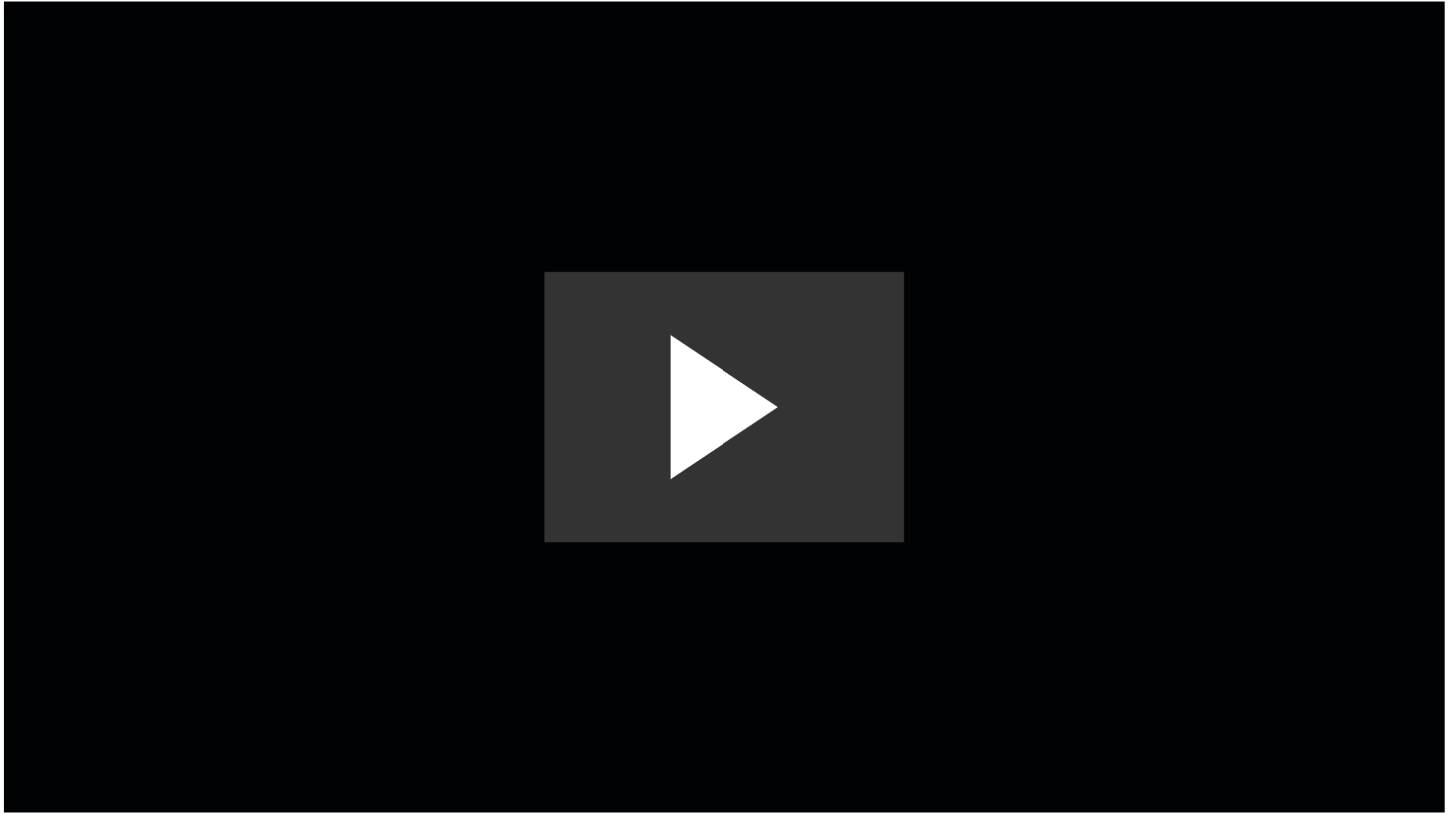


911 Impact



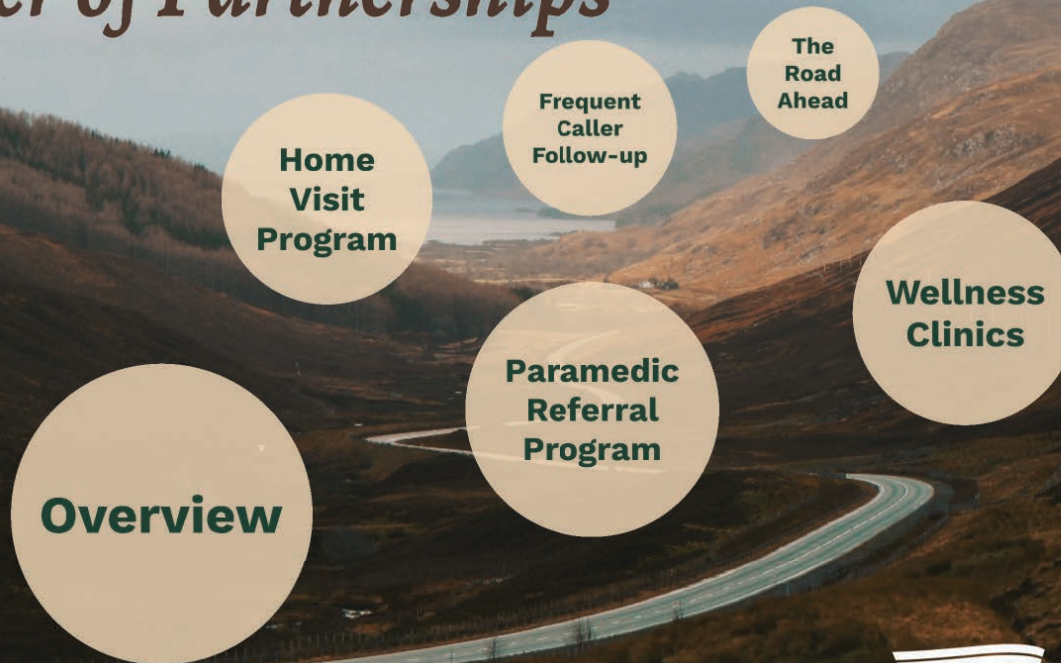
Dan's Journey





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Wellness Clinics

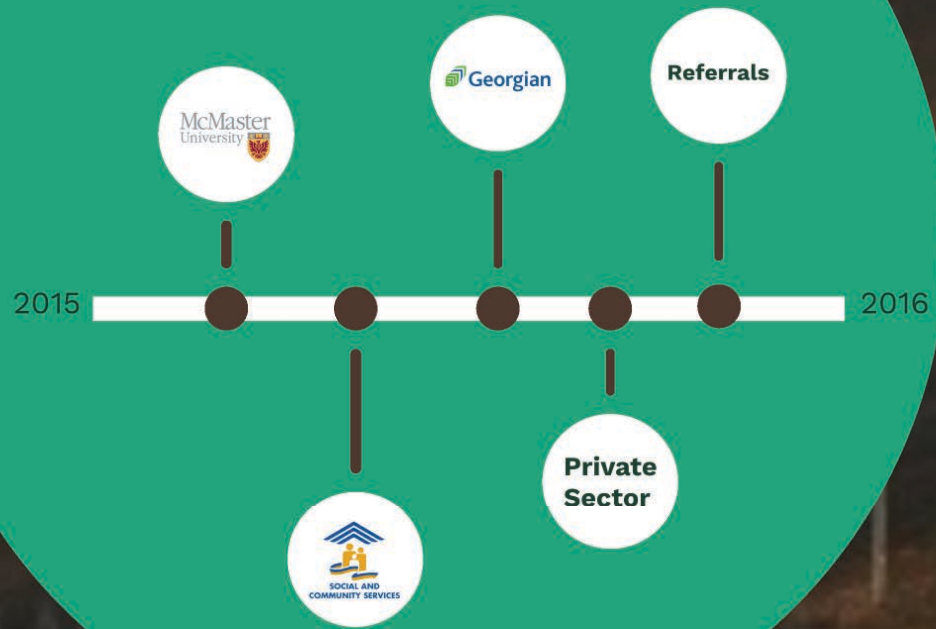
- McMaster randomized control trial
- 4 sites in Simcoe County (2 intervention sites)



Partnership
Timeline

Performance

Timeline



Performance



McMaster CHAP-EMS / CP@Clinic

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Home Visit Program

- 2015 Hybrid Home Visit pilot



**Partnership
Timeline**

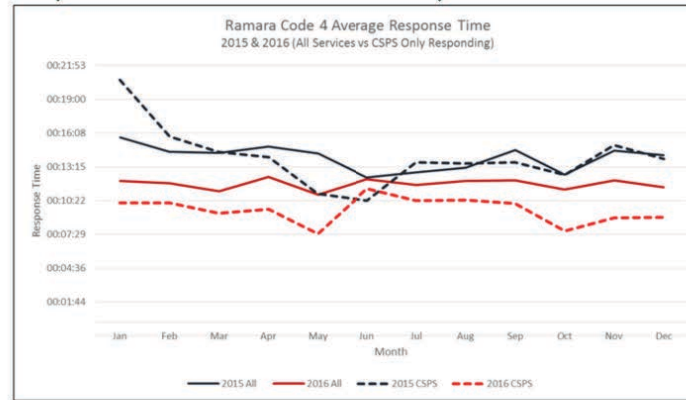
Performance

Lynda's Story

Timeline



911 Response Time (2015 - 2016)



Year	Code 4 Calls	Average Code 4 Responses Per Month	Average Monthly Response Time (All Services)	Average Monthly Response Time (CSPS Only)
2015	569	39	14:03	14:04
2016	619	52	11:32	9:34

Performance

Home Visit Activity (N=180)	2017	2018
Active Patients	100	110
Home Visits	452	652

Home Visit ED Avoidances	2018 (n=41)	2019 (Q1,2 & 3) (n=38)
Exacerbations	104	134
Avoided ED Visits	79	115



HSR Health Services Research

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RESEARCH ARTICLE

Home Visit-Based Community Paramedicine and Its Potential Role in Improving Patient-Centered Primary Care: A Grounded Theory Study and Framework

Katie N. Dainty^{1*}, M. Bianca Santos, Ian R. Dennison, and Louise J. Morrison

Objective: Community paramedicine (CP) is a model of community-based health care being used around the world. Our objective was to study the patient perspective and evaluate the design of programs to understand the potential value for primary care improvement in the future.

Study Setting: The EPIC community paramedicine program is a partnership between primary care physicians and specially trained community paramedics designed to provide in-home support for complex chronic disease patients in Ontario, Canada.

Study Design: As part of an ongoing clinical trial we designed an embedded qualitative research study using grounded theory to generate theory.

Data Collection Methods: Data collection included in-depth interviews with 30 patients with or without involvement with the program.

Principal Findings: The health care needs of this complex population are largely unmet. This impacts patient quality of life, including management of their condition, providing a safety net in times of exacerbation and health education and awareness. The needs were fulfilled by understanding what is desired provided that increases continuity of care.

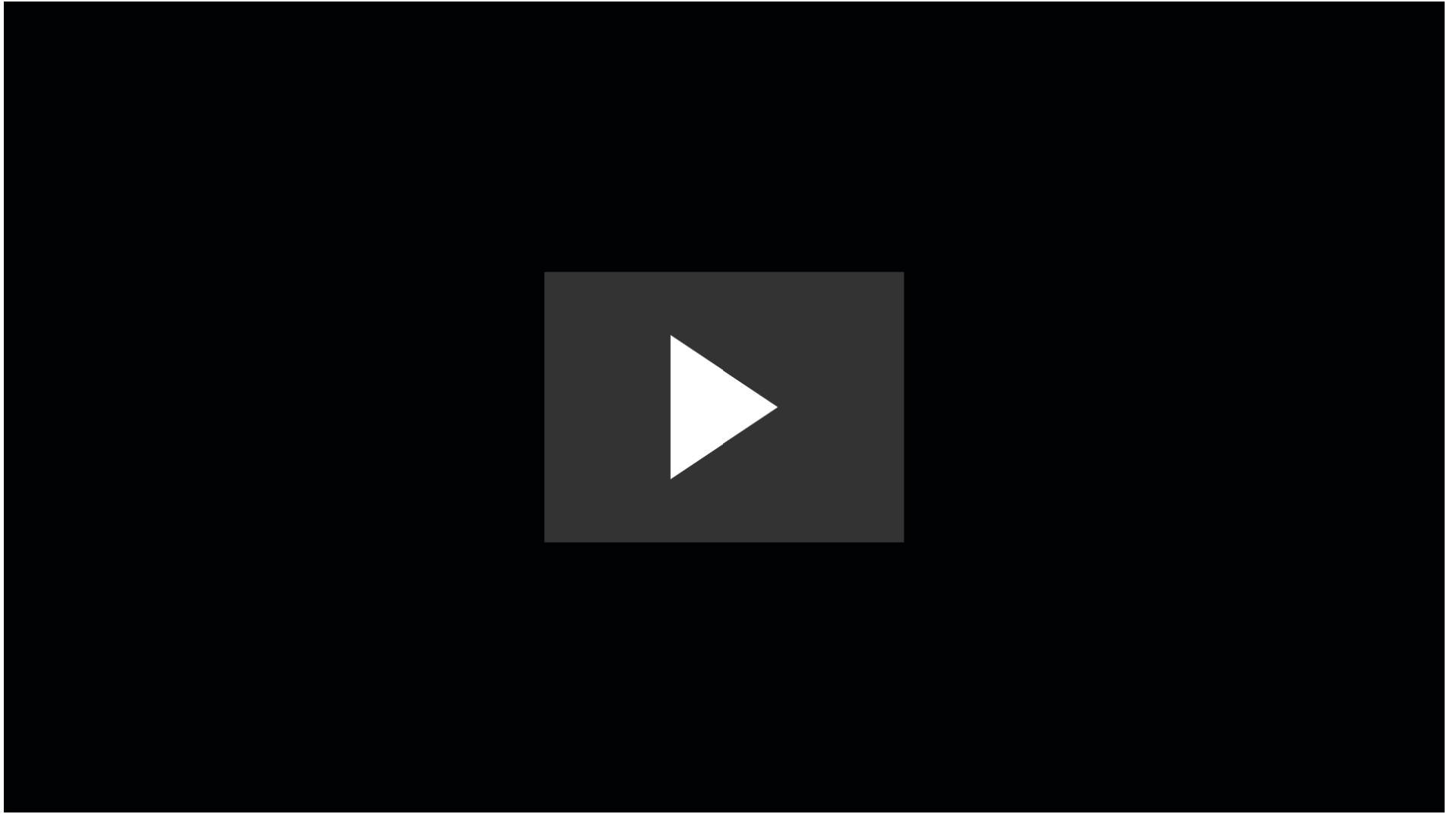
Conclusions: Home-based community paramedicine programs like EPIC appear to be able to create a patient-centered, safe, responsive therapeutic relationship that is difficult to create within the standard primary health care system.

Key Words: Community paramedicine, patient-centered care, primary care, chronic disease guidelines

34/3

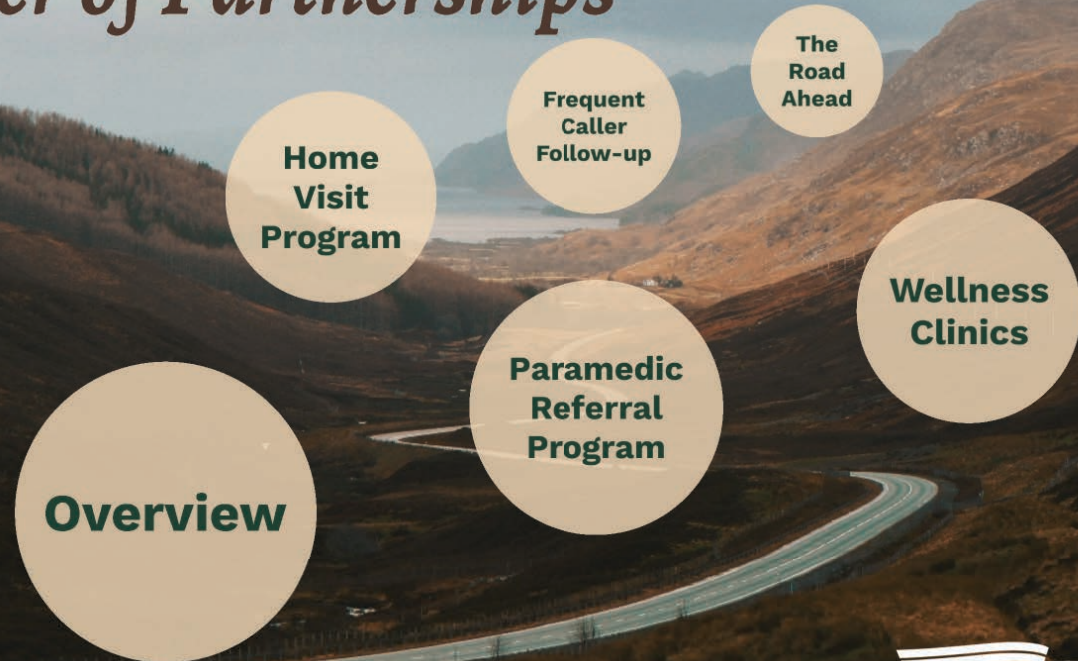
Lynda's Story





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Frequent Caller Follow-up

- 1011 Frequent Callers in Simcoe County contributing to over 7700 911 calls (2017)

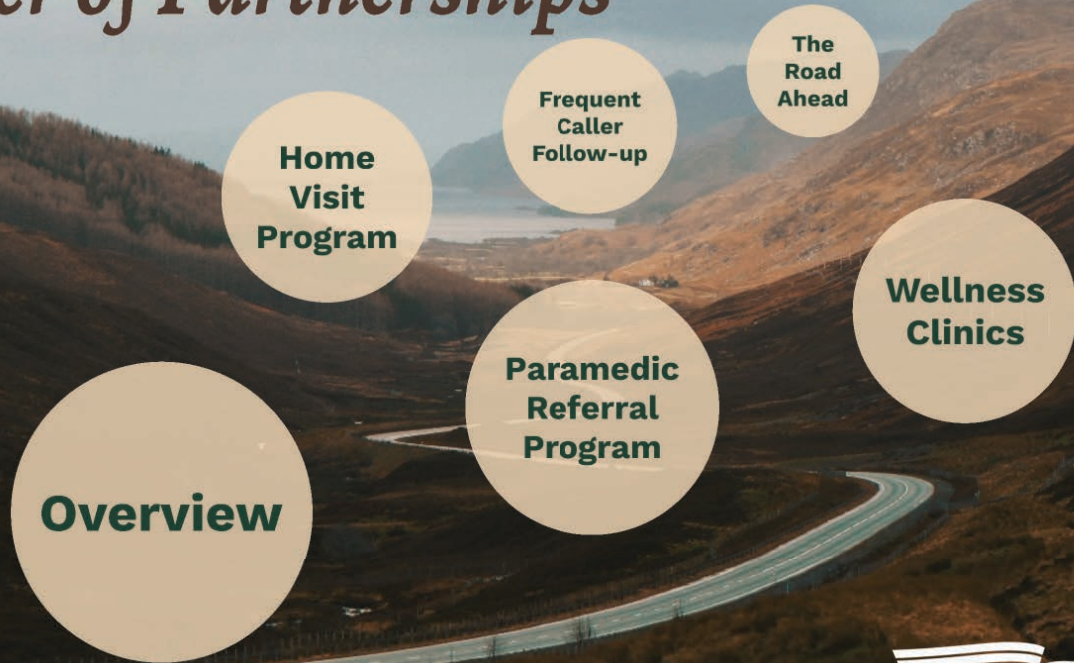
-1273 Frequent Callers in Simcoe County contributing to over 9800 911 calls (2018)

-Began RCT in November 2018 (modified duties staff)



Community Paramedicine

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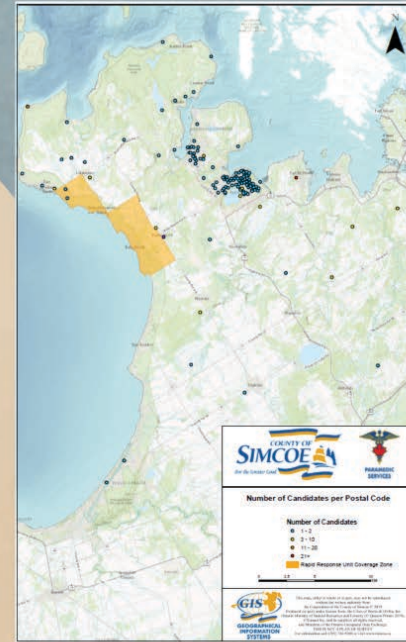
Merideth Morrison, Kyle MacCallum & Sandy Dupuis





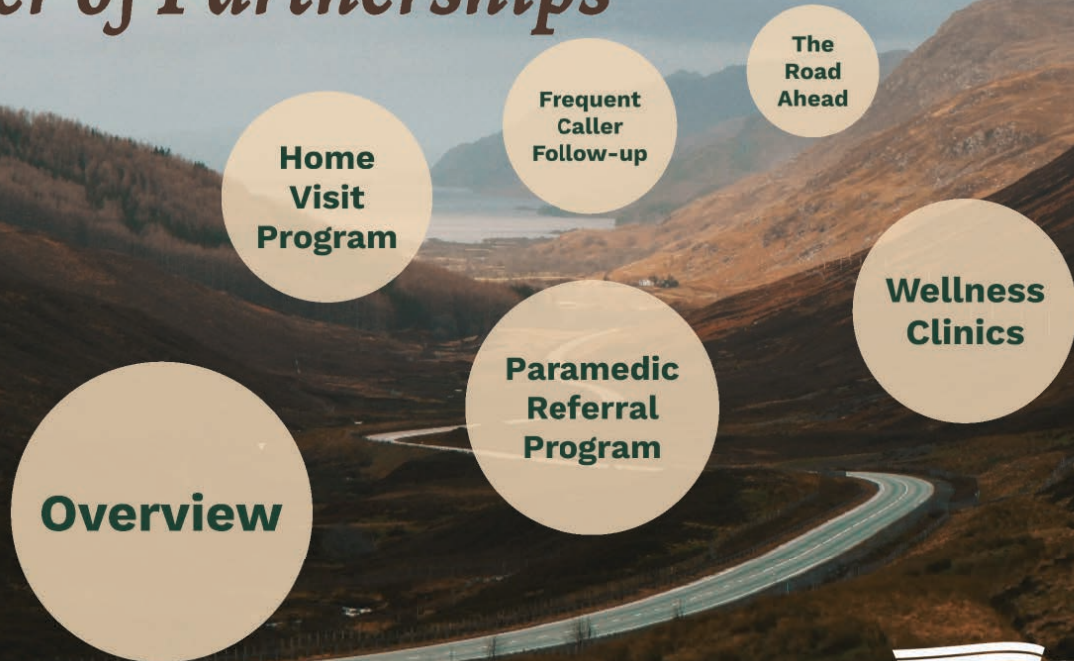
The Road Ahead

- 5 year plan
- Provincial Integrated Care
- Power of Partnerships
- Ambulance Act revisions



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