

Community Paramedicine Division Fire Commission Report

September 2024

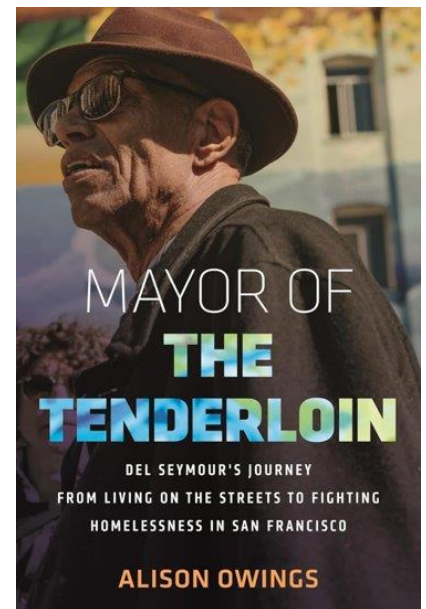
Programs Overview and Timeline

Program	Service Population	Launch Date	Full Implementation
EMS-6	Frequent 911 users	January 31, 2016	
Street Crisis Response Team	Community members in behavioral crisis & requiring well-being checks	November 30, 2020	7 th team added May 28, 2022 (EMD on June 22, 2022) SWRT reconfigured March 4, 2023
Street Overdose Response Team	Overdose response	August 2, 2021	2 nd team added June 27, 2022

Community Paramedicine Division Highlights

September CP Speaker Series – Del Seymour: On Friday, September 27th, Del Seymour joined us to share his personal journey as a paramedic, an individual experiencing homelessness and addiction, Code Tenderloin founder and now community leader and advocate.

Mr. Seymour’s work and advocacy within the Tenderloin, informed by his lived experience, has elevated an important narrative of change, compassion, and hope in the neighborhood. He spoke candidly to Department members of his experience as one of Los Angeles Fire Department’s first paramedics, and shared insights on how to best engage our most vulnerable community members. His talk was followed by a facilitated Q&A session.



'You Mean Something to Someone': This San Francisco Woman Overcame Homelessness and Addiction. Now She Helps Others Heal: On 9/12 KQED published via web and radio the story of Chantel Hernandez-Coleman, one of the peer support specialists who works on the Street Overdose Response Team (SORT). Prior to joining SORT, Chantel had been struggling with her own substance use disorder. Incredibly, Chantel was helped by another SORT member, peer support specialist Britt Rubin, who along with Community Paramedic James Lee, engaged and transported her to a sobering center where her road to recovery began. After achieving recovery, Chantel reconnected with Britt who



Pictured: SORT Community Paramedic Isaac James and Peer Support Specialist Chantel Hernandez-Coleman

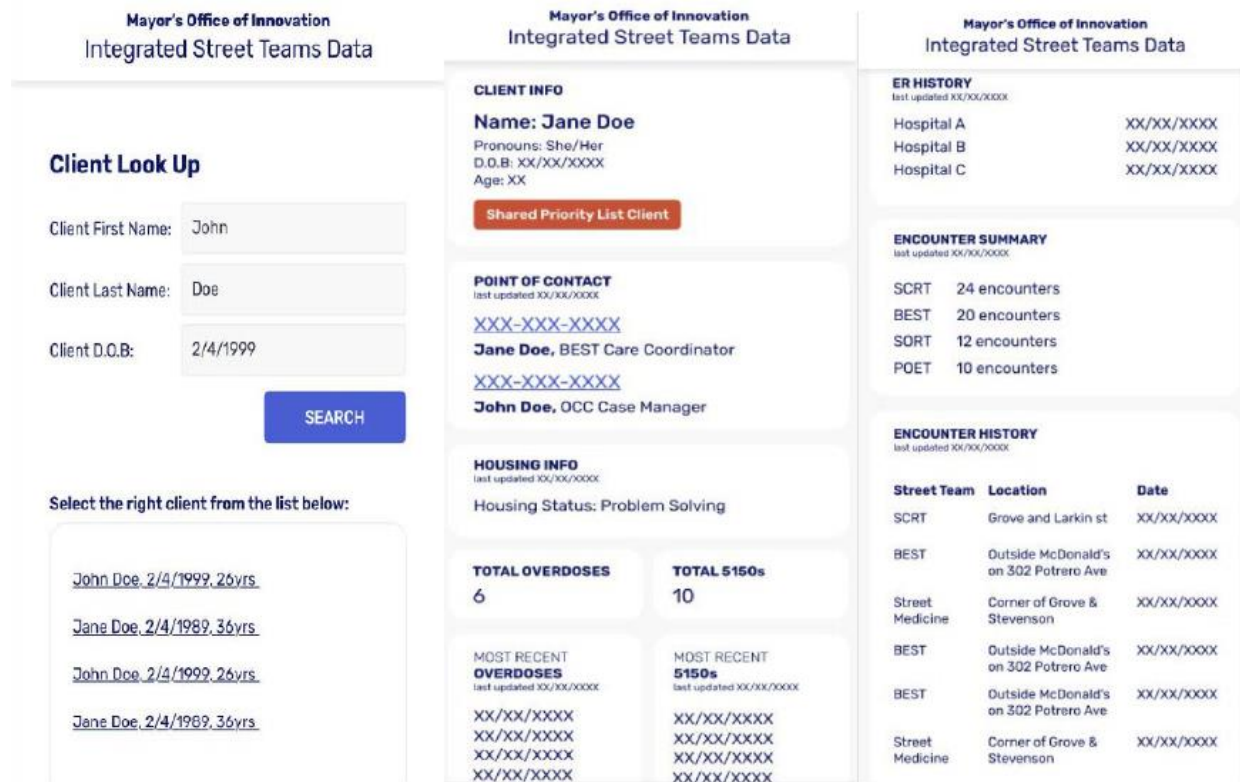
encouraged her to apply for a position. We are incredibly fortunate to have individuals like Chantel, who bring a high level of compassion, lived experience, and effective care to our teams.

The full article and radio segment can be found at:

<https://www.kqed.org/science/1994288/you-mean-something-to-someone-overcoming-homelessness-and-addiction-this-san-francisco-woman-now-helps-others-heal>

ASTRID Hackathon & Outreach Worker Tool: On 9/17, The Mayor’s Office of Innovation hosted a hackathon session for departments supporting the ASTRID (All Street Teams Integrated Dataset) project. ASTRID, as reported in the December 2023 commission report, is an effort to link and integrate cross-agency data to give our providers and leaders greater insight into our clients’ needs, program outcomes, and performance measures. Data & Policy Analyst Eugene Tse attended as our Department’s subject matter expert.

Community paramedics have begun receiving training on the Outreach Worker Tool (screenshot below). This mobile-accessible application will give our members greater insight into client’s history, primary care providers, care plans, and other information to better understand and support our mission of service. We anticipate the first testing of the tool will begin in early October.



Above: Mockup of Outreach Worker Tool

EMS Equity Learning Community: We continue to participate in the monthly EMS Equity Learning Community of practice, an outcome of the 2024 EMS Data Equity Conference hosted by SFFD & San Jose State University in January. On Friday, 9/14, participants gathered for the seventh session where Dr. Remle Crowe and Dr. Jamie Kennel facilitated a session focused on addressing inequities in EMS treatments.



See it
Review of treatment
inequity evidence

Understand it
Review of mechanisms

Address it
Collaborate on a way
forward

Above: Excerpt from the September EMS Equity Learning Community session

EMS-6

Operational period: 9/1/2024 – 9/30/2024

Total encounters: 235

Average encounters per day: 7.9

Utilization changes of top 20 utilizers engaged by EMS-6 from month before the operational period to current: -58.82%

Encounter Type*	Number
Consult	48
In Person Visit	125
Case Conference	5
Show of Support	14
Care Coordination	25
Interagency Support	2
Chart Review	16
Total	235

EMS-6 Successes & Challenges:

- Conserved Individual Found in Community and Reconnected to Care:** On 9/20, EMS-6 Community Paramedic Captain Christina Couch successfully coordinated the return to care for a conserved individual found in the community. The individual, a 35-year-old female with a history of schizophrenia, had 23 911 activations in 2018, 25 in 2019, and 20 in 2020. Since late 2020 there had not been any 911 activations until September of this year, as she was conserved and placed in a residential home. However, when she was transported to a local ER in September for emergency medical care, later in the day the receiving hospital discharged her into the community, instead of returning her to her care home. Captain Couch identified that the client was in the community, monitored EMS transports, and found her in another hospital waiting room. There she successfully advocated and worked with staff to have her admitted over the weekend until she could be re-connected with her conservatorship team and returned to her permanent care home. Despite this client's history of decompensating when in the

community, due in large part to Captain Couch's work, her EMS utilization during this period was minimized to two ambulance transports.

SCRT

Operational period: 9/1/2024 – 9/30/2024

Total Calls for Service: 1,195

Average Response Time: 17.44

Average on Scene Time: 41.6

Disposition All Calls for Service

Non-ambulance transport to non-ED resource	229	19.16%
Ambulance transport to ED	203	16.99%
Remained in the community	471	39.41%
Unable to Locate & Walked Away	292	24.44%
Total	1195	100.00%

Disposition Engaged Individuals Only

Non-ambulance transport to non-ED resource	229	25.36%
Ambulance transport to ED	203	22.48%
Remained in community	471	52.16%
Total	903	100.00%

5150

Grave disability	22
Danger to Self	15
Danger to Others	12
Total*	37

*As individuals may be placed on a hold for multiple reasons the total will not reflect the sum

Police Presence on Scene

		Percent of total calls for service (1195)
PD On Scene Prior to Arrival	11	0.92%
PD requested by SCRT	9	0.75%
SCRT requested by PD	313	26.19%
Total Incidents with PD present on scene	333	27.87%

SCRT Successes

- Decompensating Unhoused Senior:** On September 5th, SCRT-9 with Community Paramedics Emily Tam and Nicholas Aguilar responded to a call for “an elderly man slumped over in a car filled with garbage.” On arrival, they found a 71-year-old man who appeared unable to care for his basic needs. After an extensive evaluation and consultation with the on-duty community paramedic captain, Community Paramedics Tam and Aguilar placed the individual on an involuntary mental health hold citing grave disability, arranged for transport to a hospital, and made follow-up referrals to our DPH partners as well as Adult Protective Services.
- Deaf & Blind Individual Re-homed & Connected to Increased Care:** On September 29th, SCRT-7 with Community Paramedic Carla Beyer and EMT Adam Sylvester were dispatched to a call from a bystander who reported they were with a deaf and blind individual in the community that appeared disoriented. On arrival, CP Beyer engaged the 57-year-old patient and used her knowledge of American Sign Language to communicate via signing in the client’s palms. The client was discovered to have permanent supportive housing, and the crew were approved to transport him home after he was medically cleared. The SCRT-7 avoided an unnecessary hospital transport, re-homed the client from the community, and coordinated with Adult Protective Services for a referral to the Department of Disability and Aging Services to receive increased support.

SORT

Operational period 9/1/2024 – 9/30/2024

Calls for Service: 101

SFFD Suboxone Starts: 6

Provider	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	YTD (2024)	YTD % (2024)
AMR	0	0	0	0	0	0	0	0	0	0	0%
King American	0	2	0	0	0	0	0	0	0	2	4%
SFFD	4	11	10	9	6	3	9	6	6	64	97%
<i>SORT</i>	3	2	3	1	0	0	2	1	1	13	20%
<i>SCRT (inc CP5)</i>	0	0	0	1	0	0	1	2	0	4	6%
<i>Medic Units / EMS</i>	1	9	7	7	6	3	6	3	5	47	73%
Grand Total	4	13	10	9	6	3	9	6	6	66	100%

Disposition All Calls for Service

Non-ambulance transport to non-ED resource	6	5.94%
Ambulance transport to ED	27	26.73%
Remained in the community	56	55.45%
Unable to Locate & Walked Away	12	11.88%

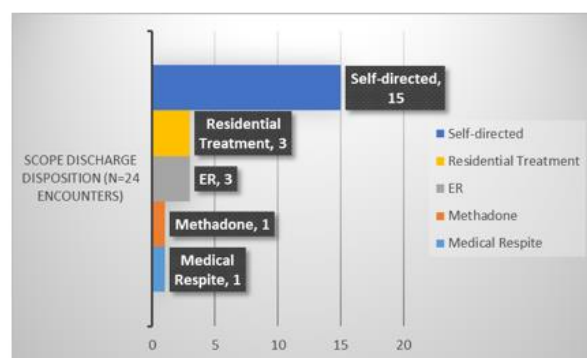
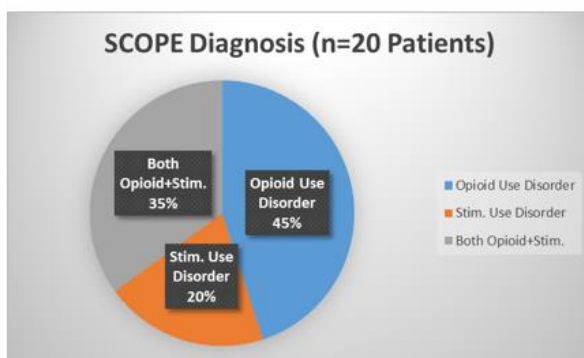
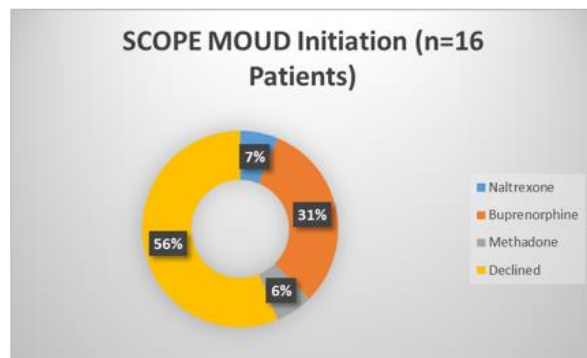
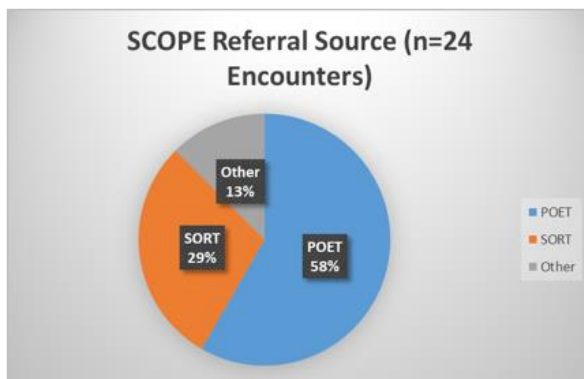
Total	101	100.00%
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Disposition Engaged Individuals Only

Non-ambulance transport to non-ED resource	6	6.74%
Ambulance transport to ED	27	30.34%
Remained in community	56	62.92%
Total	89	100.00%

SORT Successes:

- Sacramento Fire Department Overdose Response Team:** Sacramento Fire Department Assistant Chief David Charron reached out to express gratitude for our collaboration and information sharing that resulted in a successful launch of their own overdose response team. We have engaged with information sharing with both Seattle and Sacramento prior to the launch of their respective teams.
- SCOPE Pilot Referrals:** Since its inception in late April, the SCOPE pilot (Sobering Center Overdose Prevention & Engagement) has seen a total of 24 successful referrals, 29% of which have come from the Street Overdose Response Team. We are seeking to build upon this successful pilot collaboration with our DPH partners and look forward to reporting on upcoming efforts supporting the trend of increasing referrals.



Data Notes: Time frame: May through September, 2024, MOUD = Medications for Opioid Use Disorder