

Community Outreach, Referral, and Education (CORE) Team

Anchorage Fire Department

CORE Team

- **Goals**

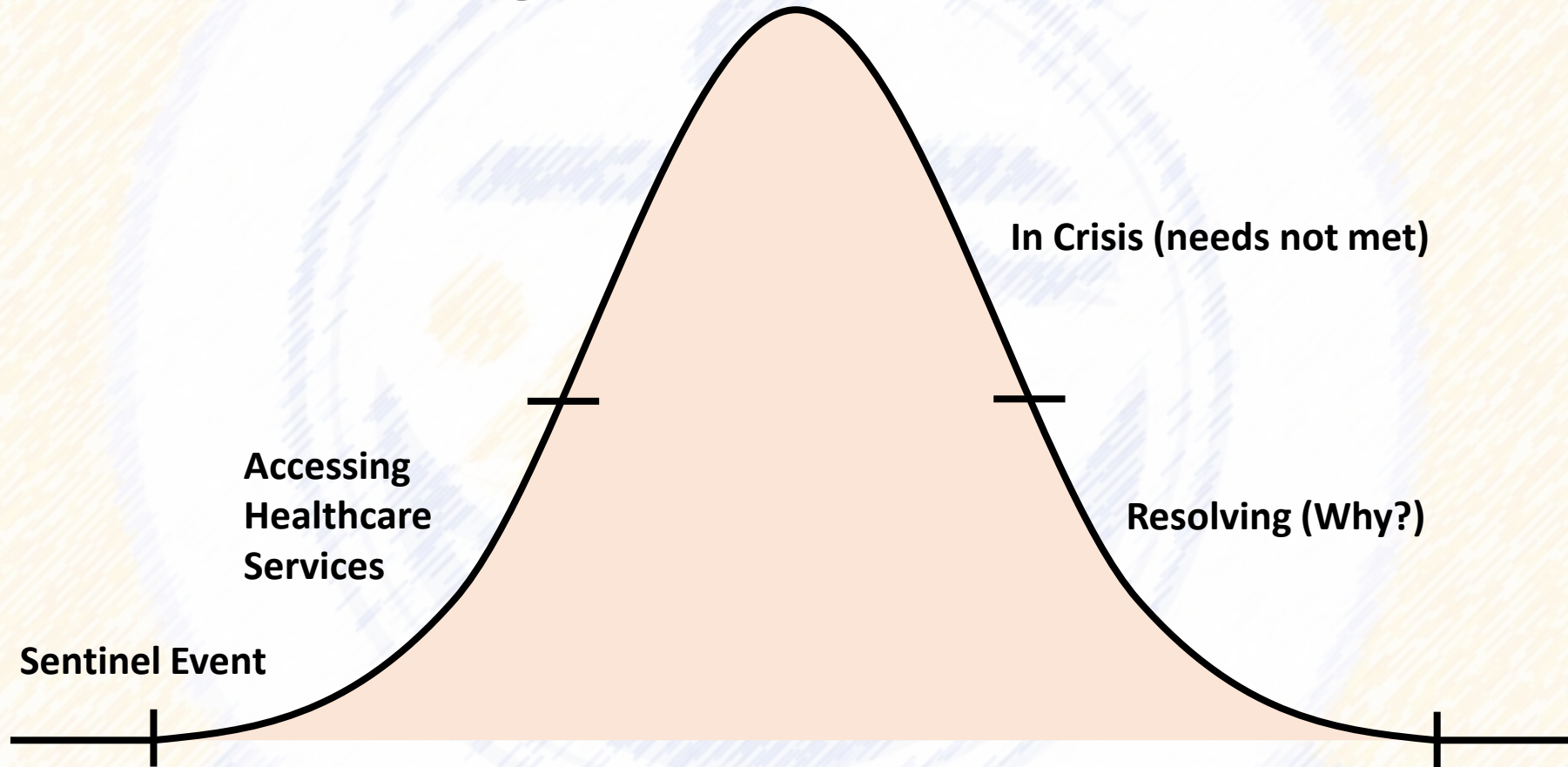
- To meet the needs of High Utilizers and reduce use of 911
- Improve the overall health and wellness of High Utilizers
- Reduce burden on AFD, APD, and Emergency Departments

- **Objective**

- Identify High Utilizers of AFD resources
- Identify reasons for frequent 911 activation for low acuity and non-emergent calls

High Utilizer - People in crisis who call 911 more than is typical of other callers.

High Utilizers



High Utilizer - People in crisis who call 911 more than is typical of other callers

High Utilizers

IDENTIFIED HIGH UTILIZER COHORT				
	2018		2019	
Identified Utilizers	93		96	
	Q1	Q2	Q1	Q2
Patient Encounters	448	526	479	435
Total EMS Responses	5815	5850	5806	5721
Impact of clients on all EMS responses	7.70%	8.99%	8.25%	7.60%
	Total # of Encounters	Median # of Encounters	Total # of Encounters	Median # of Encounters
Top 5	181	37	113	22
Top 10	292	28.5	206	20
Top 20	439	18.5	355	17
Demographics				
Gender	Male	Female	Male	Female
	47	48	53	43
Age	Median	Average	Median	Average
	52	51.88	58.5	56.48
Housing Status	Housed	Homeless	Housed	Homeless
	50	43	53	43

CORE Team

Why Anchorage Fire Department?

- High Users are already calling 911 for entry into the healthcare system.
- Respected public service organization.
This public trust gives the AFD CORE Team members (FF/PM, social worker, behavioral health specialist) the unique ability to be welcomed into people's living spaces to provide compassionate care and assistance.
- Using AFD patient care data, AFD staff are able to identify, locate (sometimes by searching shelters or the streets itself), and monitor individuals going into medical or behavioral health crisis.

CORE Team

Why Anchorage Fire Department?

- FF/PMs have direct contact with AFD Dispatch and provide continuity of care to the ED where a thorough transfer of patient care to nursing staff occurs.
- A high-level of safety is built into AFD staff training and responses.
With direct contact to AFD Dispatch for accountability and Automated Vehicle Location (AVL) for location tracking, providers can quickly summon additional AFD resources or the Anchorage Police Department (APD).
- FF/PMs, due to their specialized training, protocols and equipment, can begin treatment of life-threatening injury and illness immediately

CORE Team

Why Anchorage Fire Department?

- Majority of outreach performed to meet the needs of this population is done within the community, for example:
 - On the streets
 - Private residences
 - Assisted living facilities
 - Emergency Departments (ED)

CORE Team

Why Anchorage Fire Department?

With the CORE Team's broad scope of assistance and integration within the community, they will navigate the patient to the appropriate service(s) and provide support to our partners while the individual is being stabilized.

When appropriate, the CORE Team will disengage and look to help the next patient, allowing our partners to continue their respective mission to improve the global health and wellness of the patient.

CORE Team

CORE Team proposed cost					
	Type	positions	2021	2022	2022*
Labor	FF-Paramedics	2	\$407,384.29	\$415,531.98	\$839,211.64
	Social Workers	2	\$273,228.80	\$278,693.38	\$562,851.33
	Behavior Health Specialists	2	\$407,384.29	\$415,531.98	\$839,211.64
	Fire Admin	1	\$122,123.00	\$124,565.46	\$125,786.69
	Battalion Chief - 40 hr	1	\$233,798.00	\$238,473.96	\$240,811.94
	Dispatcher	1	\$154,885.35	\$157,983.06	\$159,531.91
	Item	Number	2021	2022	2022*
Non-Labor	4 person - SUV	1	\$49,403		\$50,885
	Staff vehicle	1	\$49,403		
	Computers	8	\$9,312		
	Uniforms - FF-PMs	2	\$14,443		\$14,876
	Uniforms - CORE Team	4	\$6,328		\$6,520
	Uniform - Admin	3	\$2,373		
Cost total			\$1,730,065	\$1,630,780	\$2,839,686

