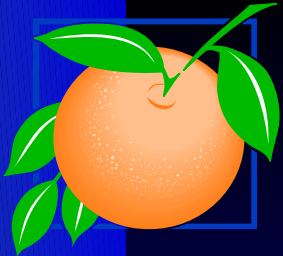


A large, stylized graphic of a blue leaf or branch with several smaller leaves, positioned behind the text. The graphic is semi-transparent and has a circular shape at its base.

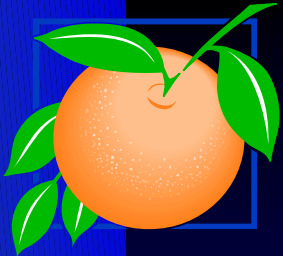
Orange County Government Health & Medical Services Programs

**Presented to the Consolidation of Services
Study Commission
November 2, 2005**



Presentation Outline

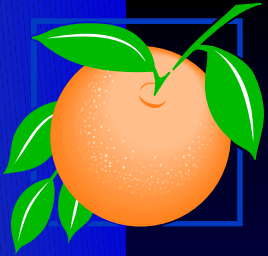
- Framing the Issue
- EMS System
- Emergency Department Study
- Orange County Medical Program (PCAN)



Framing the Issue

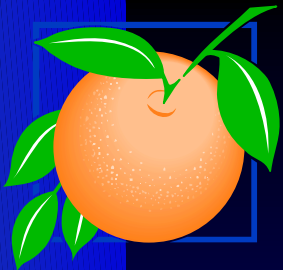
- ED Wait Times
- Inappropriate ED Usage
- Patient Characteristics
- What is Being Done





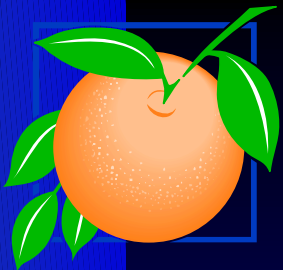
The Orange County Emergency Medical Services System

**Multiple public & private
organizations committed to
providing optimum emergency
health care to the citizens and
visitors of Orange County**



EMS Agencies

- **1 County Fire/Rescue Department**
- **9 Municipal Fire Departments**
- **3 Hospital Ambulance Services**
- **2 Private Ambulance Services**
- **2 Hospital Based Helicopter Services**
- **1 County Fire Helicopter Service**
- **14 Non-emergency "Paratransit" Services**
- **8 Hospital Emergency Departments**



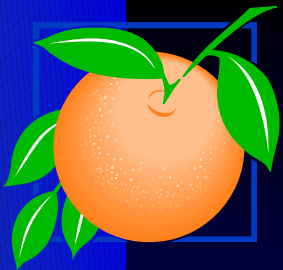
Levels of Care

Emergency Medical Technicians (EMT)

- *Provides Basic Life Support (BLS)*
 - Assessment
 - Splints & Bandages
 - CPR
 - Patient Handling
 - Automatic External Defibrillation
 - Other First Aid Treatments

Paramedics

- *Provides Advanced Life Support (ALS)*
 - Emergency Drug Administration
 - Cardiac Monitoring
 - Defibrillation
 - Cardiac Pacing
 - Endotracheal Intubation
 - Other Invasive & Advanced Procedures

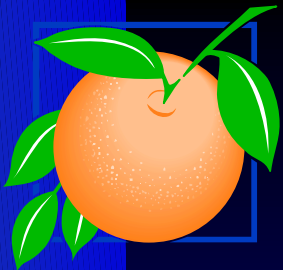


Emergency Medical Services

Levels of Service

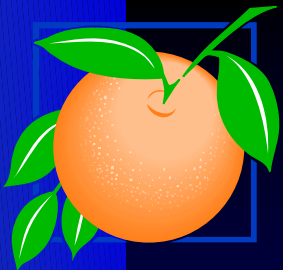
- **Emergency - BLS & ALS**
 - Pre-hospital - 911
 - Interfacility
- **Alternate Transport - Paratransit**
 - Wheel Chair & Stretcher Transport





Pre-Hospital (911)

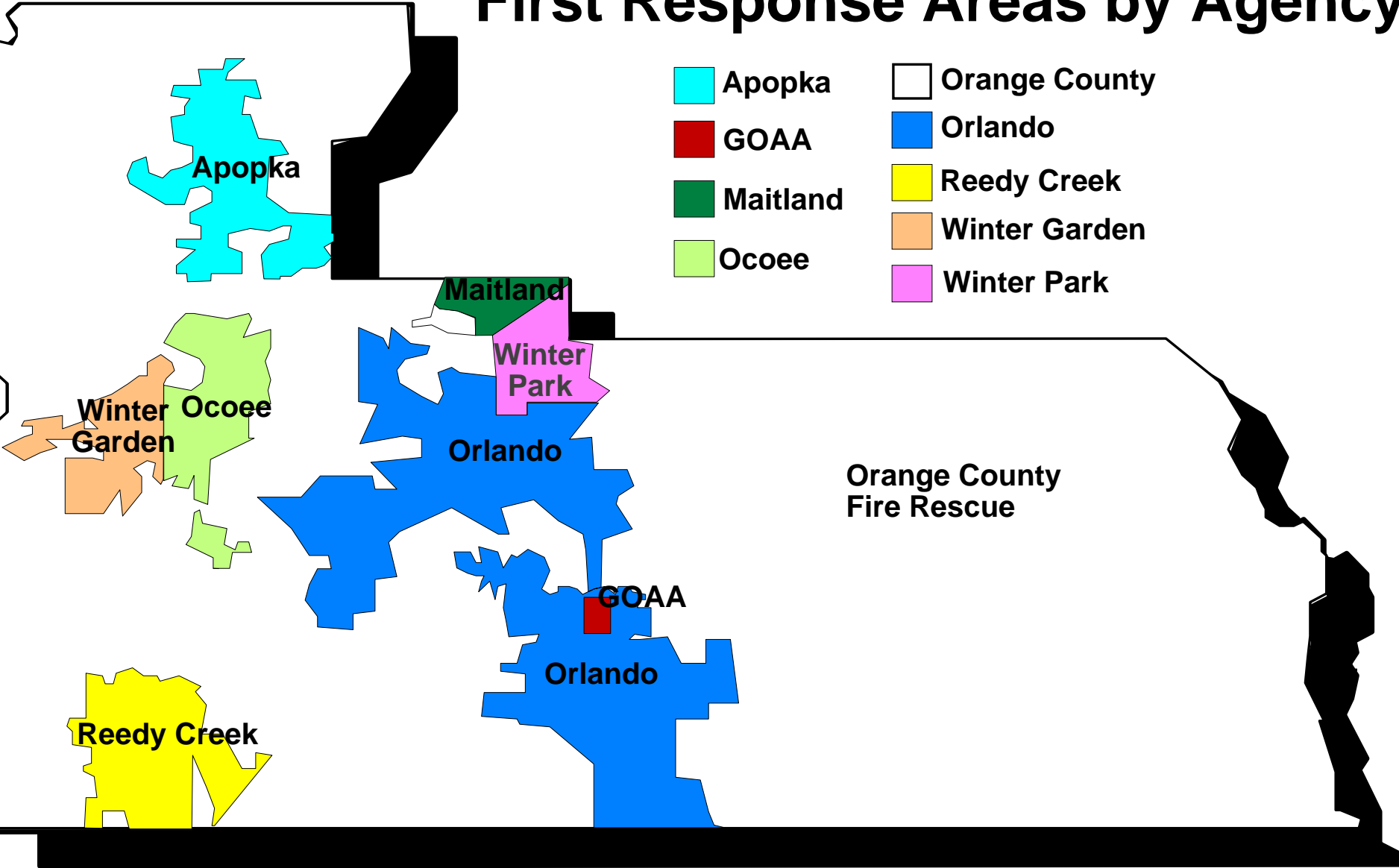
- **First Response (BLS or ALS)**
 - Fire Based
 - Closest EMS unit
 - Stabilize and begin treatment
- **Transport (ALS)**
 - RMA, Health Central Paramedic Service & Fire Agencies
 - Continue treatment
 - Transport to Hospital




EMS System

- ▶ 2000 Paramedics and Emergency Medical Technicians
- ▶ 200,000 EMS Calls Annually
- ▶ 100,000 Ambulance Transports Annually
- ▶ 100,000 Para Transports Annually

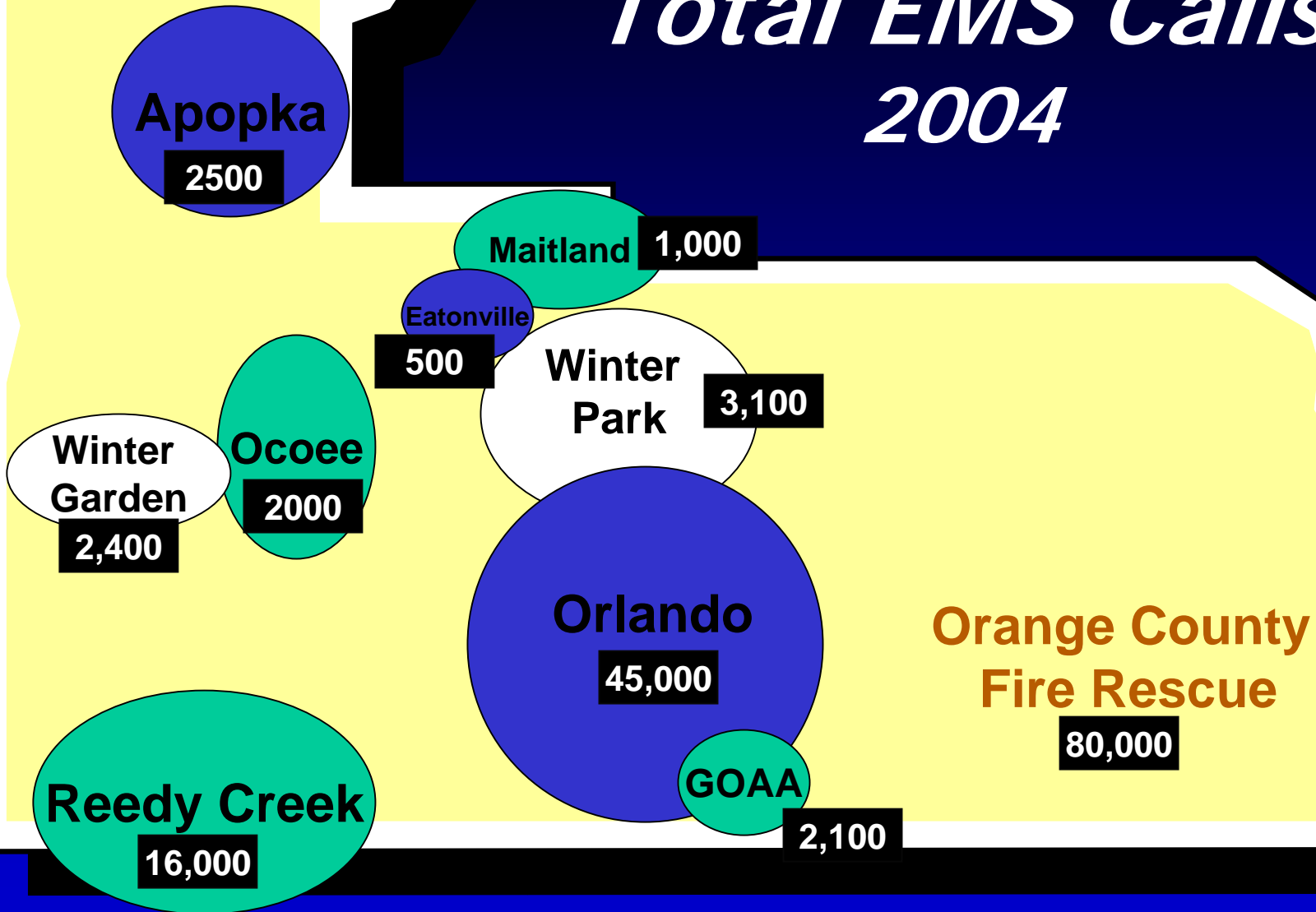
First Response Areas by Agency



- | | |
|--|---|
|  Apopka |  Orange County |
|  GOAA |  Orlando |
|  Maitland |  Reedy Creek |
|  Ocoee |  Winter Garden |
| |  Winter Park |

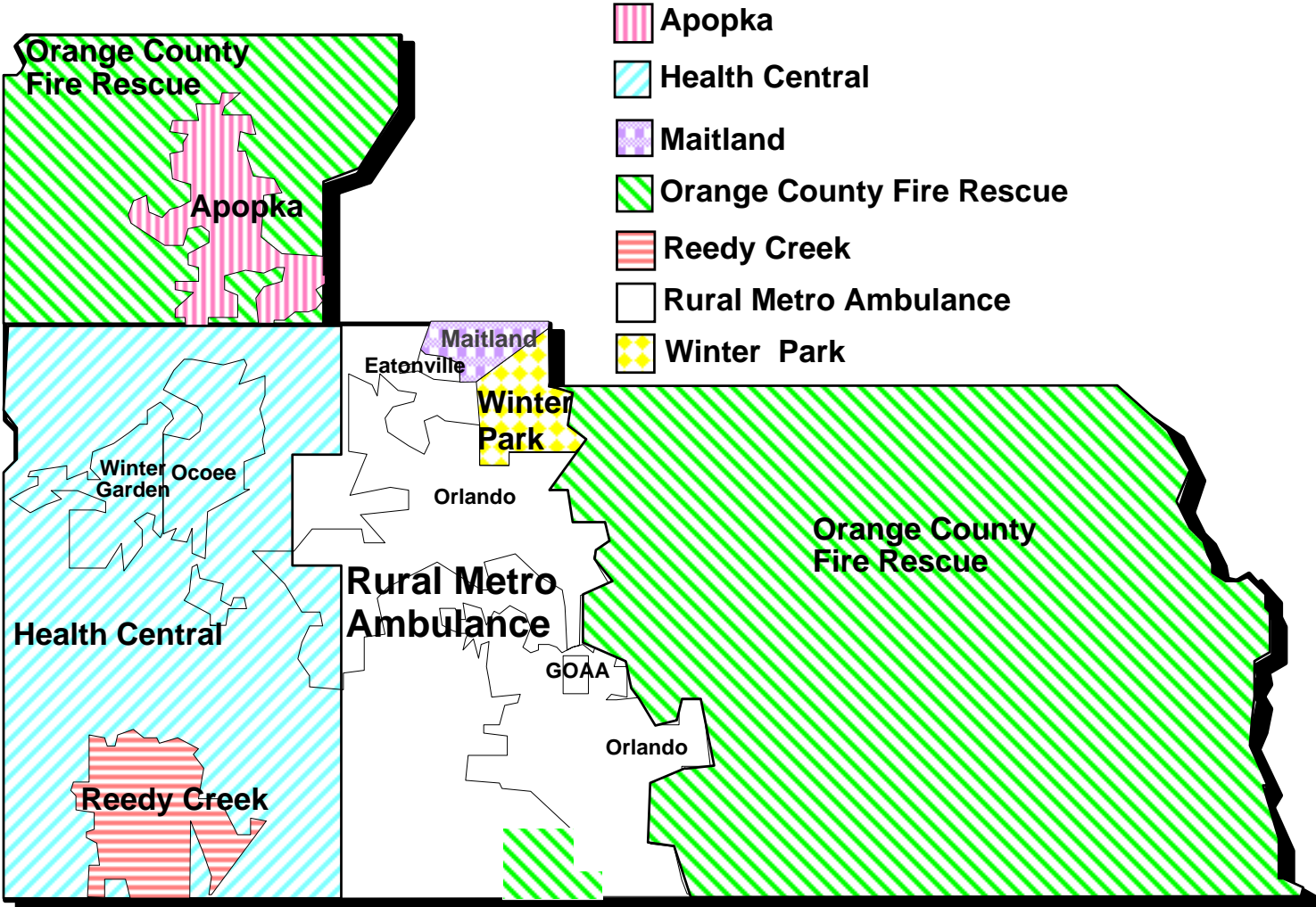
Orange County
Fire Rescue

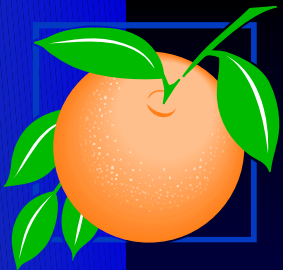
Total EMS Calls 2004



All numbers rounded to the nearest 100

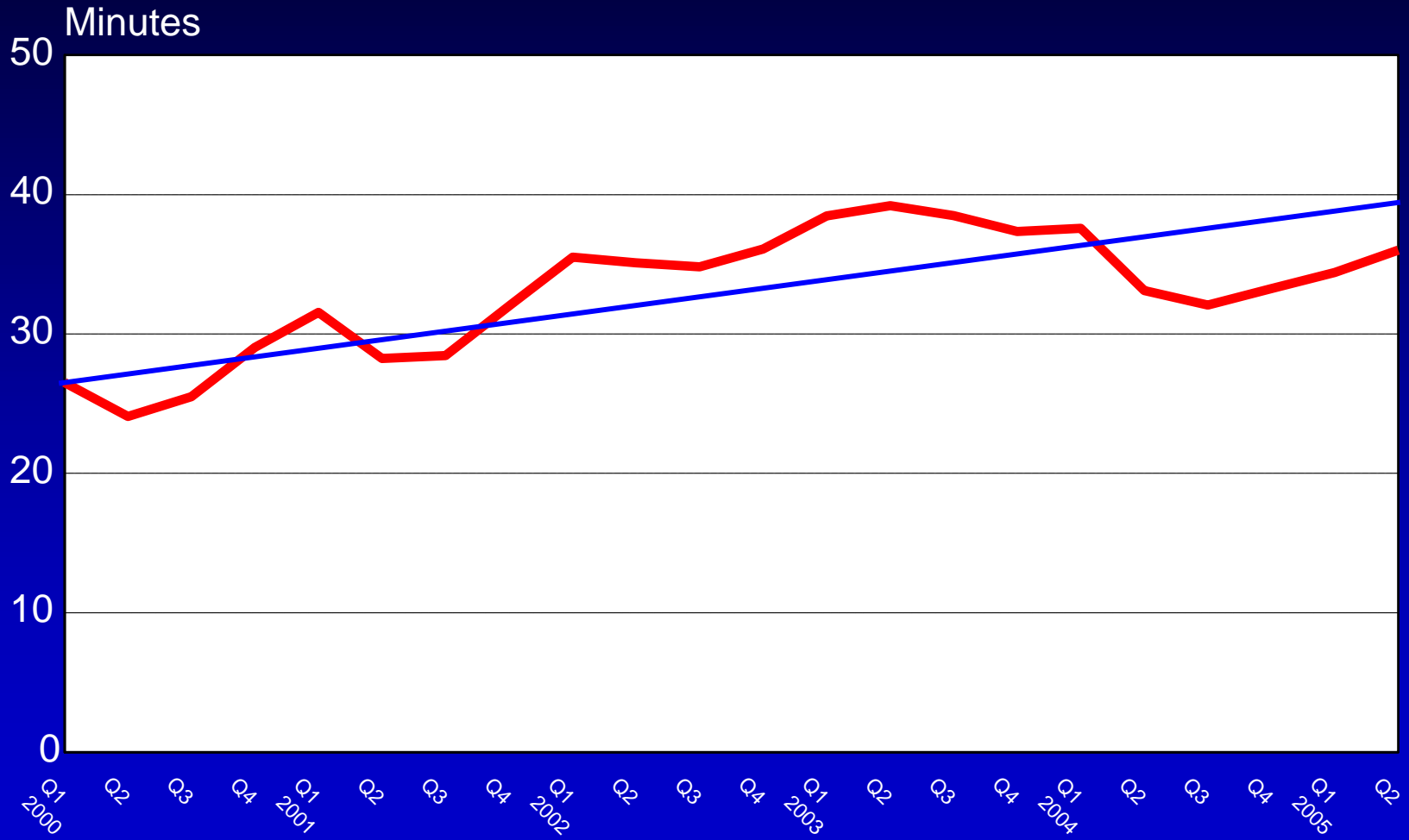
Transport Areas by Agency



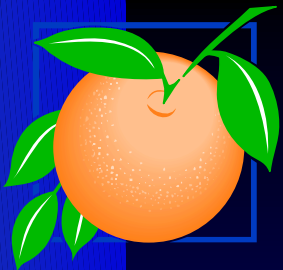


Orange County Hospitals

Median EMS Patient Offload Times



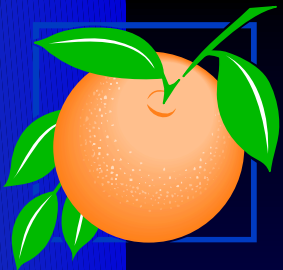
2000-2005



EMTALA

Emergency Medical Treatment and Active Labor Act

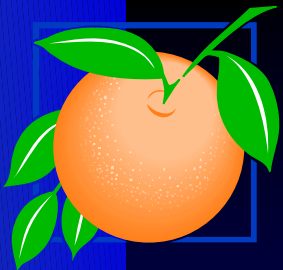
- EMTALA is part of the Federal Consolidated Omnibus Budget Reconciliation Act of 1986 referred to as the COBRA law.
- It governs when and how a patient may be refused treatment or transferred from one hospital to another when they are in an unstable medical condition.



F.S. 395.1041

Access To Emergency Services and Care

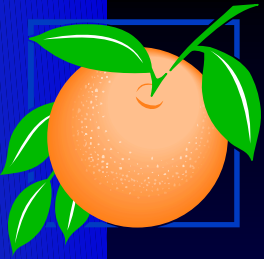
- **Every hospital which has an emergency department shall provide emergency services and care for any emergency medical condition when.....**
 - **An emergency medical services provider who is rendering care to or transporting the person... *(to that facility)***



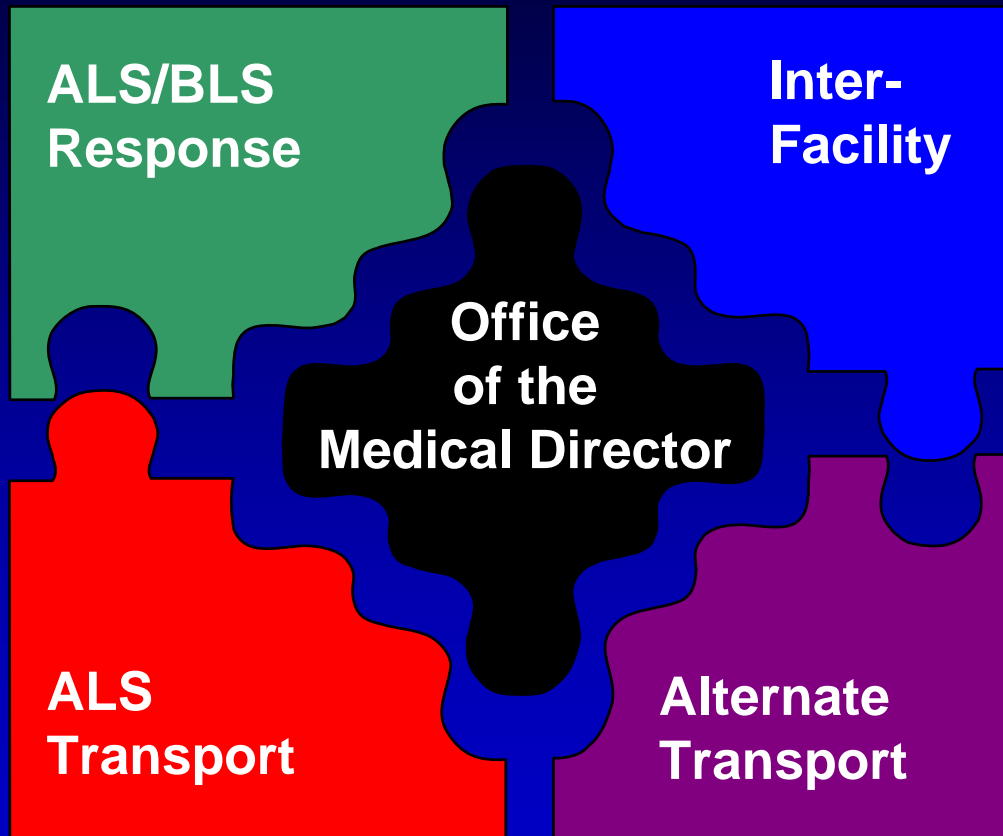
F.S. 401.45

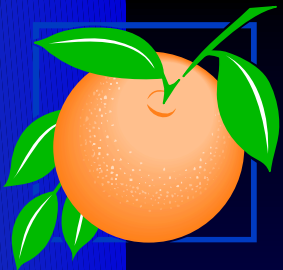
Denial of Emergency Treatment

- **A person may not be denied treatment for any emergency medical condition that will deteriorate from a failure to provide such treatment at any general hospital licensed under chapter 395 or any specialty hospital that has an emergency room.**
 - **The state interprets this to mean a patient transported by EMS must go to a hospital with an emergency department**



Orange County EMS System

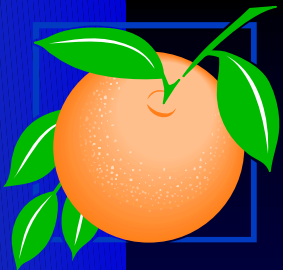




Emergency Medical Services Office of the Medical Director

- **County EMS System Coordinating Agency**
- **Disaster Health Services**
- **COPCN Review**
- **Medical Direction**
 - Policies & Procedures
 - Protocols
 - Quality Improvement
 - Education
 - Certifications
 - Public inquires

- **Paratransit Vehicle Licensure**



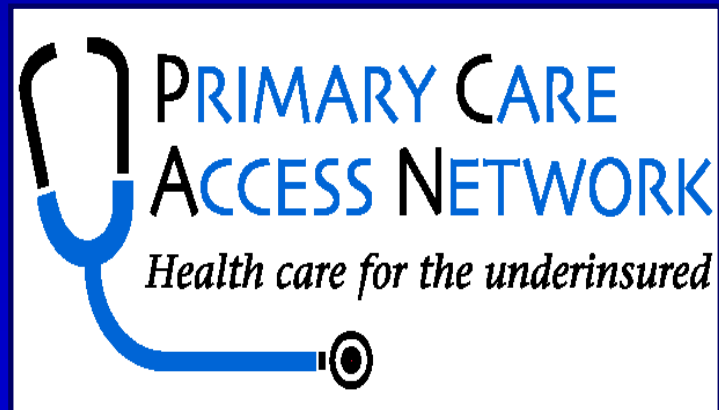
Disaster Response

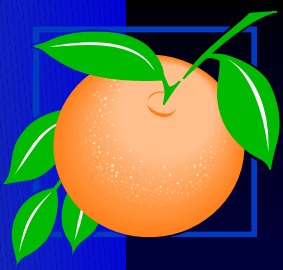
- **All Orange County Agencies participate in a system-wide response plan**
- **Private Ambulance companies provides extra units in times of system overload and peak demands**



Orange County Medical Program

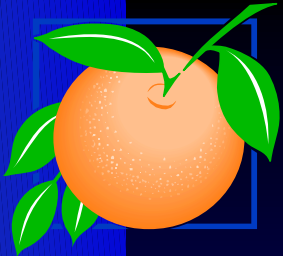
Primary Care Access Network (PCAN)





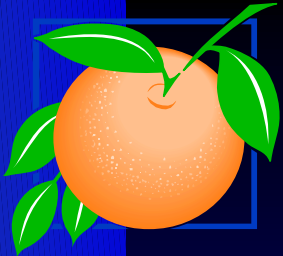
Overview of Orange County's Uninsured

- Orange County Trends
- Tourism, service and retail industries
- Who are our uninsured?



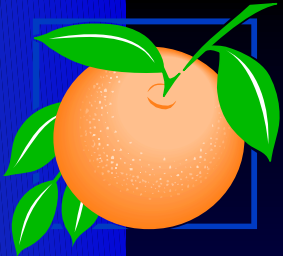
Orange County Addresses the Uninsured

- Healthcare leaders sound the alarm
- Reassessing our local healthcare delivery system
- Strategic Health Care Task Force
 - Primary Care, Secondary and Tertiary Services
- Over-arching Goal and Mission



Resources and Needs

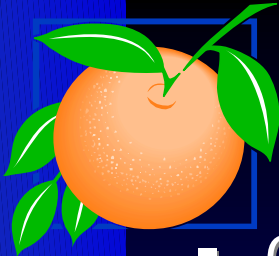
- Resources
 - Private/Public partnerships
 - Strategic Locations
- Needs Analysis
 - 185,000 + uninsured
 - “Inappropriate” ED utilization
 - Lack of access points



Goals and Objectives

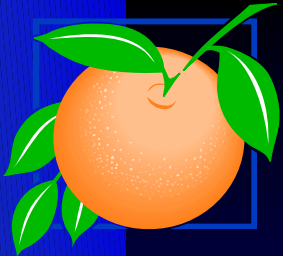
“Making Health Care Available to Everyone in the Community”

- **Develop a high quality, comprehensive healthcare delivery system**
- **Expand access**
- **Expand support services network**
- **Contain costs**



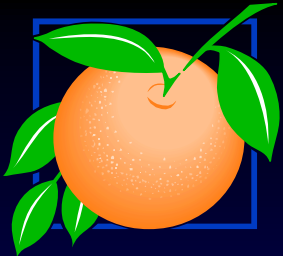
PCAN Partners

- Orange County Government
- Orange County Health Department
- Medical Society/Special Care
- Florida Hospital
- Orlando Regional Healthcare
- Health Central
- Community Health Centers
- Central Florida Family Health Centers
- Pathways to Care
- Healing the Children
- Health Alliance
- Winter Park Health Foundation
- Central Florida Health Care Coalition
- Health Council of ECF
- Lakeside Alternatives, Inc
- Center for Drug Free Living
- Shepherd's Hope, Inc.
- Health Care Center for the Homeless
- Emergency Medical Services

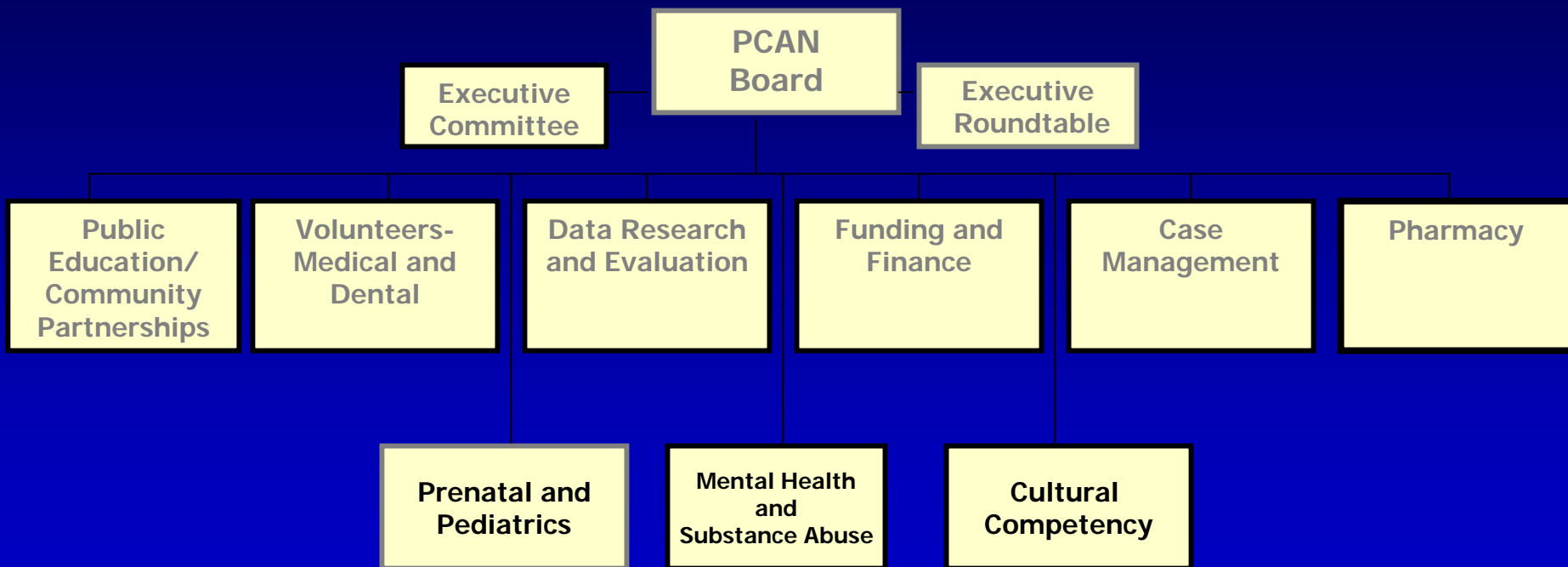


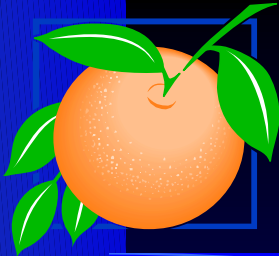
PCAN Services

- Primary Care
- Specialty Care
- Acute Care
- Behavioral Health
- Dental Care
- Pharmacology
- Radiology
- Laboratory
- Health Education
- Nutritional Guidance
- Disease Prevention
- Cancer Screening
- Immunizations
- Annual Examinations
- Social Services
- Referral Services

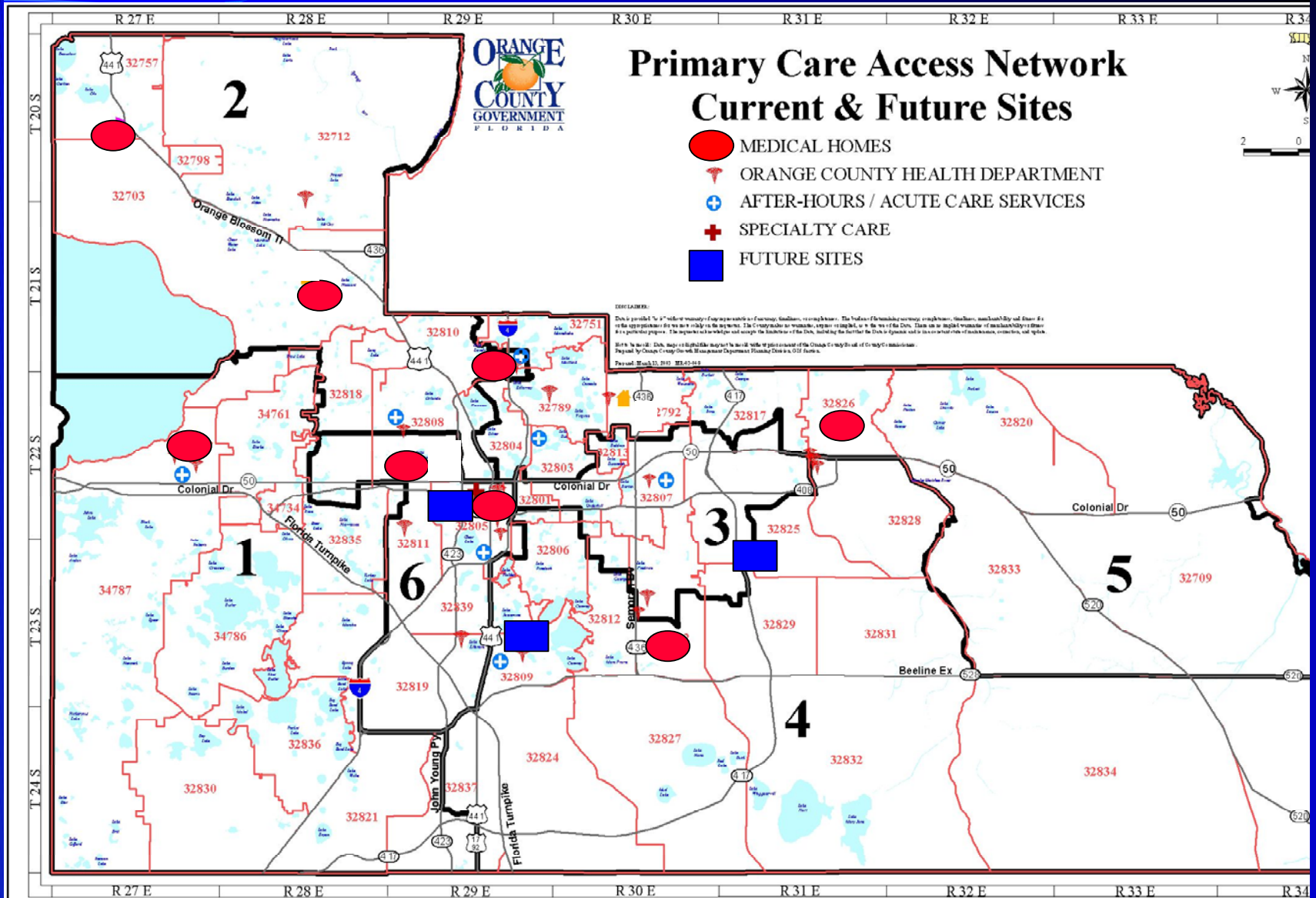


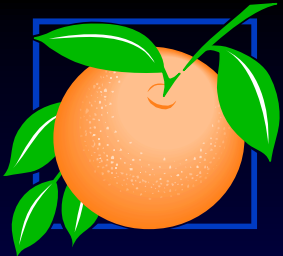
PCAN Operational and Governance Structure



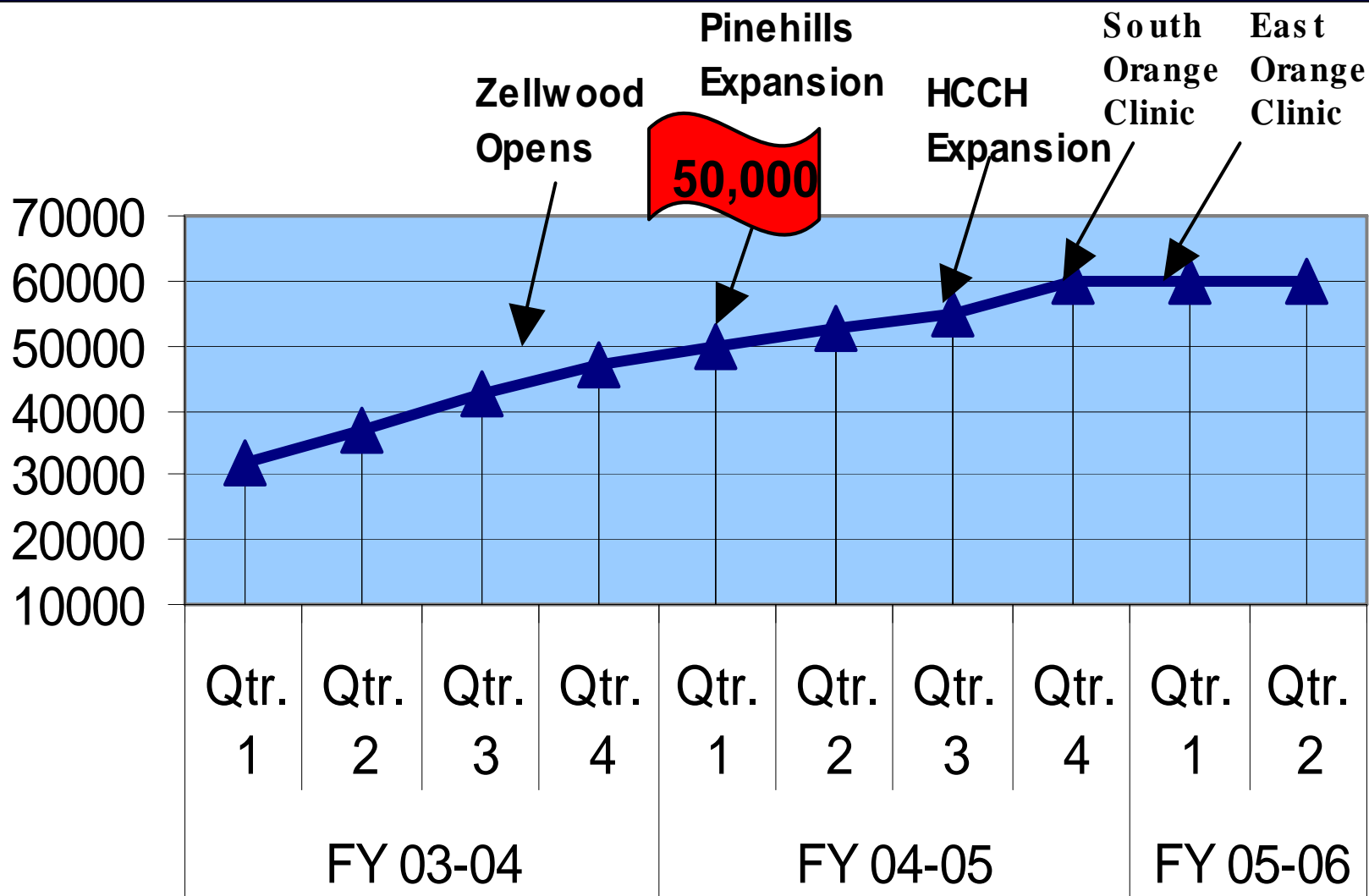


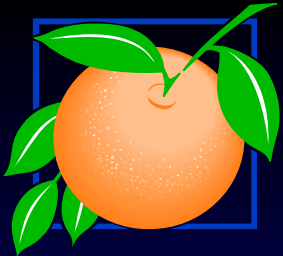
PCAN Clinic Sites





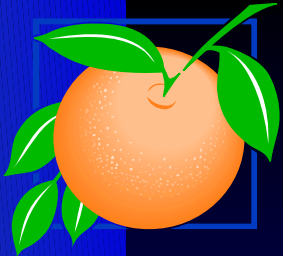
PCAN – Program Growth





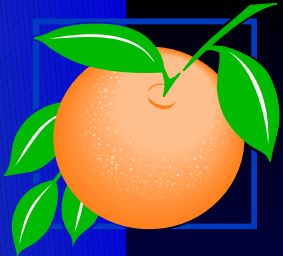
PCAN Enrollment

- FY 2000
 - 2 clinics
 - 5,000 patients served
 - \$120,000 in donated services
 - 79 volunteer physicians
- FY 2004
 - 9 clinics
 - 50,000 patients served
 - \$2.5m in donated services
 - 1200 volunteer physicians



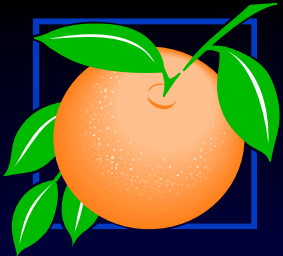
PCAN Accomplishments

- Expand Clinics
- Public Education
- Case Management
- Culturally viable resources
- Dental Foundation
- Pharmacy Co-op
- Volunteer Network
- Standardized Referral systems
- Data, Research & Evaluation



Volunteer Network

- 1,200+ healthcare professionals
- \$4.3M donated annually
- Sovereign Immunity
- Volunteer Organizations
 - Special Care, Inc.
 - Shepherd's Hope, Inc.
 - Health Care Center for the Homeless
 - Dental Care Access Foundation
 - Healing the Children
 - Orange County Health Department

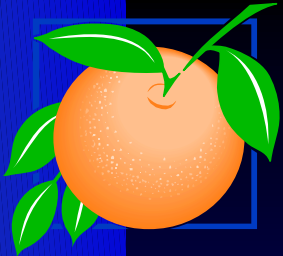


PCAN – Community Benefits

- County Government
 - Leveraged dollars
 - Service to the community

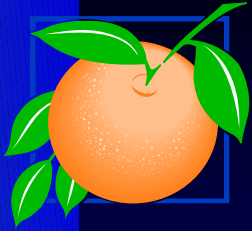
- Economy & Business
 - Healthier workers
 - Increased access



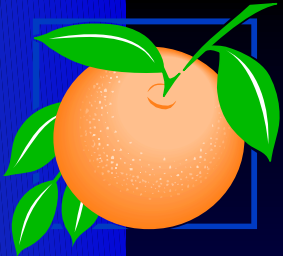


Sustainability

- Commitment from Partners
- County Government Funding
- In-kind Partner support
- Grants and awards
- PCAN Foundation
- Donated Services

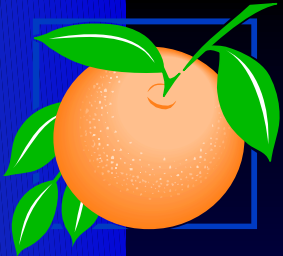


Emergency Department Study

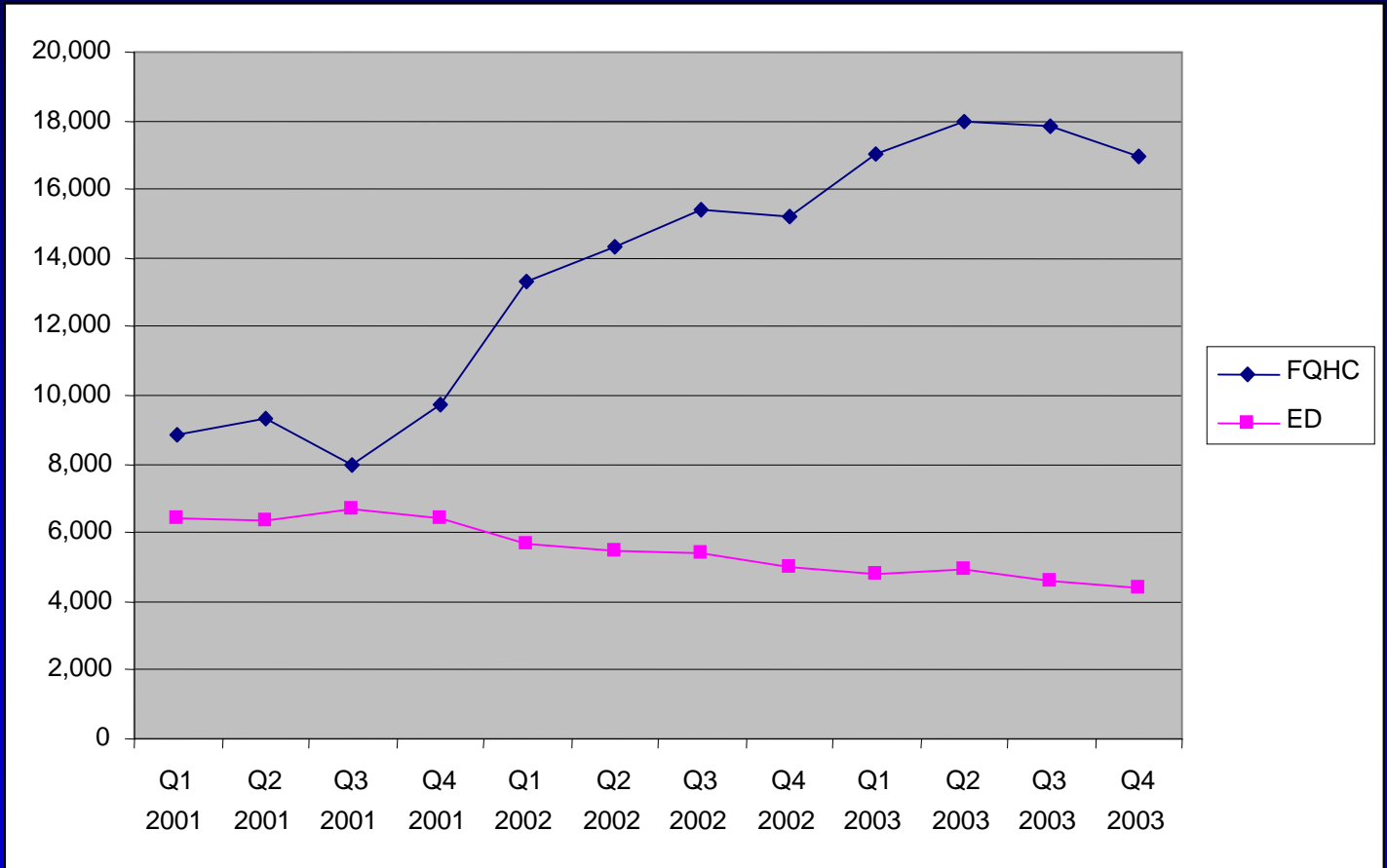


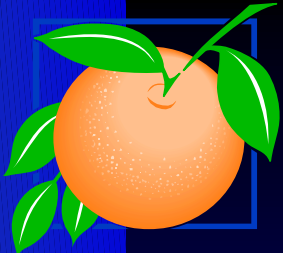
Reducing Non-Urgent Utilization of the Emergency Department by Self-Pay Patients:

Analysis of the Impact of the Primary Access Network



ED Non-Urgent Visits vs. FQHC Visits for Self Pay Patients 2001-2003, by quarter



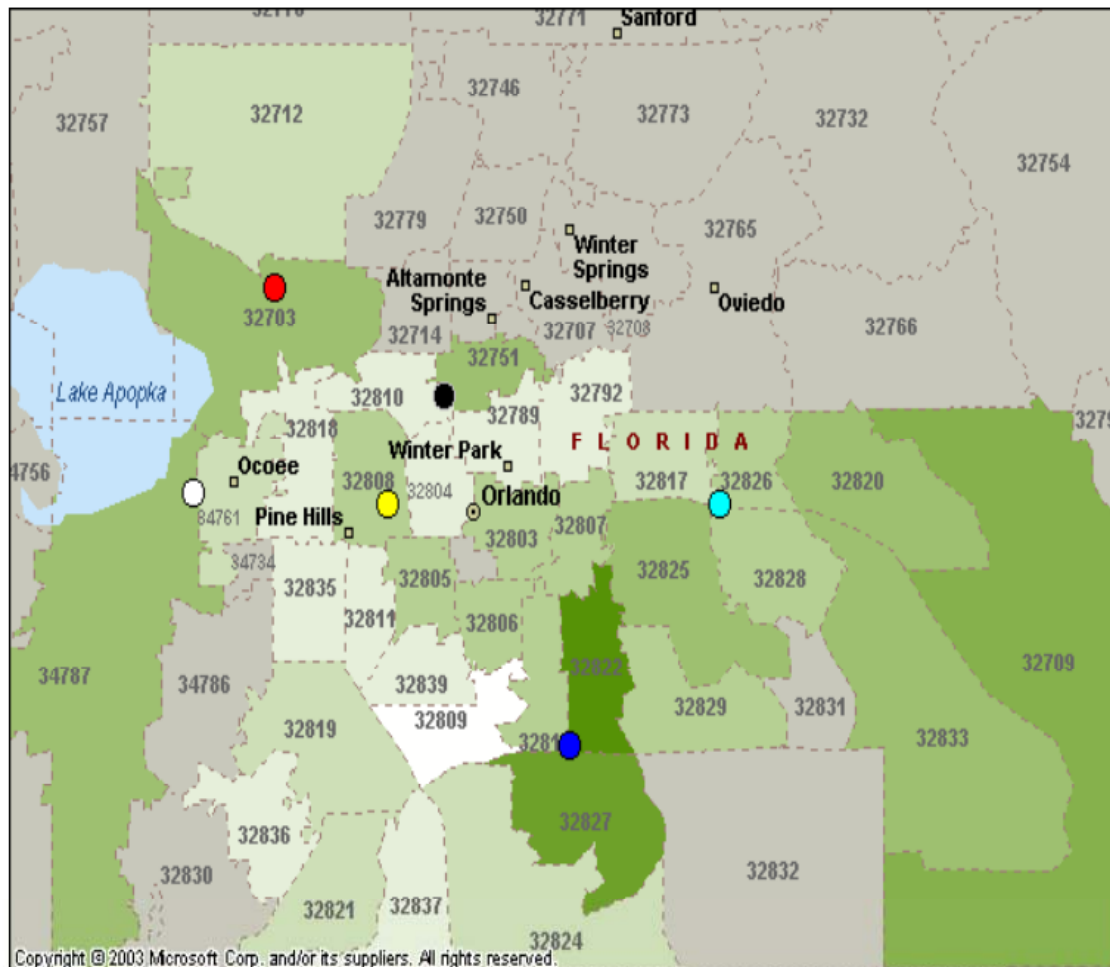
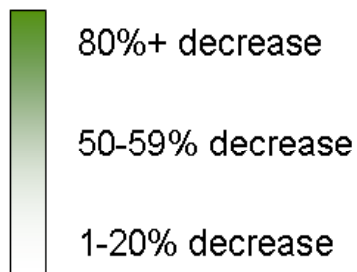


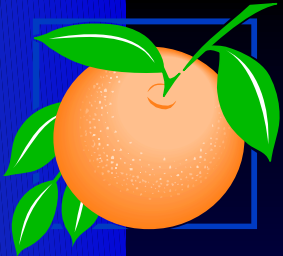
Non-Urgent ED Visits Decrease by Zip Code, 2001-2003

Facility

- FQHC A
- FQHC B
- FQHC C
- FQHC D
- FQHC E
- FQHC F

Decrease by Zip Code





Financial Impact – \$1.6M/year

- 32.2% drop in ED non-urgent visits from first quarter of 2001 to last quarter of 2003 = 2,080 visits/quarter:

**#ED visits "saved" per quarter x average
charge for ED non-urgent visit =
ED charges in a quarter**

2,080 ED visits X \$289.33 = \$601,806.40

**# ED visits "saved" per quarter x average
charge for primary care visit =
FQHC charges in a quarter**

2,080 Clinic visits X \$94.63 = \$196,830.40

**ED charges – FQHC charges =
savings per quarter**

\$601,806.40 - \$196,830.40 = \$404,976