

From: Sarah Ruttle [<mailto:sruttle@vnatoday.org>]

Sent: Friday, March 01, 2019 3:13 PM

To: Gelvin, Matthew <Matthew.Gelvin@nebraska.gov>; Briel, Ron <Ron.Briel@nebraska.gov>

Subject: 407 Review for EMS proposals

Good afternoon Ron and Matthew,

At the last 407 Review meeting for the Community Paramedicine proposal (1/10/19), the committee had two questions regarding home care I was unable to answer in entirety.

I have conferred with our VP of home care and would like to provide, as promised, a more complete response to the committee:

- 1. In the event a VNA nurse/clinician is in a patient's home and determines they are in need of care at an urgent care clinic, how long does it take to arrange transportation and transport someone to urgent care?*

When admitted, the VNA clinical manager and when needed medical social worker complete a comprehensive needs and resources assessment with the patient, primary physician and family/caregivers. Transportation needs to anticipated and unanticipated medical care outside of the home are assessed at that time and VNA establishes a connection to a transportation resource, as well as to any other needed community resources.

The VNA home care team works closely with each patient's primary care physician to develop a plan of care and respond to changing health needs. The goal is to provide needed healthcare in the home and prevent exacerbation of conditions that would require an ER or hospital admission. If the nurse/clinician arrives at the home and there is an emergency health need, they will dispatch 911 for transport to the ER. If there is a non-urgent medical need for clinic care, they will confer with primary care physician and arrange transport to a location at the physician's direction (typically their office during office hours or to a hospital after hours). This occurs, at the physician's direction based on assessment of situation, either by office appointment or immediately through the previously established transportation source. It is rare that care at an urgent care center is needed, as healthcare provided in the home or by the primary care physician is comprehensive to meeting patient needs. The VNA home care manager team does not recall a time in recent years when an urgent care center was appropriate to need.

- 1. Do we have any information or feedback from our patients or physicians at CHI about their experience with the Community Paramedicine pilot that was done with CHI?*

No specific feedback about the Community Paramedicine pilot has been shared with VNA by providers.

Myself and Bridget Caniglia, VP of Home Care, will be attending the upcoming 407 Review meeting on Monday 3/4 and would be happy to answer any additional questions regarding home care scope of services then, or at any time.

Sarah

Sarah Ruttle | MA | Community Relations and Grant Coordinator

Office: [402-930-4225](tel:402-930-4225)

Mobile: [402-740-6294](tel:402-740-6294)

Website: www.vnatoday.org

Address: 12565 West Center Road, Suite 100 Omaha, NE 68144



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