

Memorandum



CITY OF DALLAS

DATE: August 7, 2015

TO: Honorable Members of the Public Safety Committee:
Adam Medrano (Chair), B. Adam McGough (Vice Chair), Sandy Greyson, Tiffinni A. Young,
Jennifer S. Gates, Philip T. Kingston

SUBJECT: **Dallas Fire-Rescue Mobile Community Healthcare Program**

On Monday, August 10, 2015, you will be briefed on the Dallas Fire-Rescue Mobile Community Healthcare Program.

The briefing materials are attached for your review.

A handwritten signature in cursive script that reads "Eric D. Campbell".

Eric D. Campbell
Assistant City Manager

Attachment

c: Honorable Mayor and Members of the City Council	Jill A. Jordan, P.E., Assistant City Manager
A.C. Gonzalez, City Manager	Mark McDaniel, Assistant City Manager
Warren M.S. Ernst, City Attorney	Joey Zapata, Assistant City Manager
Craig D. Kinton, City Auditor	Jeanne Chipperfield, Chief Financial Officer
Rosa A. Rios, City Secretary	Sana Syed, Public Information Officer
Daniel F. Solis, Administrative Judge	Elsa Cantu, Assistant to the City Manager – Mayor & Council
Ryan S. Evans, First Assistant City Manager	



DALLAS FIRE-RESCUE
MOBILE COMMUNITY HEALTHCARE
PROGRAM

Public Safety Committee
August 10, 2015



Purpose

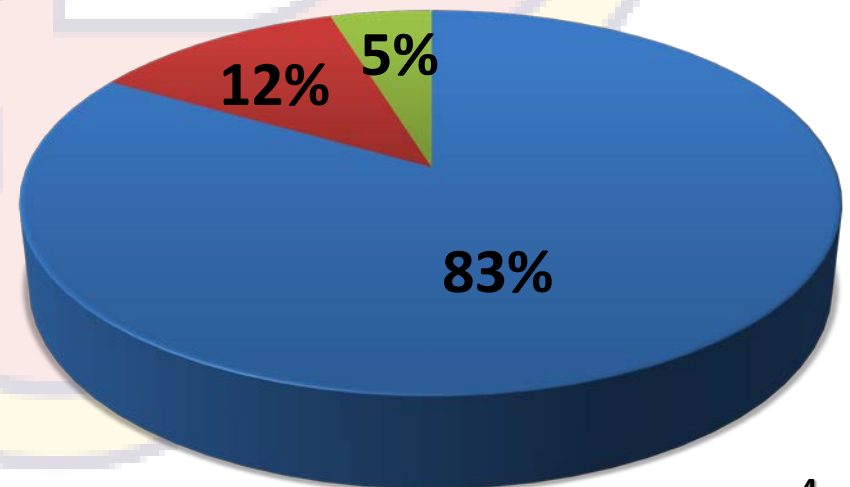
To provide an overview of the Mobile Community Healthcare Program (MCHP); give an update on the program's accomplishments to date; as well as discuss pending contracts.

Mobile Community Healthcare Program (MCHP): Overview

- Phase I officially started March 2014
- Proactive service delivery model
- Identifies high utilizers of the system and seeks to reduce their dependence on the 911 system
- 80+ patients seen to date
- 80% reduction in 911 utilization for enrolled patients
- Intensive case management process that involves a network of community organizations all working for the good of each individual patient

Demographics

- Enrolled clients: 88
- First client contact: March 19, 2014
- Days active as of August 1, 2015: 509
- Average age: 57
- Insurance coverage:



Status

- Total billable service calls as of July 20, 2015
 - FY13 pre-enrollment: 2840
 - 90D pre-enrollment: 1010
 - Program post-enrollment: 832
- High Frequency Patient program: 194 days average
 - Clients responding with a positive call reduction: 77
 - Net monthly call reduction average: -79.42%
 - Per month call reduction: 2.45 per patient
- Graduated patients: 36
 - Overall reduction in 911 utilization: 97.22%

Mobile Community Healthcare Program: Overview

- Phase II involves contracts with area hospitals
- MCHP will provide services to hospital program patients:
 - Readmission avoidance
 - High utilization patients
 - Accountable Care Organization (ACO)/Managed Care Program patients
 - Many possibilities
- A great deal of interest in this program has been shown by our area hospital partners

Mobile Community Healthcare Program: Contracts

- Contracts for August 12 Council Agenda
 - Children’s Medical Center, Pediatric Asthma Program
 - Budgeted amount not defined, will depend on program success
 - Two year contract with one two-year extension
 - UTSW
 - Network Access Improvement Program (NAIP)
 - \$340,000 per year
 - One year contract with a one year extension
 - Clements Hospital Emergency Department
 - \$225,000 per year
 - One year contract with 3 one year extensions
- We seek a committee recommendation for these contracts to proceed to full Council for approval

