

**EMS**

# Transformation

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**3.0**

**April 19, 2016 • Arlington, Virginia**

Hilton Crystal City at

Washington Reagan National Airport

# Welcome To EMS 3.0!

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# EMS 1.0



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# EMS 2.0



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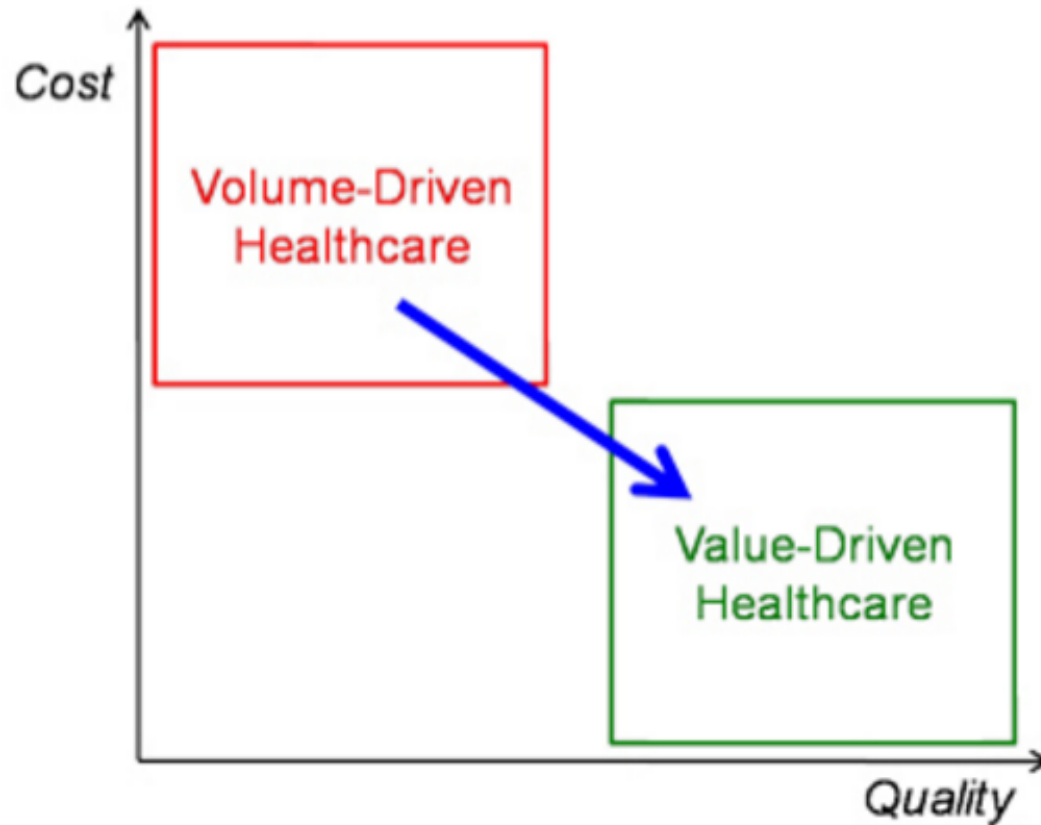


# Value



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It's about the  
Money...



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# Value



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VALUE

$$= \frac{\text{QUALITY} \text{ (checkmark icon)}}{\text{COST} \text{ (\$ icon)}} = \frac{\text{Outcomes} + \text{Patient Experience}}{\text{Direct Costs} + \text{Indirect Costs}}$$



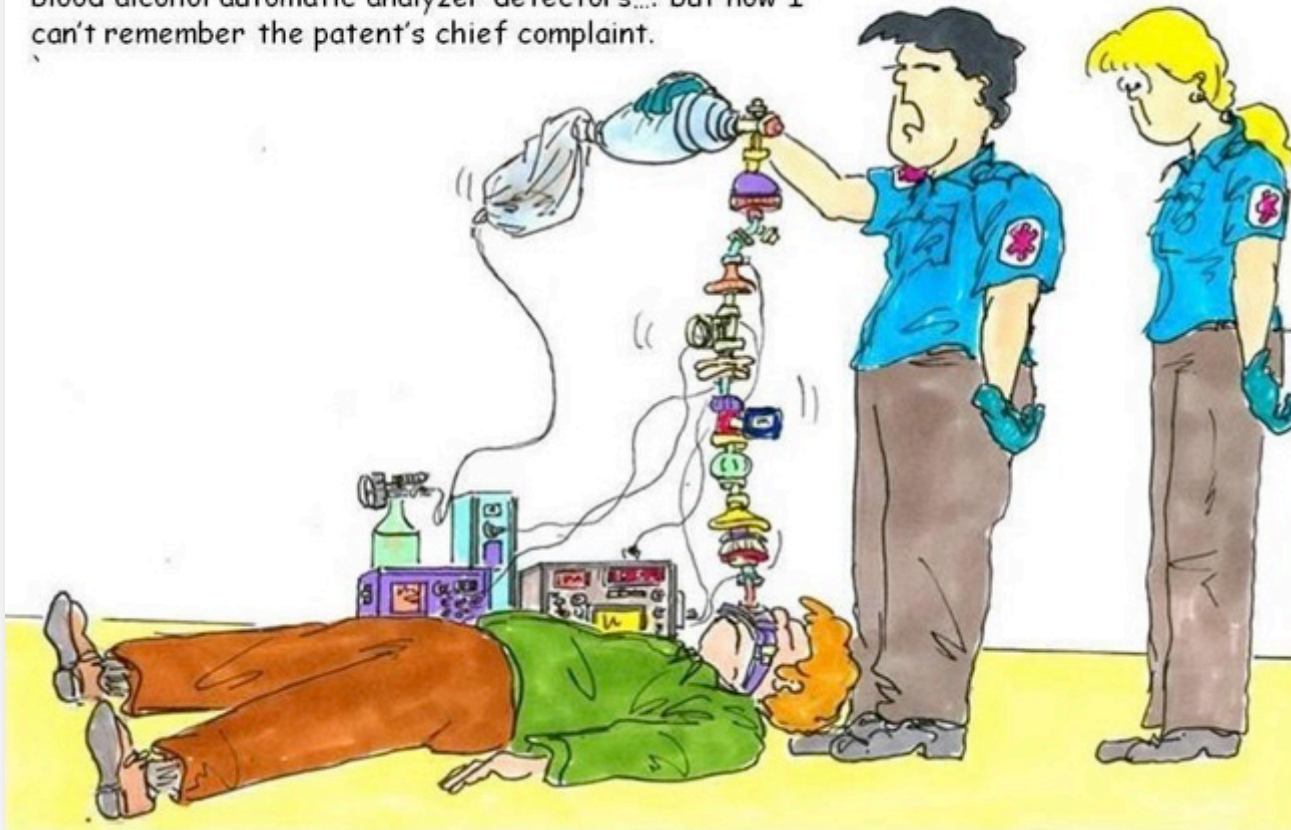
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I've secured the impedance threshold, end-tidal volume, dead space, vesicular excursion, rate/depth, tic tack dispenser, ketone, alkalotic/acidotic, alveolar elastic, and blood alcohol automatic analyzer detectors.... but now I can't remember the patient's chief complaint.





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## Ambulance Driver

( Dry - vuhr ) noun

Specially trained career professionals who also work with FIRE TRUCK DRIVERS and POLICE CAR DRIVERS



See also : EMT, Paramedic



Jeff E. Cook

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# Flipping EMS?



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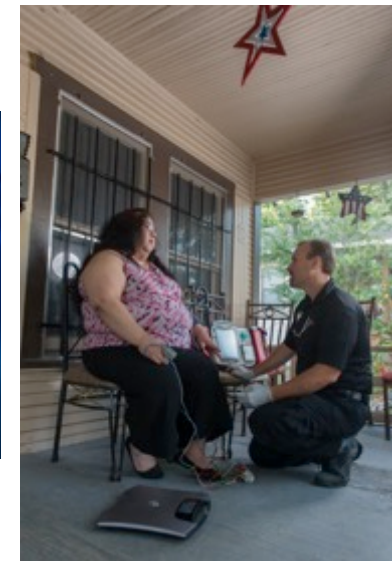


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## Patient Navigation





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EVOLVE  
 DISRUPT  
 SHAKE UP  
 CHALLENGE  
 ADAPT  
 CHANGE  
 DIVERGE








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*Cigna-HealthSpring*

**Jonathan Washko**  
*Northwell Health/AAA*

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# Action Steps



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## Open School

### **QI 101: Fundamentals of Improvement**

- Lesson 1: Errors Can Happen Anywhere — and to Anyone
- Lesson 2: Health Care Today
- Lesson 3: The Institute of Medicine's Aims for Improvement
- Lesson 4: How to Get from Here to There: Changing Systems

### **L 101: Becoming a Leader in Health Care**

- Lesson 1: Taking the Leadership Stance
- Lesson 2: The Leadership Stance Is Not a Pose
- Lesson 3: Influence, Persuasion, and Leadership
- Lesson 4: Measuring Leadership

### **QCV 100: An Introduction to Quality, Cost, and Value in Health Care**

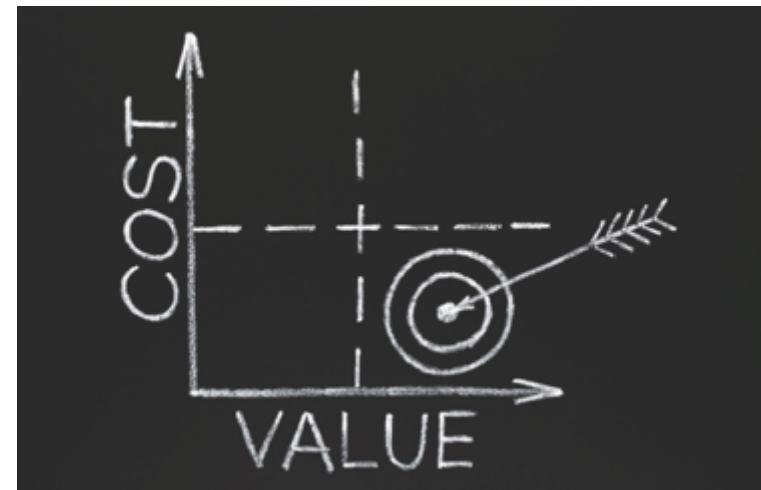
### **QCV 101: Achieving Breakthrough Quality, Access, and Affordability**

- Lesson 1: Two Mustangs
- Lesson 2: How to Make Complex Systems Fail
- Lesson 3: Solving Problems in Complex Systems

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# Infographic



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### EMS 3.0



#### HEALTHCARE IS TRANSFORMING

Our nation's healthcare system is transforming from paying for volume of care to one that rewards value, known as Healthcare 3.0. EMS can be a part of Healthcare 3.0 if it undergoes its own transformation by expanding services and demonstrating value.

Outcomes and performance data



Patient-centered

#### URGENT AND EMERGENT CARE REMAIN CORE TO EMS



24/7 emergency medical dispatch (911)



Rapid response, medical assessment and treatment



Urgent cardiac, stroke, trauma, mass casualty/disaster care



Emergency and critical care transport

#### BUT EMS MUST OFFER EXPANDED SERVICES



Nurse advice



Post-discharge follow up, preventive care



Chronic disease management and support



Alternative transportation or referral to community health or social services resources

#### EMERGENCY CARE + EXPANDED SERVICES = VALUE



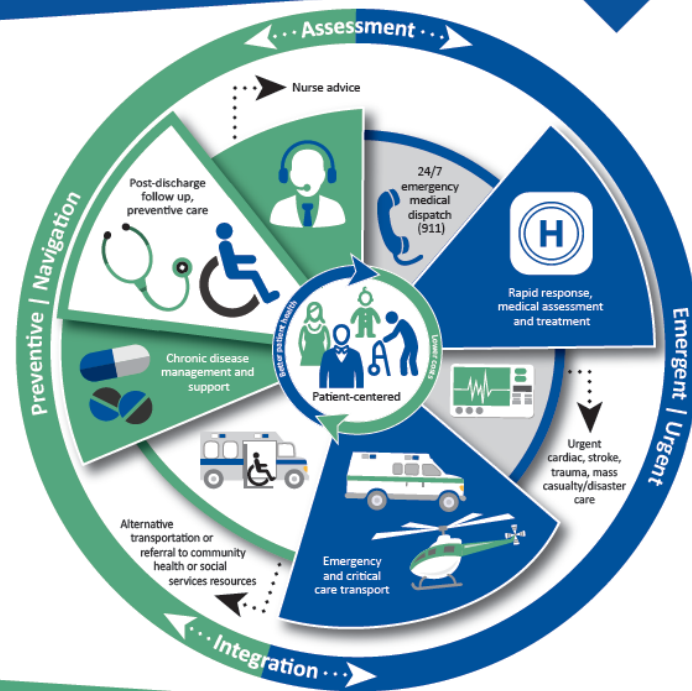
Better patient health



Lowered costs

### EMS 3.0

Our nation's healthcare system is transforming from a "fee-for-service" model to a patient-centered, and value and outcomes-based model, referred to as Healthcare 3.0. EMS can be a part of Healthcare 3.0 only if it undergoes its own transformation by expanding services and demonstrating value. EMS 3.0 includes...



EMS is uniquely positioned to support our nation's healthcare transformation by assessing and navigating patients to the right care, in the right place at the right time. Let's move our profession to EMS 3.0.





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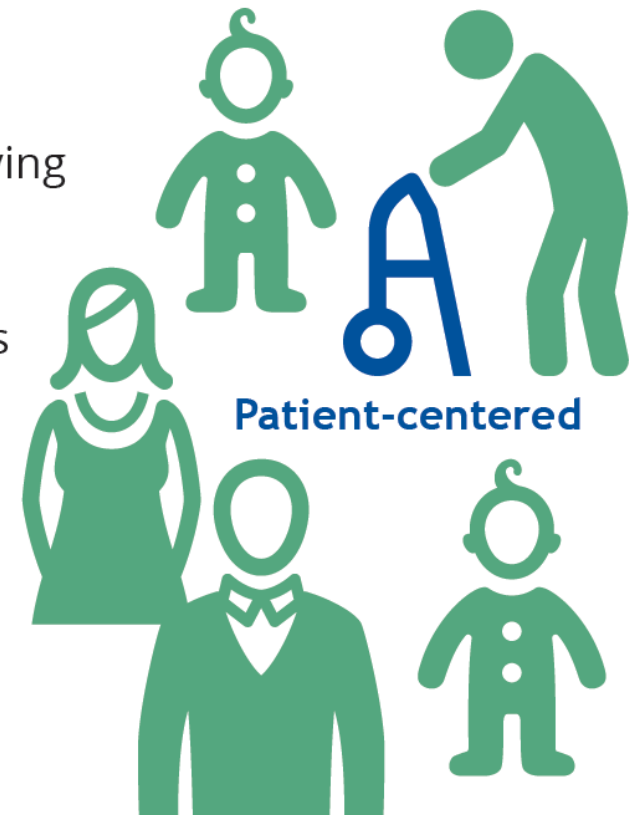
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## HEALTHCARE IS TRANSFORMING

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Outcomes and performance data





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## URGENT AND EMERGENT CARE REMAIN CORE TO EMS



24/7  
emergency  
medical  
dispatch  
(911)



Rapid response,  
medical  
assessment  
and treatment



Urgent cardiac,  
stroke,  
trauma, mass  
casualty/disaster  
care



Emergency and  
critical care transport





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## BUT EMS MUST OFFER EXPANDED SERVICES



Nurse advice



Post-discharge  
follow up,  
preventive care



Chronic disease  
management  
and support



Alternative transportation  
or referral to community  
health or social services  
resources



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**EMERGENCY CARE + EXPANDED SERVICES = VALUE**



Better patient health

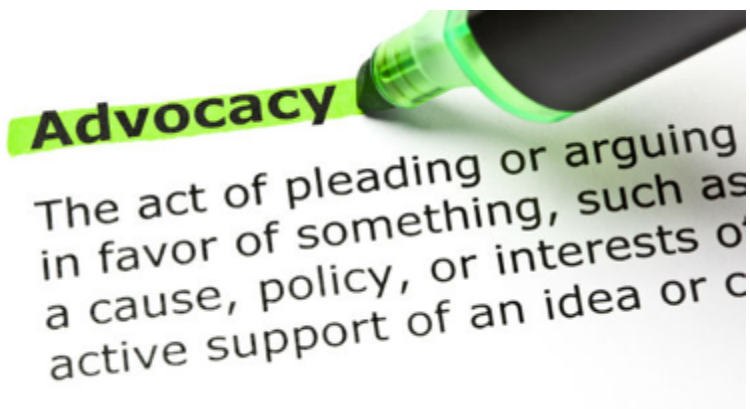


Lowered costs

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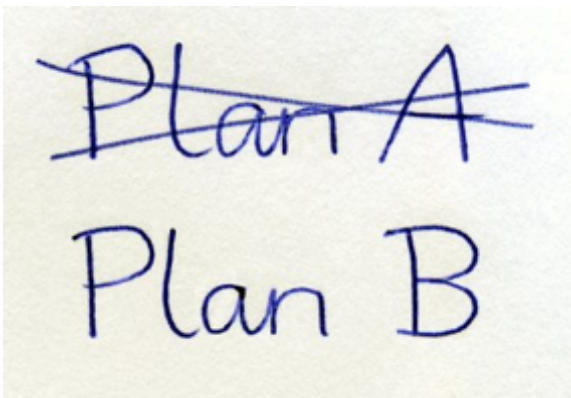


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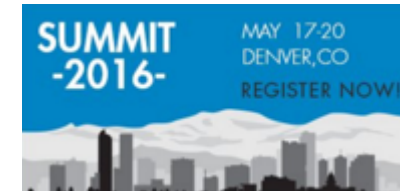


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**Thank You  
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