



EMERGENCY TELE-HEALTH + NAVIGATION

Houston Fire Department

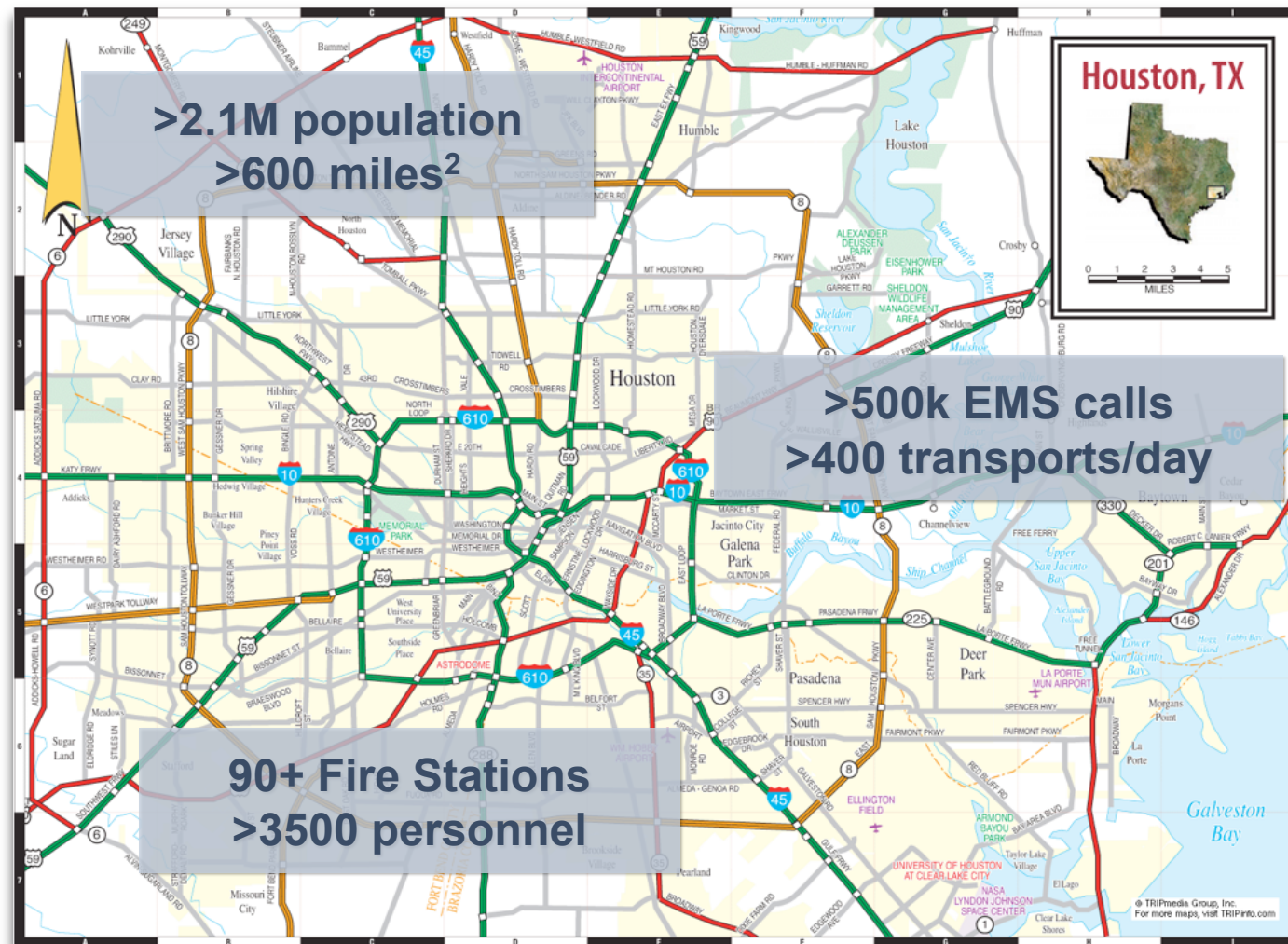
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HOUSTON, WE HAVE A PROBLEM



HFD



PATIENT ACUITY

- Increasing number of “walking well”
- Unnecessary transports
- Repeat offenders
- Primary Care Related (PCR) visits

ER OVERCROWDING

Not a new problem



Is there a better way?



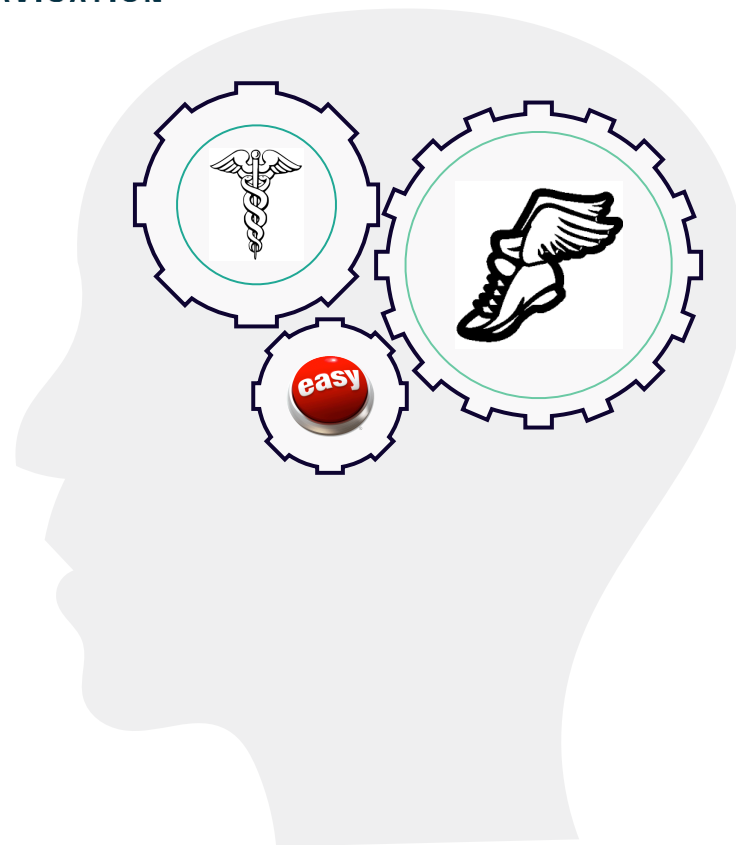
Safe?



Fast?



Easy?



ETHAN OPERATIONS

Who is ETHAN?



Field Units



Physicians



Care Houston



Primary Care

ETHAN is a partnership

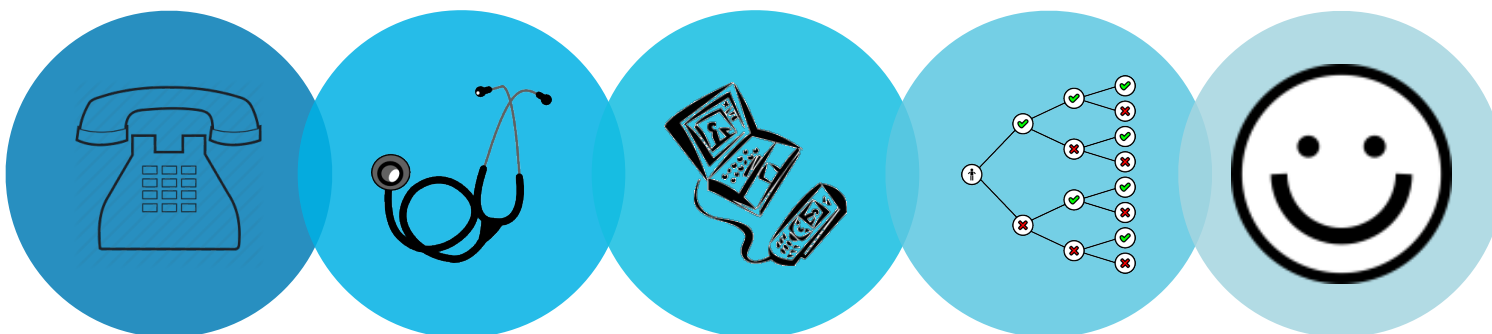
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ETHAN PARTNERS



HOW DOES ETHAN WORK?

Step-by-Step



1
911 Call

2
Field Assessment

3
ETHAN Call

4
Disposition

5
Care Houston

-1-911 Call

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PATIENT CALLS 911

911 Operator

Unit Dispatch



-2- FIELD ASSESSMENT

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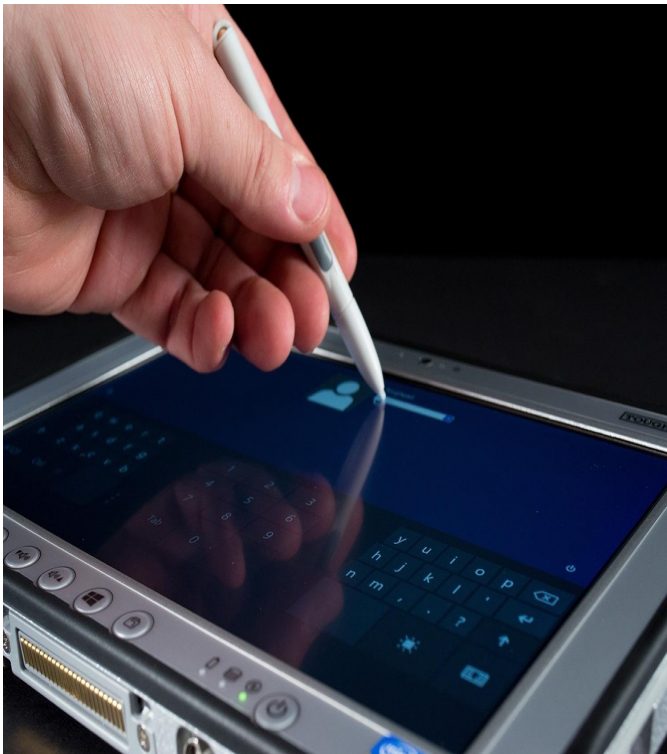


- Focused history & physical
- Record patient demographics
- Document vital signs
- Review inclusion/exclusion criteria

- 3 - THE ETHAN CALL

Initiated from the Field Device

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STEPS

- Transfer the record in EMR
- Contact ETHAN physician
- Provide the Incident number, if necessary
- Remain close to patient

-4- ASSESSMENT AND DISPOSITION

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via Telepresence



- Physician speaks directly with patient
- Crew remains nearby
- Possible disposition
 - Clinic appt by cab
 - Clinic appt by POV
 - Home Care
 - Transport to ER
 - ER by Taxi

-5- CARE HOUSTON

Followup and Aftercare

HFD

- Healthcare Navigator
- Social Needs
- Establish Medical Home
- Prevent future 911 calls?



ETHAN PROCEDURES

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INTERCONNECTED

Identify appropriate patients

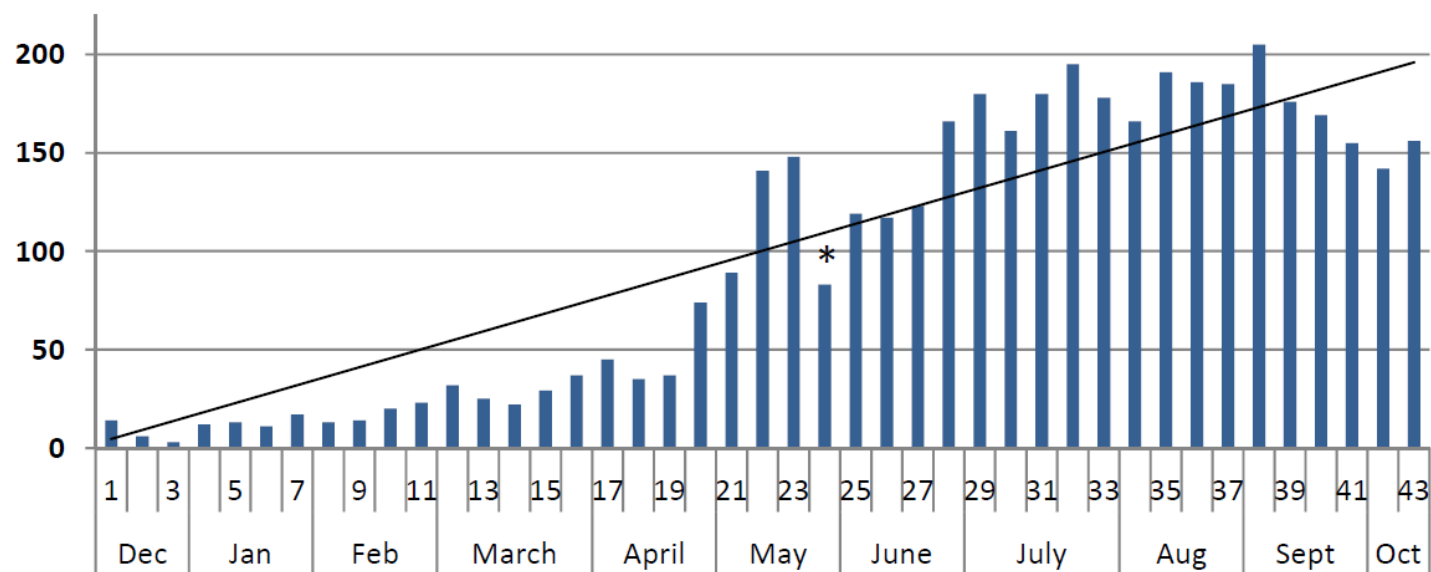
Physician assessment



Clinic appointment

Care Houston followup

Patient Volume by Week



* Memorial Day Holiday and major floods

ETHAN Disposition	# Patients	%
Patient Declined Referral - Cab to ER	2,306	56%
Referral to ER (Transport)	779	19%
Referral to ETHAN Clinic Partner	391	10%
Referral to Patient PCP/Home Care	308	8%
Unable to Complete Due to Technical Issues	68	2%
Other	243	6%
Grand Total	4,095	100%



QUESTIONS?

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-  ZINDOCTOR