



Company Overview



Global Medical Response (AMR parent company) **operates in 46 states, D.C., and internationally.** GMR and its operating subsidiaries, specialize in ground and air medical transportation services with **more than 38,000 employees** and one of the **largest fleets of ambulances and medical aircraft in the world.**

AMR cares for millions of patients a year in thousands of communities. AMR's EMS background provides a vast network of national resources and a close integration with community hospitals and physicians.

www.AMR.net

Customer Since: 2018

Industry: Emergency Medical Services; Integrated Healthcare

Life365 Solutions:

- MyLife365 (Software / Tablets);
- Life365 Clinical Portal;
- Life365Kits;
- Software Development Services

The Challenge: Reducing ER Utilization for High Risk Patients

A community paramedicine program to bring **mobile health services to patients deemed most at risk** of developing health concerns that end up requiring hospitalization. Many of the patients were recently discharged CHF patients. The aim of the program was to help these patients **avoid unnecessary ER utilization.**

Methodology to Support the Program

The program required coordination between AMR's specially trained emergency medical technicians (EMTs) and paramedics that would visit patients in their home, and two virtual command centers in Texas and Florida staffed with RNs. The Medical Command Centers link 911 services, nurse navigators and the mobile clinical care teams.

Life365 followed a phased implementation approach to support the organization; defining program goals, understanding current operations (boots on the ground EMTs and virtual command center capabilities), developing a project plan to meet program goals, developing clinical workflows - specifically tasks and workflows between virtual command center and boots on the ground, supporting staff during go-live including in person assistance and documenting key workflows for future staff, and lastly - measuring and reporting.

Examples of functionality implementation to meet the needs of the organization included custom patient surveys, custom integration of a heart rate / activity tracker, custom portal functionality to meet the needs of the clinical staff, implementation of a new telehealth platform, and development of a "push to call" button app to connect patients to virtual medical command center, 24/7.

Tools Utilized to Support the Organization

As part of the ongoing care program, patients were provided with a tablet that wirelessly transmitted information to the community paramedics and 24/7 nurse command center. Patients used the tablets to report daily blood pressure, oxygen levels, heart rate and weight and, in certain cases, blood glucose and spirometry.

The Life365 platform was leveraged to provide virtual visits, capture biometric measurements, supplemental information from customized patient surveys (including health status, EuroQol questionnaires, and patient satisfaction), coordinator management to schedule medication and appointment reminders. Life365 resources were tapped to assist in development of customized patient education, program launch and user materials designed to enhance user experience and engagement.

Results

After implementation, the post-discharge project resulted in a **reduction of all-cause 30-day readmission rate for persons with one or more of the chronic conditions** targeted and generated approximately **\$1.4 million in savings.** The program has been successful for several years, and continues to grow.