

# Mobile Integrated Health Program

## Community Paramedicine



Health Bus(s) | Detention | Rapid Response Vehicle(s) |  
Emergency Department | Community Supports

# Mobile Integrated Health Program Video



Scan QR Code or visit <https://youtu.be/TyCxHPuHp7s> to view.

# Mobile Integrated Health Program Workplace Innovation Challenge Video



Scan QR Code or visit <https://youtu.be/pAKlYGgxMTI> to view.



# Mobile Integrated Health

## Our Vision and Values – *Health Outside the Hospital*

Medavie Health Services believes many of the challenges our health care systems face can be confronted with innovative models of delivering care. We know this because we are doing it, today, with community paramedicine and similar programs across Canada. Important to our success is utilizing existing primary health care resources in the most effective and efficient ways, including ensuring paramedics practice at the top of their scope to provide ongoing care to patients in their homes and communities, keeping them healthy outside the hospital.

By helping to bring care back into our communities, people are less likely to face emergency health situations, and have more options available when they do really need the care. It's a vision that we believe reduces strains on resources, improving health outcomes and saving money.

*(Medavie Health Services)*

## Paramedics Supporting the Covid-19 Response

Paramedics across Canada work collaboratively with other community partners to help ensure patients receive the services they require and the high quality in-home and in-community care they deserve. The declaration of the COVID-19 pandemic in March 2020 demanded a change in service delivery models, which is where Community Paramedicine programs have evolved and are meeting the needs within our communities. This has been achieved through collaborative care to help provide patient-centered care to patients/clients within their homes and their communities.

*(CSA Group Executive Summary, November 2021)*



## Mobile Integrated Health - Community Paramedicine - Saskatoon

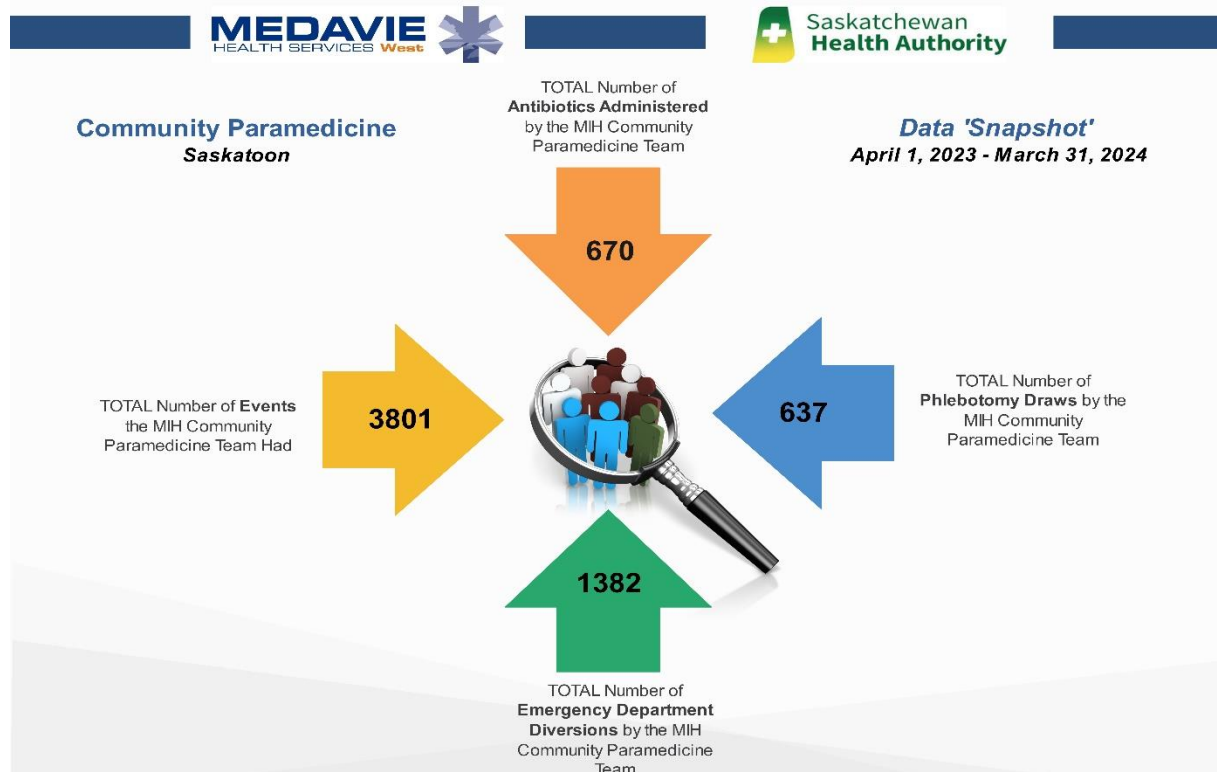
In collaboration with the Saskatchewan Health Authority, the Community Paramedicine program in Saskatoon has been operational since April 2015, where the 12-hour day shift was created to provide care for residents within Long Term Care and their own home to assist with decreasing the amount of Emergency Room visits. In May 2018 the 12-hour night shift was implemented, and this was to provide support to Primary Health Care in areas such as Home Care and the Community Intravenous Therapy Program (CITP).

Today, we have **ELEVEN (11) Advanced Care Paramedics** providing Community Paramedicine and **SEVEN (7)** who are now in full-time MIH CP positions. Three of our paramedics are endorsed Community Paramedics with the Advanced Certificate in Community Paramedic from Saskatchewan Polytechnic with an additional **FIVE (5)** enrolled.



### Community Paramedicine Services provided:

- Clinical Assessments & Diagnostics (12-Lead ECG)
- Emergency Department Supports
- Mental Health and Addiction Supports
- Physician Consults
- Phlebotomy Draws
- Long Term Care and Personal Care Home Supports
- Administration of Intravenous Fluids/Medications & Medication Assistance
- Antibiotic Administration (*First dose/Subsequent dose*)
- Wellness Checks & Vital Sign Monitoring
- Pain Symptom Management



# Mobile Integrated Health - Community Paramedicine – Saskatoon

## ***Additional Peak Time Resource***

In collaboration with the Saskatchewan Health Authority, the Saskatoon Community Paramedicine program is expanding with an additional 12-hour resource starting in Quarter One (Q1) of 2024-2025. The new community paramedicine resources will supplement the existing program by adding a peak time shift seven days per week. With the same scope of practice and services offered as the existing program, the new resource will focus on additional areas.



### **Emergency Room and Acute Care Referrals**

- Working with emergency room physicians and offload paramedics to find appropriate support in the community and
- Supporting timely and appropriate discharge from acute care.

### **Saskatchewan EMS Treat and Referral Pilot Project Support**

- Act as a pathway for the Saskatchewan Emergency Medical Services Treat and Referral Pilot Project,
- Provide support for clients who are enrolled and not transported through the pilot project and
- Be available to paramedics for consultation on treat and referral clients.

### **Direct Referrals from Saskatoon Paramedics**

- Ability to receive direct referrals from paramedics working in the Saskatoon 911 system.

### **Respond to Low Acuity 911 Calls**

- With the implementation of LowCode™/Secondary Triage, the ability to respond to select determinants of 911 calls (Future State).

## Mobile Integrated Health – Saskatoon Police Service Detention

At the recommendation of a Coroner’s inquest, Paramedics were brought into the Saskatoon Police Service for a TWENTY-FOUR (24) hour period.

Paramedics are responsible to assess each individual brought into detention and make a determination as to whether an individual is medically stable or is in need of further medical care.

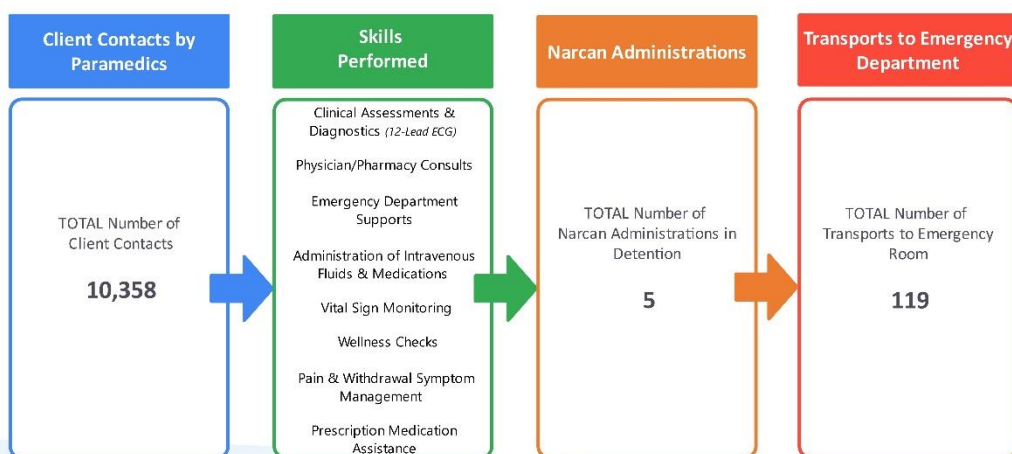
Today we have **NINETEEN (19) Primary Care, Intermediate, Advanced Care Paramedics** as well as a Community Paramedic working in Detention. Having Paramedics on hand in the detention with a community paramedicine lens allows for immediate treatment and assessment and provides a starting point to connect people with ongoing medical care and supports they may not have had otherwise.



### Saskatoon Police Service Detention and Medavie Health Services West Paramedics



Statistic Data Snapshot  
April 1, 2023 - March 31, 2024





# Mobile Integrated Health - Community Paramedicine – Wadena

In collaboration with the Saskatchewan Health Authority, Medavie Health Services West (East Central) provides **ONE (1) Advanced Care Paramedic** based out of Wadena Monday through Friday.

## Community Paramedicine Services provided:

- Clinical Assessments & Diagnostics (12-Lead ECG)
- Physician Consults
- Phlebotomy Draws
- Long Term Care and Personal Care Home Supports
- Administration of Intravenous Fluids/Medications & Medication Assistance
- Antibiotic Administration (*First dose/Subsequent dose*)
- Wellness Checks & Vital Sign Monitoring
- Wound Care and Dressing Changes



## Community Paramedicine - Wadena

Data Snapshot  
April 1, 2023 - March 31, 2024

1039

Total Client Contacts

### Reason For Visit

1. Wellness Checks **400**
2. Soft Tissue Injury/Wound Care **299**
3. Phlebotomy **194**

935

Follow-Up Visits

319

Emergency Room Diversions

### Referral Source In

Acute Care (3), Clinic (31), Community Based Org (1), EMS (62), Family (39), Home Care (661), Home Health Monitoring (2), Lab (68), NP (1), Other (11), Palliative Care (1), Physician (105), Primary Health (53)

## Mobile Integrated Health - Saskatoon Tribal Council (STC) Health Bus

Today we have **ONE (1) Full-Time** and **ONE (1) Part-Time Intermediate Care Paramedic** on the STC Bus who is on shift for 10.5 hours/day 4-days per week.



# SASKATOON TRIBAL COUNCIL HEALTH BUS

## Mobile Multidisciplinary Team

SERVING THE SEVEN NATIONS OF THE SASKATOON TRIBAL COUNCIL AND  
SURROUNDING AREAS



### Mental Health Support

School Programing, One-on-One Sessions, Group Sessions,  
Home Wellness Visits, Support Systems Navigation

### Dental Services

Exams, X-Rays, Cleanings, Fillings, Extractions, Sealants,  
Stainless Steel Crowns

### Community Paramedicine

Connected Care Model, Assessments & Diagnostics, Vital  
Sign Monitoring, Wellness Checks (Home and Clinic),  
Nasopharyngeal Swabs



# Saskatoon Tribal Council Health Bus

Overview April 1, 2023 - March 31, 2024



## Community Events Supported

First Responder Fitness Festival 2022 & 2023
Mistawasis Family Camp 2023
Mistawasis Treaty Days and Pow Wow 2022
Muskeg Lake Health Fair 2023
Saskatoon Police Community BBQ 2022
Saskatoon Traditional Pow Wow 2022
Synergy 8 Drive for Kids Campaign 2022 & 2023
Tony Cote Summer Games 2022
Tony Cote Winter Games 2023
Trucktastic with Sponsorship 2023
Truth and Reconciliation Pow Wow 2022 & 2023
White Buffalo Youth Lodge Backpack Event 2023

### Resiliency Facilitator &

#### Wellness Educator

Community Mental Health Support, Community Health Education, School Supports, Community Event Support



**292 Client Contacts**

### Dental Services

Offering dental services to the community and school, which include Exams (172), Xrays (160), Cleanings (130), Fillings (219), Extractions (14) and Sealants (121).



**264 Client Contacts**

### Community Paramedicine

A connected-care model using Community Paramedics to provide assessments & diagnostics, Vital Sign monitoring, Wellness clinics, Nasopharyngeal swabs.



**213 Client Contacts**

*Redefining the role of rural and remote health care for First Nation communities*

## Mobile Integrated Health - Community Paramedicine – Moose Jaw

In collaboration with the Saskatchewan Health Authority (SHA) the Community Paramedicine Model in Moose Jaw is a connected care model, utilizing Community Paramedics to provide medical support and treatment as well as resources in a community-based setting for individuals who are experiencing mental health illness and substance use disorder.

The Community Paramedic *DOES NOT* replace routine practices, programs, or staffing, it is an *ADDITIONAL* resource available upon request, where ONE (1) Advanced Care Paramedic/Community Paramedic is available to respond from 9:00 a.m. – 9:00 p.m. 7-days/week in a rapid-response vehicle to provide medical supports and treatment to patients and community stakeholder teams.



Today we have **FOUR (4) Advanced Care Paramedics/Community Paramedics** with endorsement through the Saskatchewan College of Paramedics and ONE (1) Advanced Care Paramedic currently enrolled in the Saskatchewan Polytechnic Community Paramedic Advanced Certificate Program.

### Community Paramedicine Services Provided:

- Clinical Assessments & Diagnostics (12-Lead ECG)
- Physician/Psychiatry Consults
- First Dose Antibiotic Administration & Home Care Supports
- Home Detox Treatment/Support/Medical Oversight
- Emergency Department Supports
- Administration of Intravenous Fluids/Medications & Medication Assistance
- Vital Sign Monitoring
- Wellness Checks/Clinics
- Nasopharyngeal/Oropharyngeal Swabs
- Pain Symptom Management
- Clinical Illness/Disease Surveillance

### Research Initiative

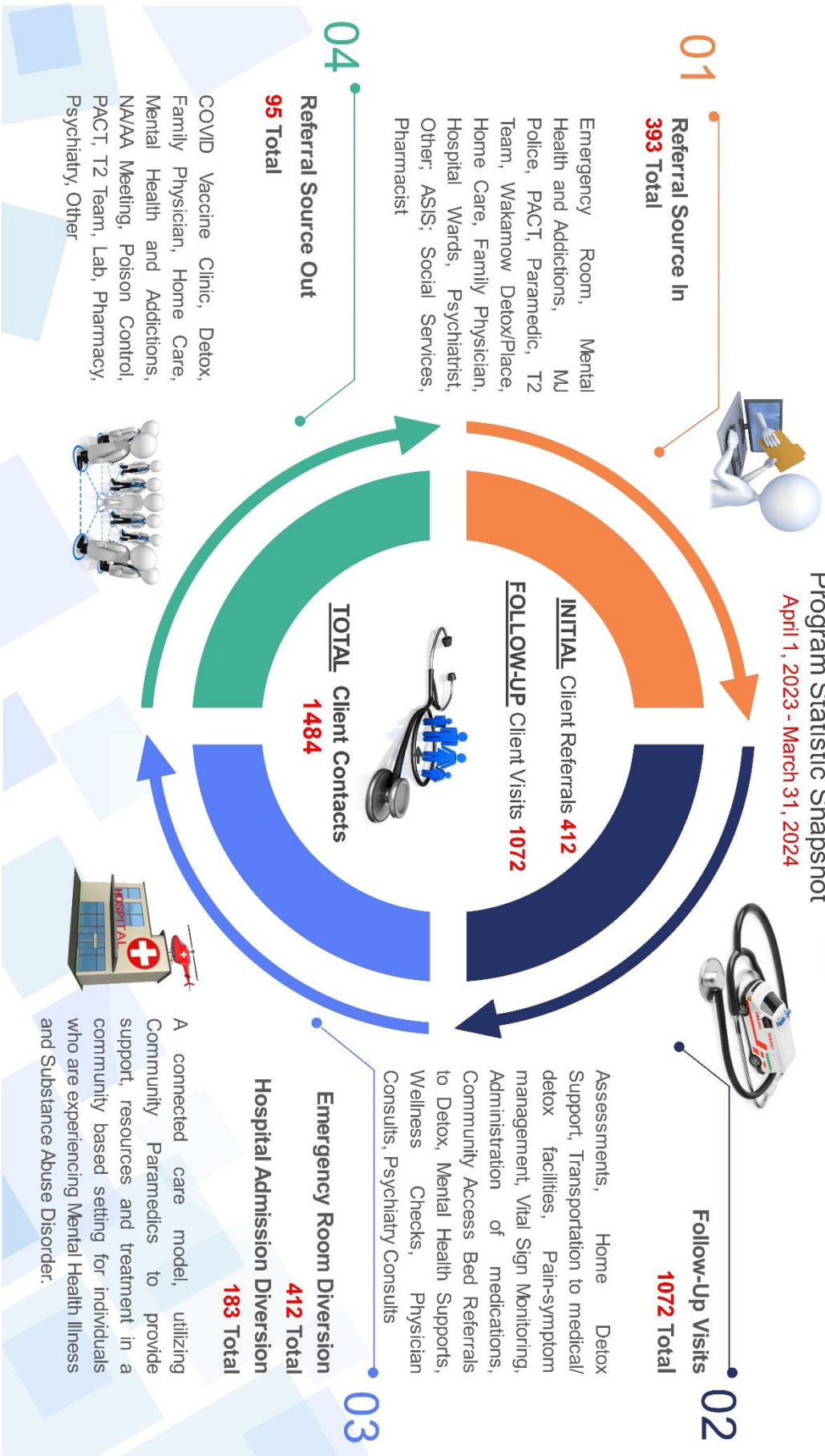
Research Partnership between the Saskatchewan Health Authority and the University of Saskatchewan to evaluate Emergency Room use by patients enrolled in the Moose Jaw Community Paramedicine Program up to 12 months pre/post and during enrollment.





# Mental Health and Addictions & Community Paramedicine

Program Statistic Snapshot  
April 1, 2023 - March 31, 2024



# Mobile Integrated Health - Community Paramedicine – Moose Jaw

## Improving Equity in Access to Palliative Care

Through a \$100,000 grant from Healthcare Excellence Canada in partnership with the Canadian Partnership Against Cancer, the Moose Jaw Community Paramedicine team is participating in an improvement collaborative with organizations across Canada to improve equity in access to palliative care for vulnerable populations.



### Promising Practice



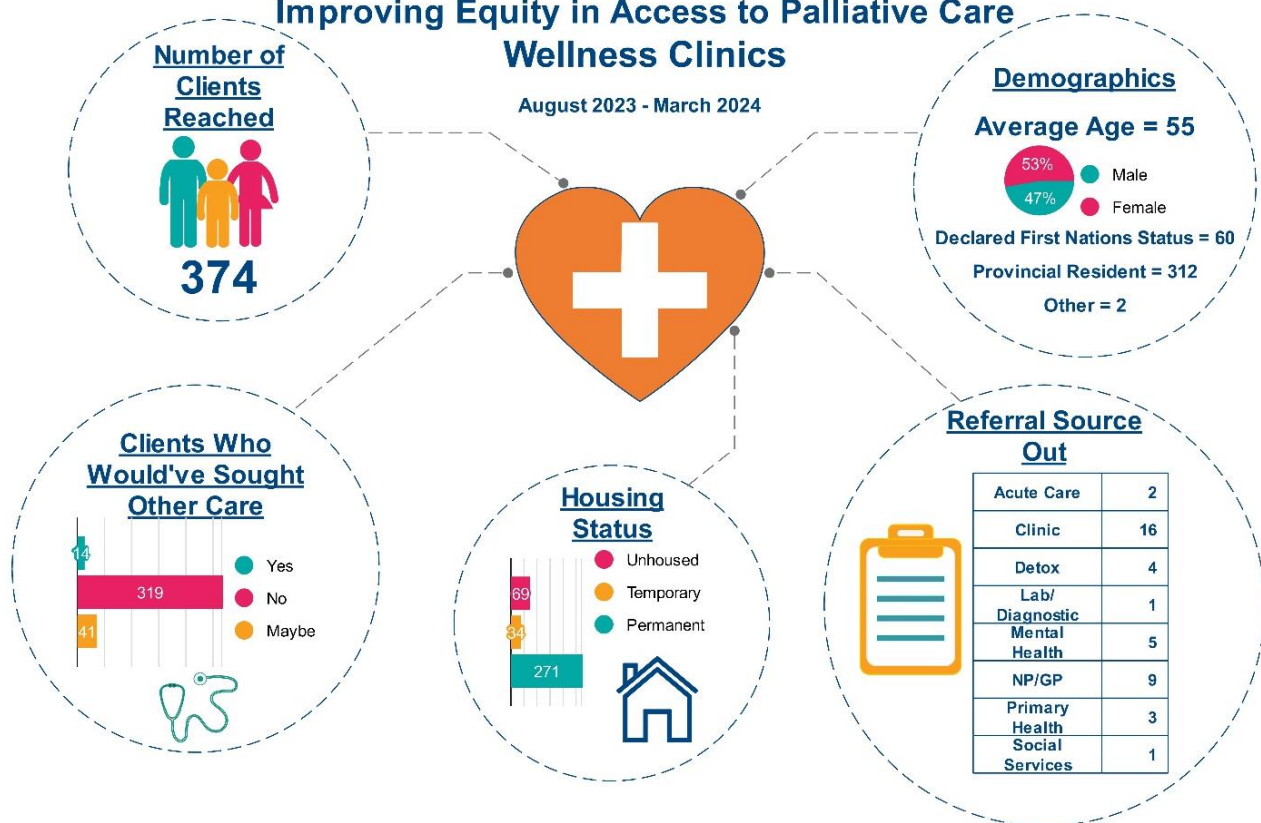
The design phase of the initiative began in the fall of 2022, with ten organizations focusing on the design of key initiatives for improving equity in access to palliative and resulted in published promising practices, including a published [Promising Practice for Medavie’s Community Paramedicine team](#).

The key initiative for the Moose Jaw Community Paramedicine team has been establishing wellness clinics to bring care to vulnerable populations who might not otherwise seek it.



## Improving Equity in Access to Palliative Care Wellness Clinics

August 2023 - March 2024



# Mobile Integrated Health – Community Paramedicine – Saskatoon Tribal Council

## Wícihîtowin Project – Coming Together

The Wícihîtowin (Coming Together) Project uses culture as a health intervention for alcohol and drug treatment.

The project works on re-establishing connections as a basis for holistic and integrated services and supports consisting of an Indigenous-led care team whose primary focus is on harm reduction and recovery.



In collaboration with the Saskatoon Tribal Council (STC), Medavie Health Services West Paramedics will be a part of a multi-disciplinary team to help provide medical and non-medical supports to those suffering from substance use. Today we have **FIVE (5) Primary Care and Intermediate Care Paramedics** on our Team, with **ONE (1)** who is an endorsed Community Paramedic and has completed the Advanced Certificate Program through Saskatchewan Polytechnic.

### Program Details:

| One Paramedic | 12:00 pm – 10:30 pm Shift Coverage | Seven Days Per Week |

## Wícihîtowin Project – Coming Together

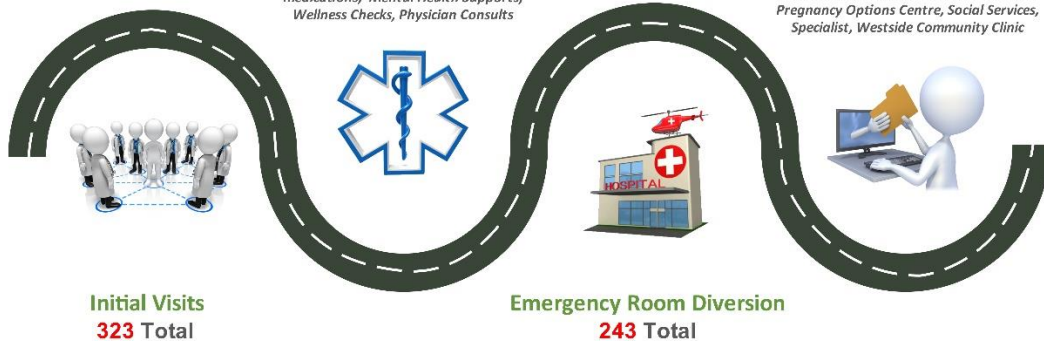


**Follow-Up Visits**  
**1925 Total**

*Assessments, Home Detox Support, Transportation to medical/detox facilities, Pain-symptom management, Vital Sign Monitoring, Administration of medications, Mental Health Supports, Wellness Checks, Physician Consults*

**Referral Source Out**  
**116 Total**

*Detox Centre, Community Paramedicine, Counsellor, CPAS, Emergency Department, Community Paramedicine, Family Physician, Mobile Crisis, Nurse Practitioner, PACT Team, PHC Health Bus, Pregnancy Options Centre, Social Services, Specialist, Westside Community Clinic*



### Statistical Snapshot

*Wícihîtowin (Community Paramedicine)  
April 1st, 2023 - March 31st, 2024  
**2,247 Client Contacts***

## Mobile Integrated Health – Primary Health Care Health Bus

The Primary Health Care Health Bus has been providing primary health care services to residents of the Saskatoon core neighbourhoods for over a decade in collaboration with the Saskatchewan Health Authority. Since the closure of the health bus during the pandemic, the health bus is now relaunching to resume services within our communities.

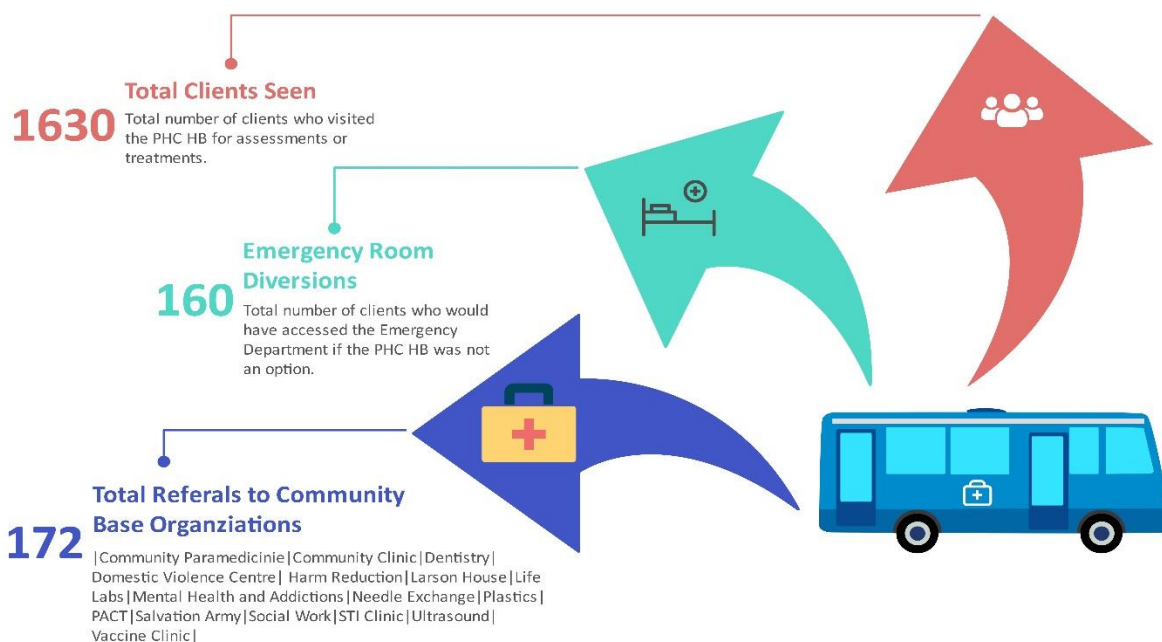


Today we have **TWO (2) Primary Care Paramedics** and **ONE (1) Intermediate Care Paramedic** working within the program. There is one Paramedic working alongside a Nurse Practitioner 7 days/week and provide many non-urgent services such as:

- | Muscle aches and Pains | Ear Infection | Sore Throat | STI Testing and Treatment |
- | Birth Control and Pregnancy Testing | Education /Counselling | Removal of Stitches |
- | Prescription ordering and renewals but do not provide narcotic prescriptions |
- | Wound Care & Skin Conditions | Monitor Chronic Disease Surveillance | Phlebotomy |



### Primary Health Care Health Bus Data Snapshot April 1, 2023 - March 31, 2024





# Mobile Integrated Health – Salvation Army Partnership

## Emergency Warming Centre Support

In early 2024, Medavie Health Services West and the Salvation Army Crossroads Residential Services engaged in a new partnership where **ONE (1) Emergency Medical Responder** was stationed at an Emergency Warming Centre operated by the Salvation Army and located at St. Mary’s Church in Saskatoon.

The one Emergency Medical Responder is available to clients at the emergency warming centre throughout the week, between 10:00 p.m. and 2:00 a.m., responding to primary health needs and emergency situations as needed. The Emergency Medical Responder works closely with staff at the Emergency Warming Centre and Community Paramedicine to provide a connected care model for clients accessing overnight shelters.



## Improving Equity in Access to Palliative Care – Coming Soon!



The Salvation Army Crossroads Residential Services applied to join the Improving Equity in Access to Palliative Care Collaborative with Medavie Health Services West – Saskatoon as a partner on the initiative and was selected as one of the organizations joining cohort two. Beginning in Q1 of 2024/2025, Medavie and the Salvation Army will once again embark on a new client-centred initiative to improve equitable access to care for vulnerable populations in Saskatoon.

## Partnership History

These partnerships with the Salvation Arm Crossroads Residential Services are as a direct result of proof of concept through a partnership which brought community paramedicine into Salvation Army Crossroads Residential Services spaces through a 59-day Pilot Project in late 2022/2023.

### Pilot Project Summary



## Mobile Integrated Health – Emergency Department Paramedic(s)

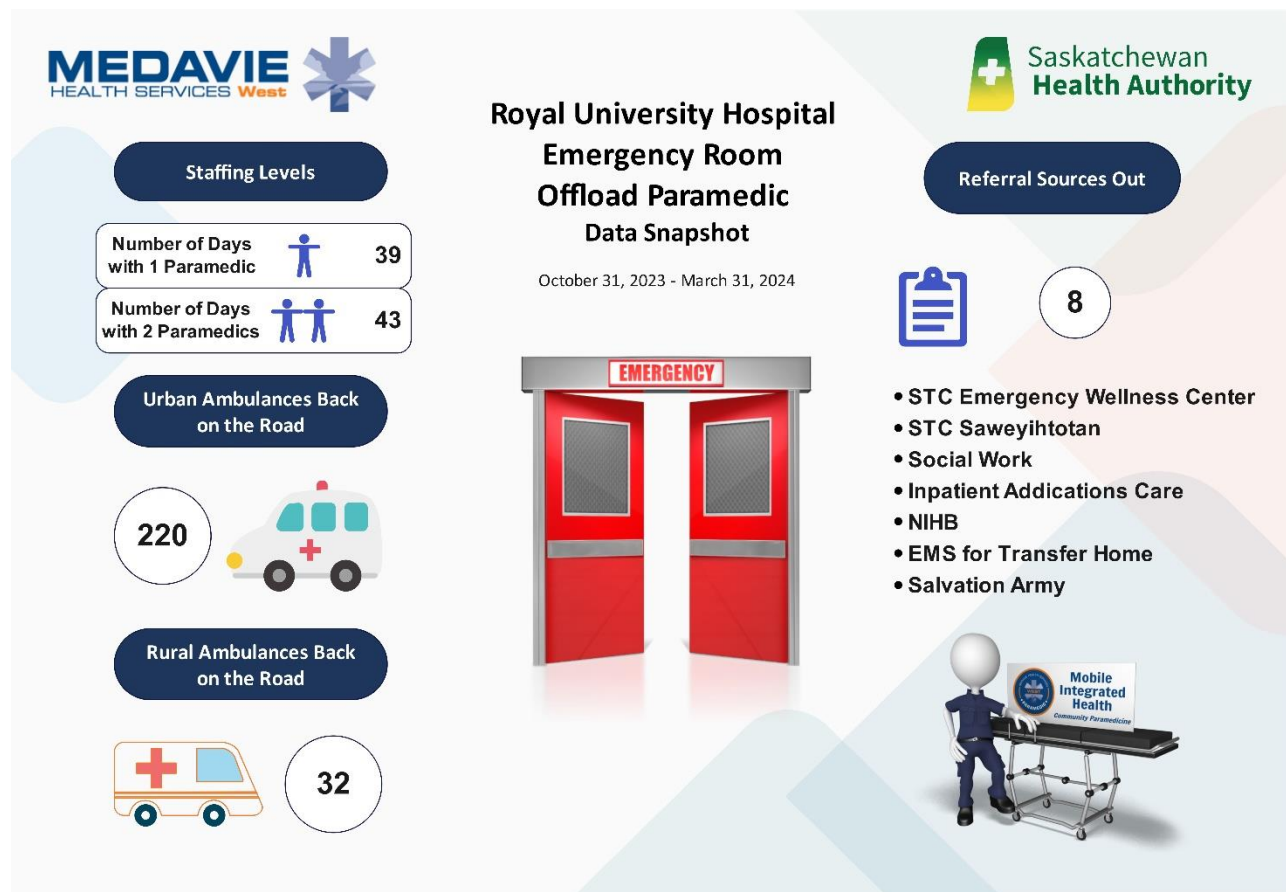


Today, in Saskatoon as we are faced with increased health care system pressures, Medavie Health Services West and the Saskatchewan Health Authority have collaborated to integrate Paramedics into the Emergency Department.

**EIGHTEEN (18) Advanced, Intermediate, and Primary Care Paramedics** will be responsible for continuous observation, assessment, and treatments of all patient/clients within the Emergency Department such as the Paramedic Hold area, MAC (Minor Assessment Center) and Waiting Room; as well as the accessing of further social/economic resources if needed for the clients to assist in potentially early discharges or until their release from the Emergency Department.

### Program Details:

- | Two Paramedics | 2:00 pm – 2:00 am Shift Coverage | Seven Days Per Week |
- | Practicing within Scope of Practice according to the Saskatchewan College of Paramedics |



## Client Testimonials

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*I want to pass on our gratitude and sincere appreciation for the community paramedic program and in particular the paramedic that visited Dad last night. At 90 and a with palliative dx a trip to an overflowing ED would have been more than Dad could bear. Having someone come to a seniors home to assess, treat and ensure minimal invasion and comfort wishes could be maintained was a gift. Mitchell was very compassionate, thorough, professional, and kind. It was just the care dad and our family needed. Please pass on our gratitude; and thank you for supporting this effective program that meets seniors needs.*

*(Saskatoon Community Paramedicine)*

*Heather T and family*

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*I have really enjoyed our talks, I feel taken care of here, I'll miss our talks when I get a home.*

*(Salvation Army Pilot Project)*

*Jean T*

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*I am calling to thank the paramedic who helped me last night, he took very good care of me, he spent time with me last night, I was in for a kidney stone, and I was in a lot of pain. He helped me so much and I just wanted to let you know how much I appreciate what he did for me, he was exceptional.*

*(Emergency Department Paramedics)*

*Richard O*

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*Right out of the box the experience was great with lots of help when I needed it.*

*The community paramedic team made the transition seamless and easy from my family to Detox. They also helped me acquire a bed faster due to my status and urgency. If you're willing to help yourself and thrive to get a better, cleaner life the Community Paramedics will help you with no ends. Thank you, Thank you!*

*(Moose Jaw Community Paramedicine)*

*Darlene P*

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*I was presented with an option in the hospital that entailed paramedics and community team members from STC coming to me at home to assist with my recovery. My intake happened within the following days of being released from the hospital and consisted of two workers from STC and this paramedic named Brad, he was insightful and asked the right questions and provided the right solutions right off the hop... he connected me with Jeannie and lets just say my life changed drastically. I never felt ashamed... I can honestly say that without this, I'd probably be actively using or six feet under, but I am happy to say that today I am 110 days completely sober, and I got to see my baby turn 19 and be completely present in the last days of my father's life and he got to see me sober for the rest of his days. I am forever grateful and will never forget the genuine support and caring that was provided to me in the darkest and also the brightest days in my journey to recovery.*

*(Community Paramedicine STC)*

*Nicole T*

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For more information regarding the  
Mobile Integrated Health Program:

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Mobile Integrated Health Programs

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