



# Mobile Integrated Healthcare: Furthering the Mission

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# Nationwide Fire Dept Responses: Fire vs. Medical

## National Fire Protection Agency, 2022



# Las Cruces Fire Department: 2023

**23,195 calls for services (1.5% increase from 2022)**

- 1037 Fires (+369%\*) 4.47%
- 14,293 Medical (+17%) 72.29%
  - 1,440 Lift Assists (+14%) 6.21%
  - 542 Overdoses (-28%) 1.68%



# Identifying the problem

***This (RIP La Fuente) is what we were designed for, but instead, we are doing:***

- Low acuity transports to the Emergency Room
- Recurring lift assists/caregiver services
- Recurring overdoses
- Recurring behavioral health crises
- Repeat transports to the ER due to inability of recently discharged patient to follow discharge plan.

***How do we address these issues and save healthcare?***



# LCFD Community Health Expansion Initiative

*To meet the ever-changing needs of the community, there have been several grassroots programs developed over the past few years:*

- **Mobile Integrated Healthcare (MIH)**
  - Targeted Case Management
- **Operation Bluebird**
  - Behavioral Health Outreach (Non-911)
- **LIGHT Program**
  - Mobile Crisis Response (911)



## MIH: What we do

- Our MIH program is an *Intensive Case Management model*
- Designed to target high utilizers of the 911 system
- High 911 usage is usually due to some unmet need.



# Problems and Solutions

- **Utilize the trust of the Fire Dept.**
- **Interdisciplinary Approach**
  - Licensed Masters Social Worker
  - Firefighter/Paramedic
- **Community based, in-home visitations**
- **Focus on underserved populations with healthcare access issues.**
- **Identify barriers** in the patient's healthcare
- **Direct them to resources.**



# Common MIH Referrals

- ✓ Seniors with mobility issues.
- ✓ Mental Health and/or substance abuse
- ✓ Dementia
- ✓ Housing vulnerable or Homeless
- ✓ Social Support and transportation issues



# Benefits of the MIH Program

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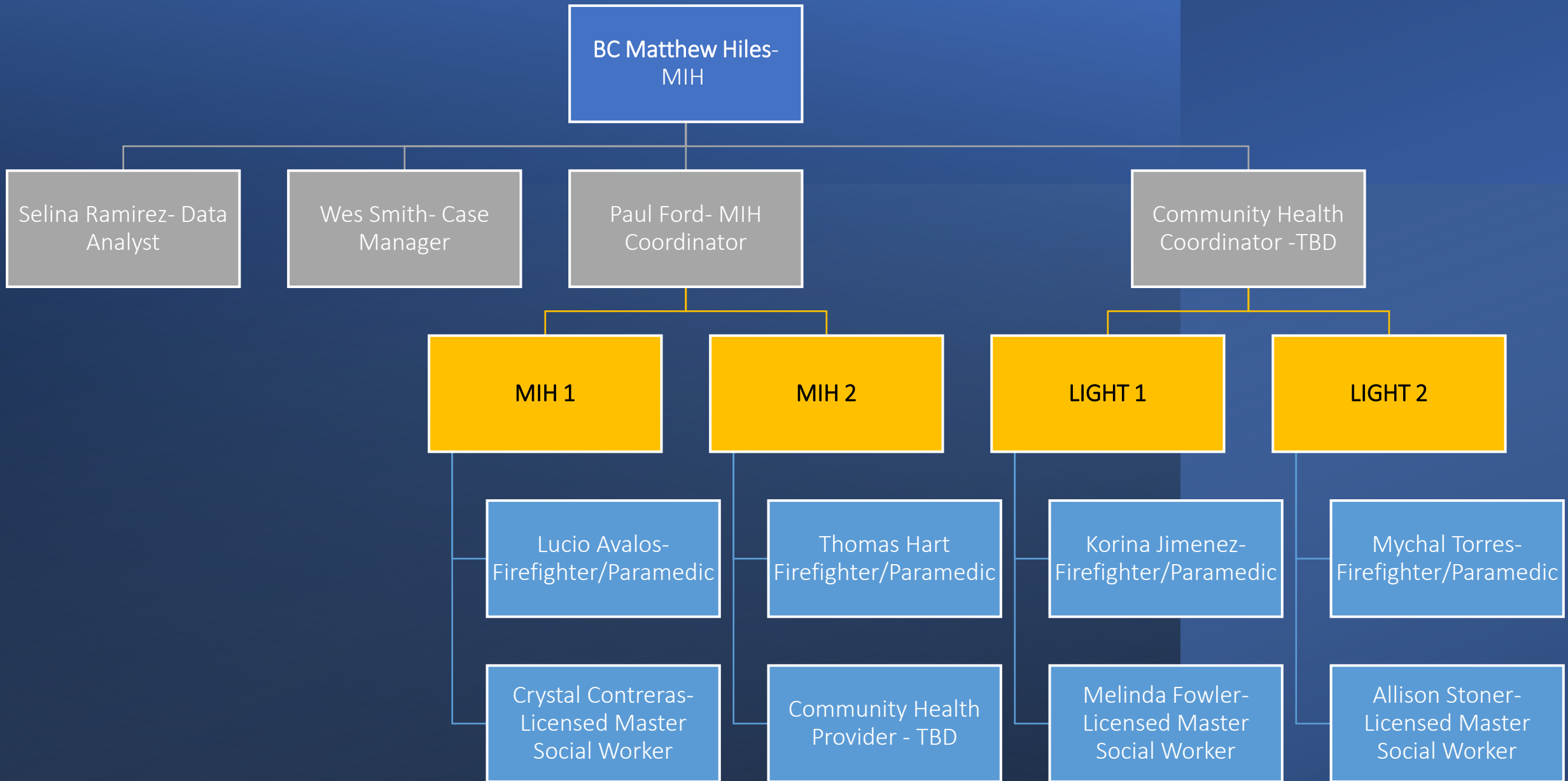
- **Improvement in client access** to the health care system.
- **Provides encouragement** and support + brief behavioral health interventions.
- **Reduces client usage** of the 911 system for non-emergent needs.
- Mitigates client safety risks and may help improve quality of life.
- Reduces hospital readmission rates for some with chronic illnesses.



# Operation Bluebird

- Operation Bluebird is **collaboration with LCPD.**
- Launched in July 2022.
- **BH referrals are increasing, especially dementia.**
- We don't have the added support of being in the 911 system. **How do we assure our safety** during these encounters?
- MIH staffs BH cases with LCPD CIT when there is a potential safety issue.
- MIH responds with a CIT police officer to these referrals.







# Project LIGHT

- Launched in March of 2023
- Mobile Crisis Response within the LCFD 911 system
- Informed response leads to reductions of ancillary outcomes:
  - Less crime, violence, poverty, homelessness, etc.

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# Project LIGHT

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- Monday-Saturday 8am-7pm
- Tailored response to calls surrounding crisis within 911.
- Co-responders model: Licensed Social Worker & FF/Paramedic
- Informed response leads to reductions of ancillary outcomes: (Less crime, violence, poverty, homelessness, etc.)






## Response Matrix

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- Dispatched for the following circumstances:
  - Behavioral Issue/Problem
  - Suicidal Ideations
  - Suicide Attempt\*
  - Overdose\*
  - CPR in Progress\*
  - Unattended Death\*

\*responds along with Fire/EMS resources



# Benefits

- **LCPD can be released from scenes sooner.**
- **Reduces unnecessary ER usage.**
- Patients can be transported directly to Mesilla Valley Hospital, community providers, etc.
- Connects patients to community resources.
- Teams can provide **on-site interventions** to avoid unnecessary hospital ER visits and admissions.
- May **decrease repeat calls** for some patients.



# Comparison: What you need to know!

## MIH Team

- M-F 0800-1700hrs
- Referral based
- LCSW/FFP
- Long term case management
- Projected high 911 use
- Send email to [MIH@lascruces.gov](mailto:MIH@lascruces.gov)

## LIGHT Team

- M-Sa 0800-1900hrs
- 911 based
- LCSW/FFP
- Short term resolutions
- People in crisis, BH/SUD
- Auto dispatched or requested over radio



# THANK YOU FOR YOUR TIME!



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