



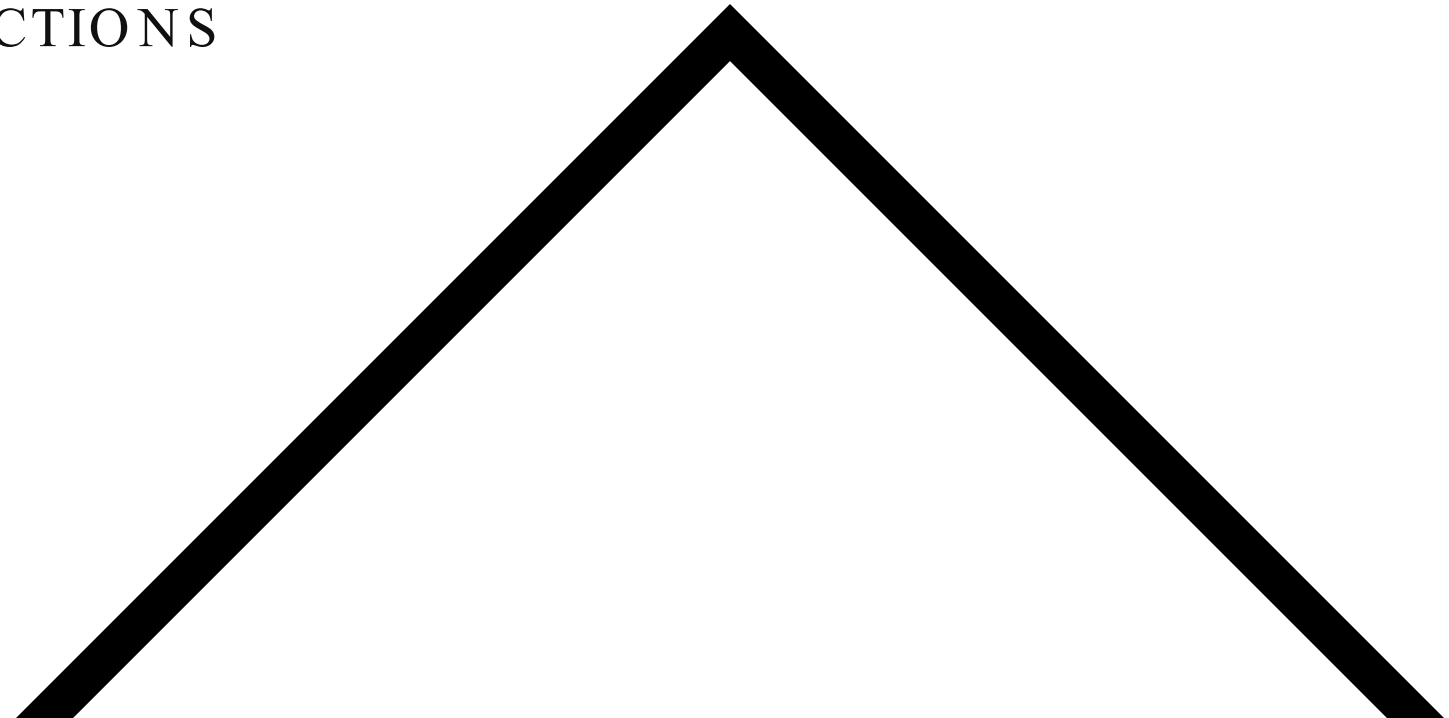
CONNECTING COMMUNITIES

“Beyond the Lift”

PRESENTED BY:

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# OUR VISION

The St. Louis Park Community Health Alliance's vision is to connect residents with the right services at the right time.

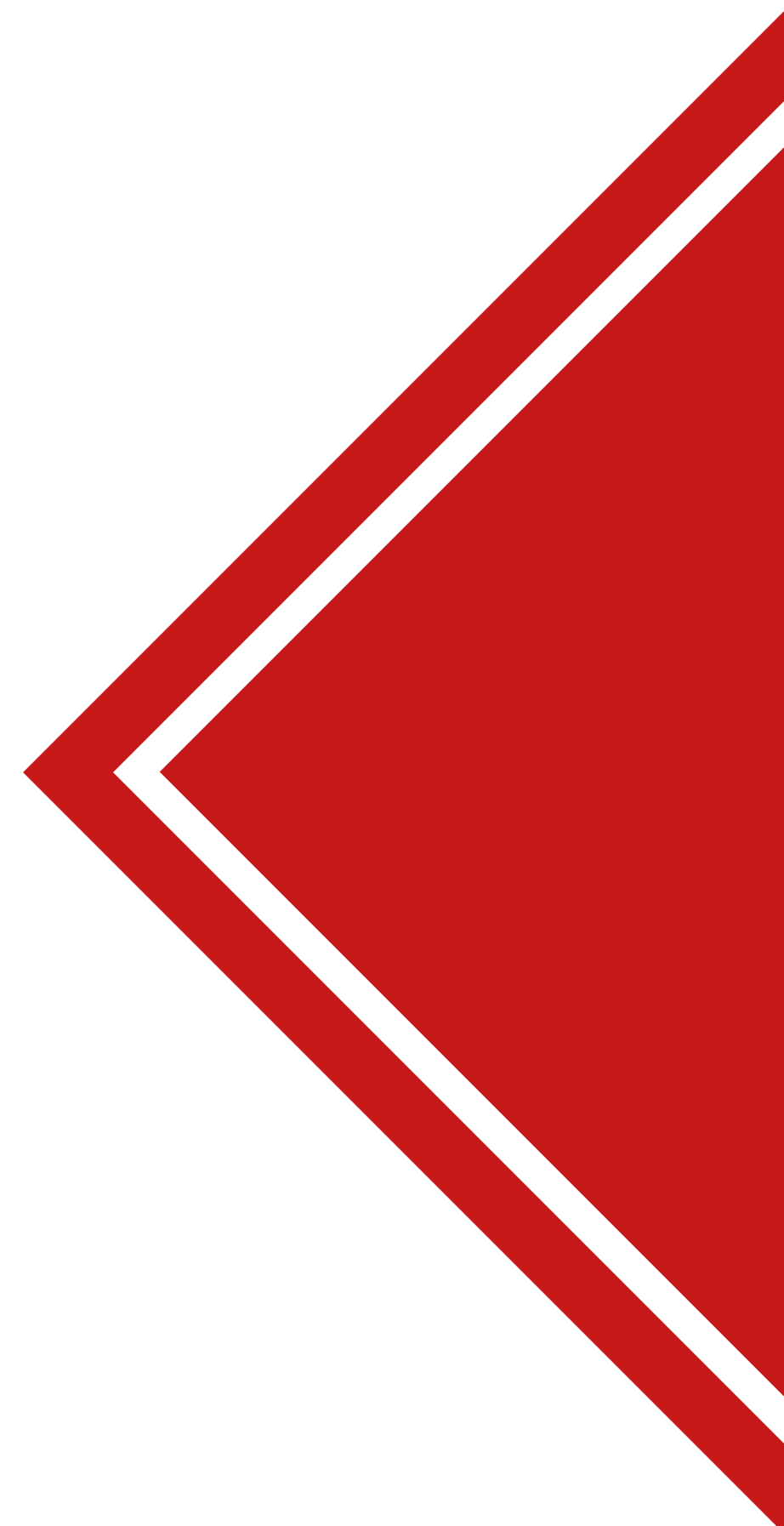
The work of the Alliance better utilizes community resources to provide superior health outcomes for residents, their families, and the providers supporting the community.

# PROGRAM HISTORY

- Before Care Resource Connections (CRC)

...And After using the CRC Beyond the Lift Program and the CRC Care Coordination Model for:

*Beyond the Lift*© – 911 calls for a lift assist/or fall call with assistance to get up.



# WHY THE FIRE DEPARTMENT

1

## TRUST

Fire Departments are a universally trusted organization under the umbrella of public safety and service

2

## TRAINING

Fire fighters, EMTs, and emergency responders have the training and skills to operate in high-stress situations

3

## TRUCKS

The Fire Department has the tools, structure, and, yes, trucks to respond adequately and safely





# Why - Care Resource Connection

1

## A DIFFERENT PERSPECTIVE

Can take an agnostic approach, not tied to any one health system or insurance provider

2

## EXPANDED ACCESS

Work in areas beyond the community served by the Fire Department, able to create other Community Health Alliances

3

## COMMUNITY KNOWLEDGE

Community resource connections and partnership strength and capacity

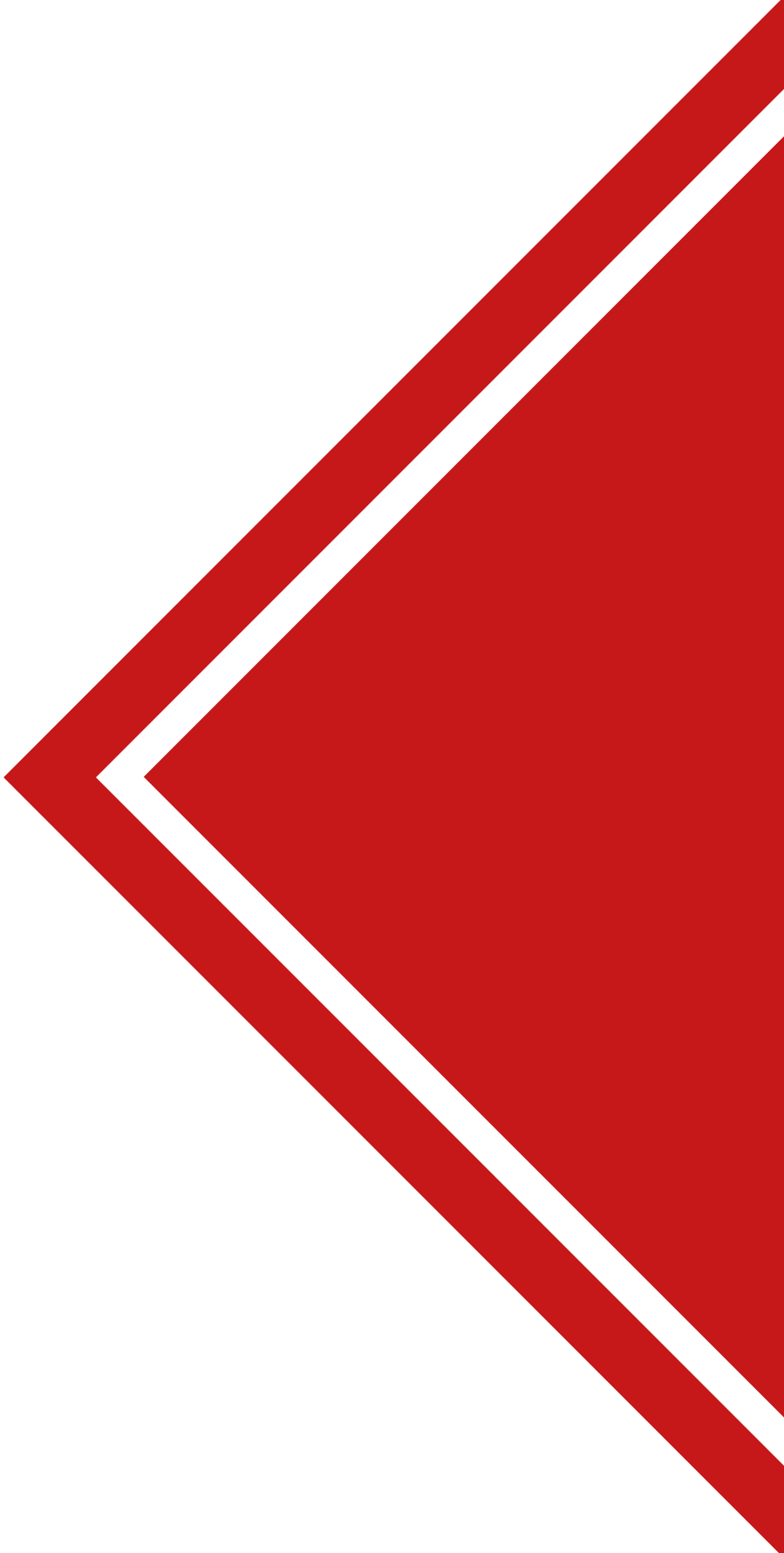


# DISCUSSION

- Identify proper use of 911: How do you approach your community stakeholders on this subject?
- Is this a business model or staffing challenge at the SNF site?
- Who do you meet with to find answers for these questions?
- How can you hold them accountable?



# THE BIG PICTURE

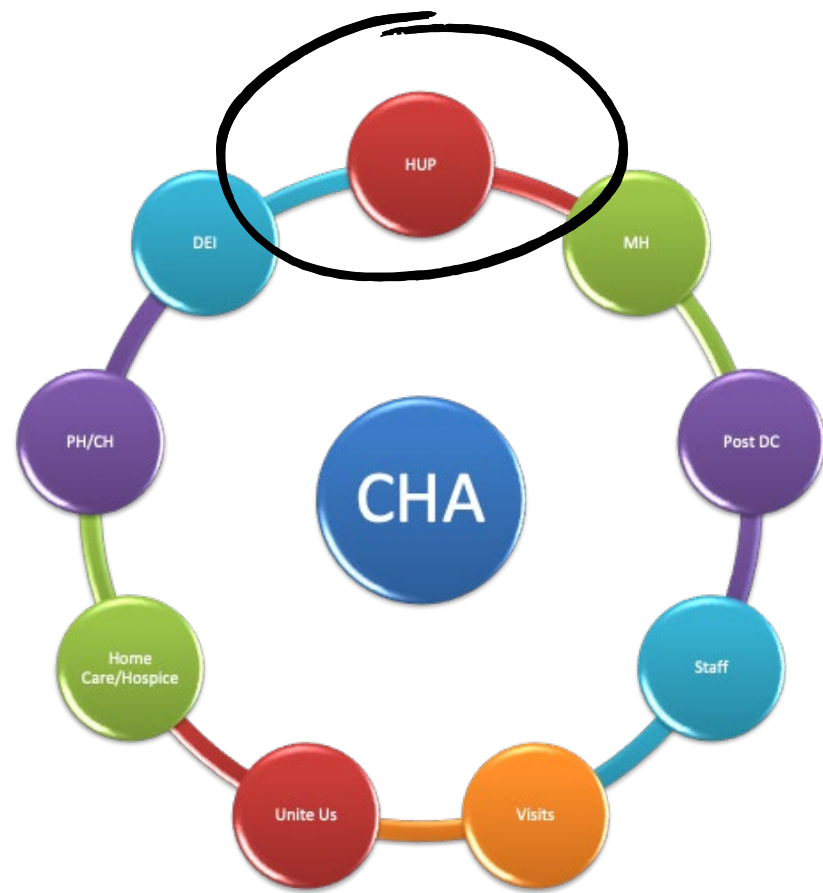




# HIGH 9 11 UTILIZATION PATIENT

Examples:

- Transport
- Non-Transport



# MENTAL HEALTH



- Fire and police departments
- Hospitals
- Emergency rooms

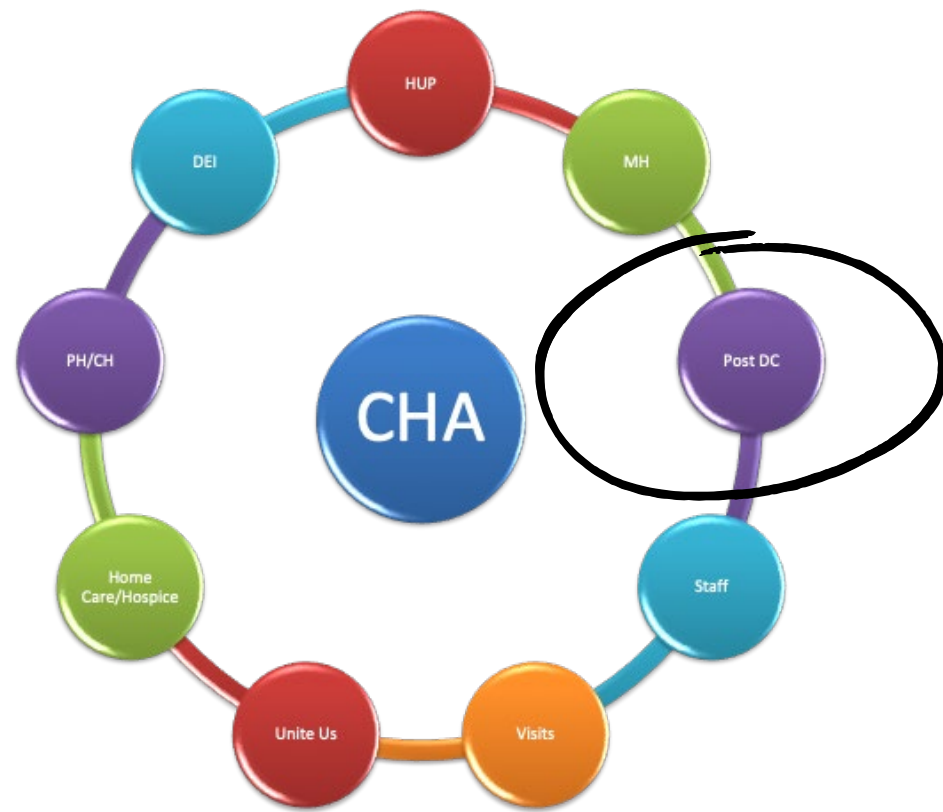


# POST DISCHARGE VISITS

Hospitals

Transitional Care Units (TCU)

Emergency Department



# STAFF

## Key staff considerations:

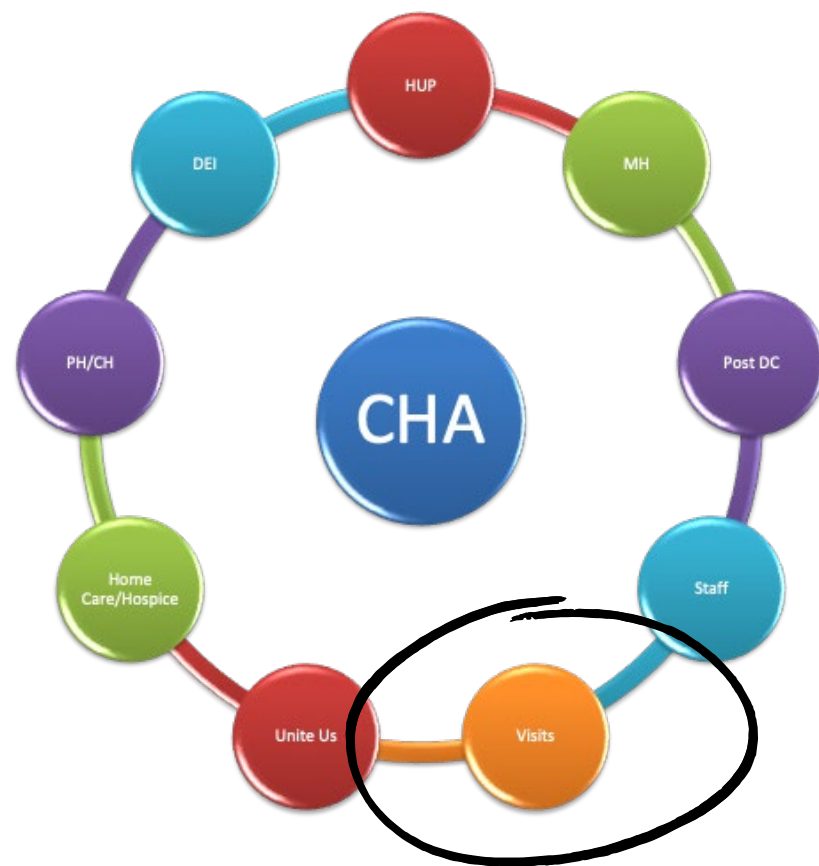
- What are appropriate titles/skill sets for the people that do the work of Community Health?
- Who currently oversees your Community Risk Reduction work?
- Why not just any firefighter can do Community Health
- Who is the right person to do the work?
- Scope of practice and staying in your lane.=
- Internship and new graduates
- Third party contracts with nonprofits and consultants who can provide care coordination



# VISITS

## Safe Home Visits

- Visit types
- Electronic Medical Records System
- Scanning Forms
- Follow ups
- Data

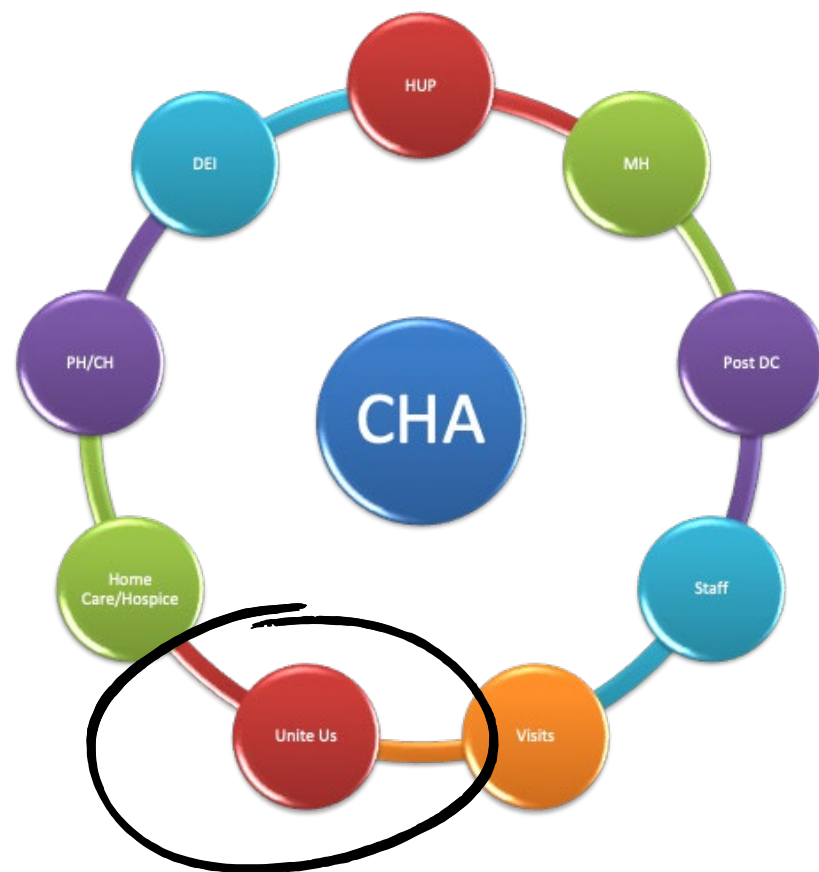




# UNITE US

## An introduction to the Unite Us Social Health Platform

- Referrals – In real time!
- Community Resource Connector
- Free for nonprofits
- A multifaceted platform that communicates with hospital systems, insurance payer systems, and makes it easy to invoice and bill for services



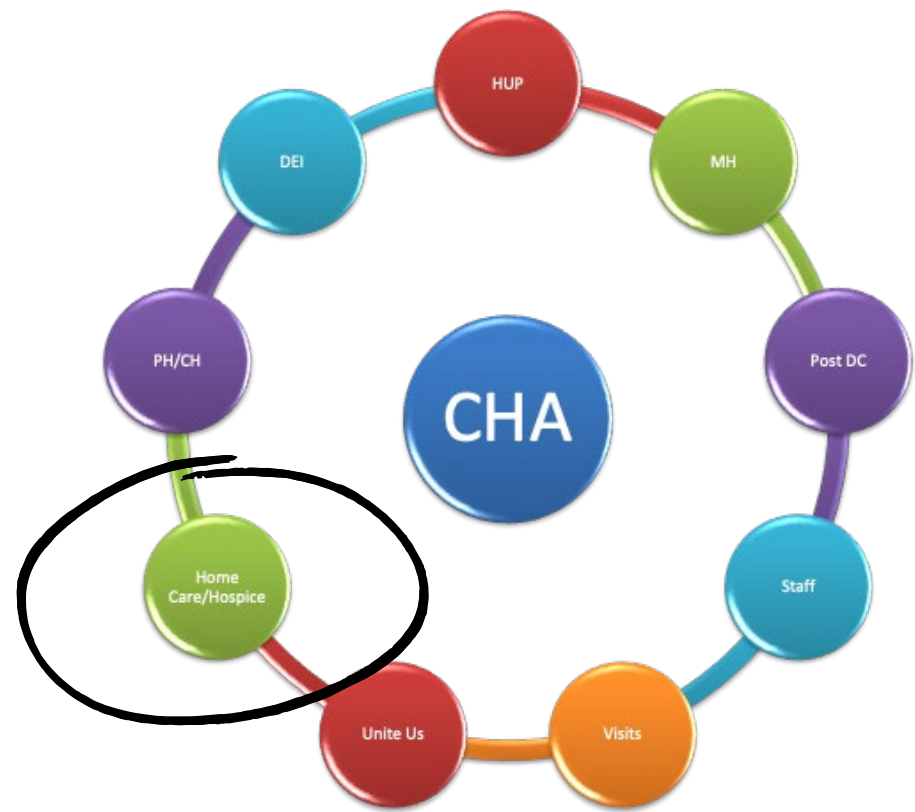
# HOMECARE AND HOSPICE

Homecare discharges / Patients still at risk

Hospice graduates

Hospice at home / Reduce ED visits

Hospital at home



# PUBLIC HEALTH / COMMUNITY HEALTH

Synergy = Alignment of state and county resources  
with a connection to community resources

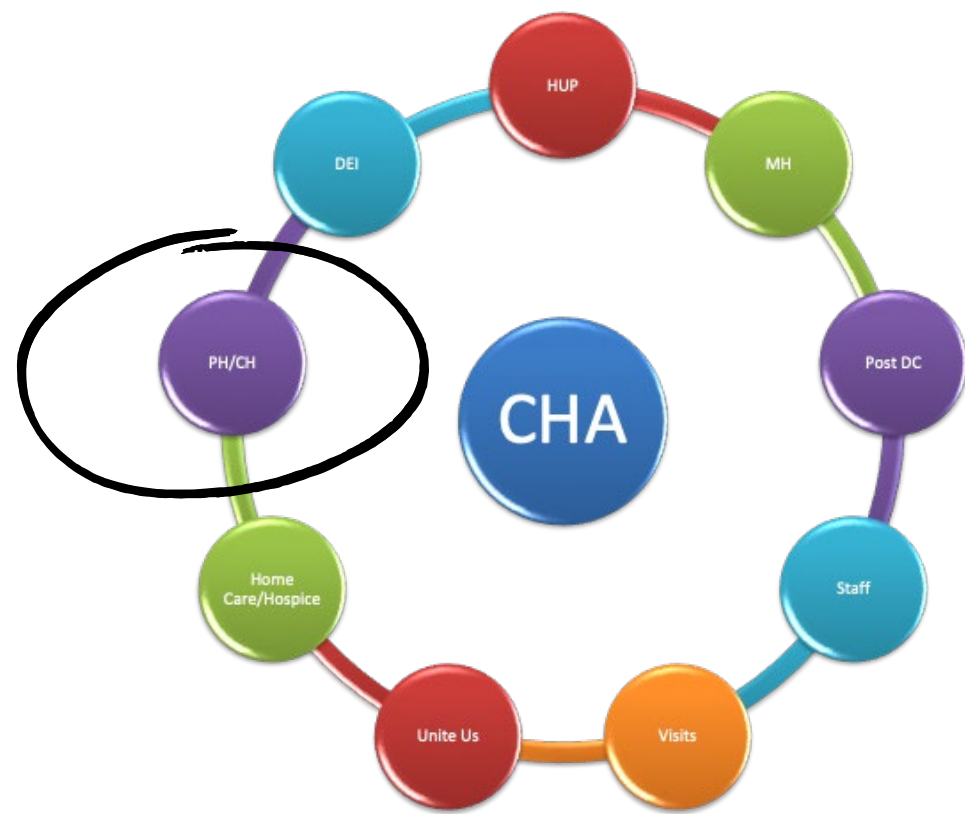
Boots on the ground (CH) vs. an aerial view (PH)

Joint Collaborations – Dept. of Health, Dept. of  
Human Services, Ombudsman's Office

Data Sharing

Schools, Supportive Housing, Breaking Silos

Emergency Operations Center

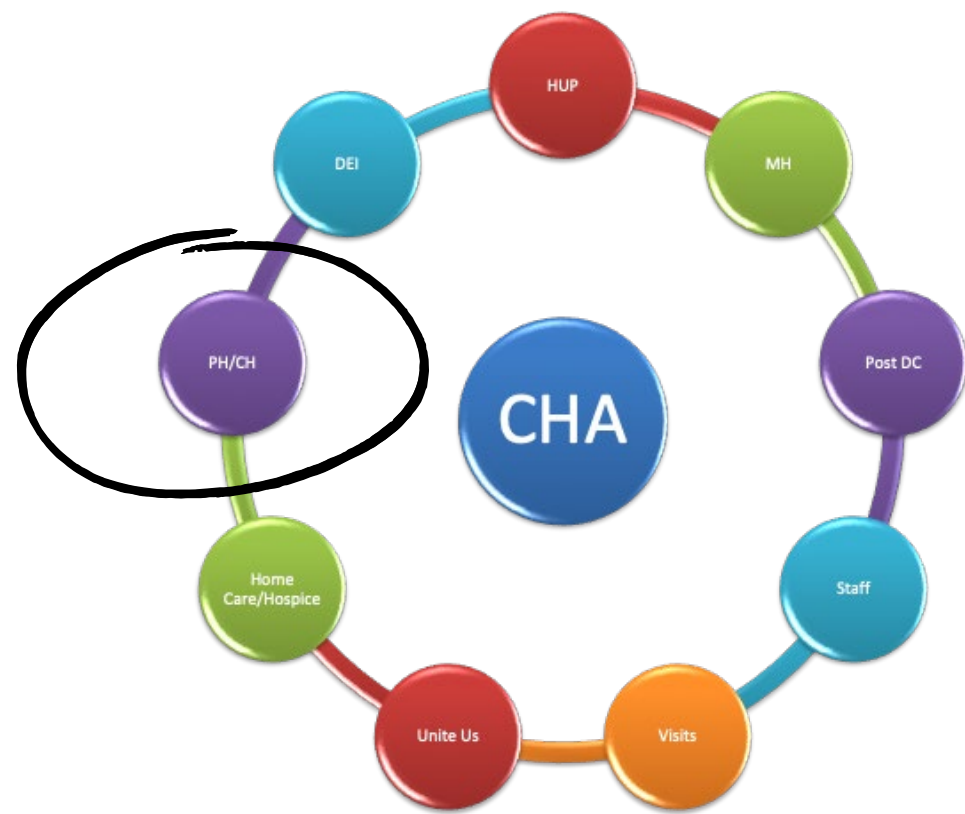


# PUBLIC HEALTH / COMMUNITY HEALTH

Discussion:

What types of collaborations are you already doing?

What types of collaborations would you like to see in your service area?

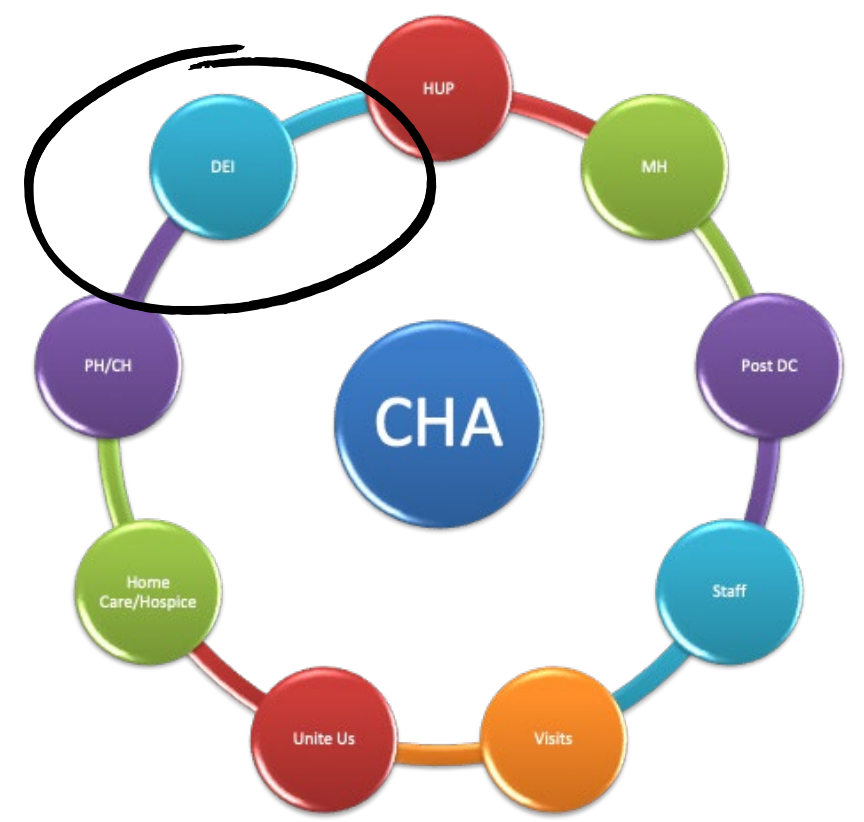


# DIVERSITY, EQUITY & INCLUSION

How DEI relates to staffing

How DEI relates to historically underserved populations

- Community services that are/are not typically available
- Don't always use the fire department the same way as others





# IN CLOSING

1

OUTCOMES

2

TESTIMONIALS

3

CRC TRAINING WEBINARS

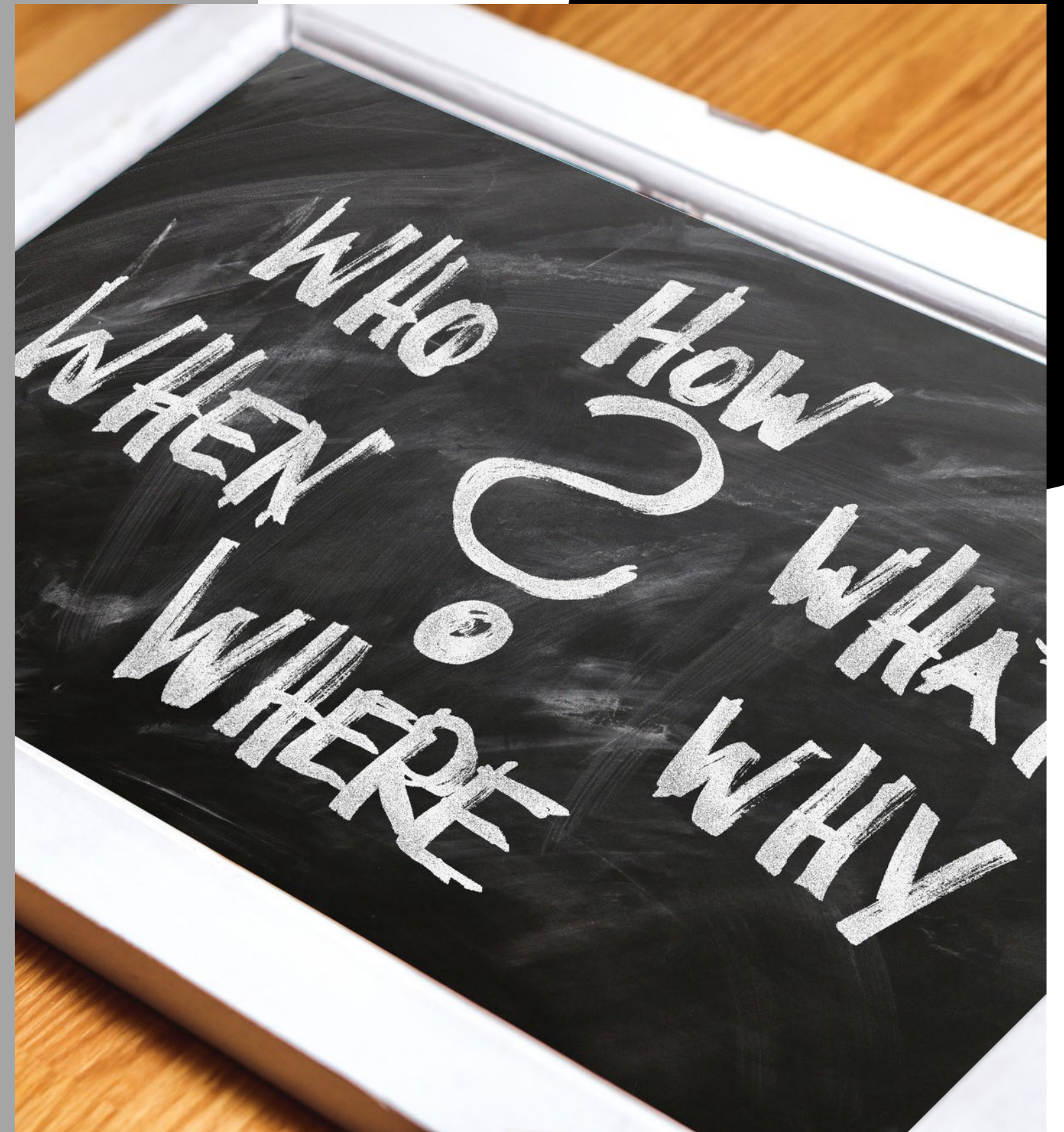
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PODCAST





QUESTIONS?



# CONTACT US



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