

# CHAT



## Community Health Assess & Treat workflow

In November 2021, Portland Fire and Rescue launched Community Health Assess & Treat (CHAT) teams in partnership with CareOregon. The CHAT program was created to address the health and social needs of people who call 911 for non-emergent problems, address the Quintuple Aim goals of improving population health and controlling overall healthcare costs. *The first interaction with someone who calls 911 may change the course of their overall health, especially if they get the right care at the right time.*

**Our mission:** *To change the system of health care delivery in a pre-hospital care setting by responding to low acuity 911 medical calls, assessing & treating in community, following up within 24 hours to provide care coordination to vulnerable and socially isolated populations.*

### How CHAT works



**Dispatch and Response:** CHAT is dispatched by the Bureau of Emergency Communications and responds to low acuity 911 medical calls. Four teams of 2 medical responders are deployed within the City of Portland and are supported by a Registered Nurse and Community Health Supervisor. Teams respond Monday - Thursday 8 AM to 6 PM.

**Arrival:** CHAT teams, trained in trauma informed care, spend time on scene to assess the patient's true reason for calling 911. CHAT aims for a response time of 15 minutes or less.



**Assessments:** CHAT teams perform a medical assessment, social determinants of health screening and health insurance questionnaire. Medical responders spend an average of 45 to 60 minutes with each patient encounter to understand all the reasons for the 911 call.

**Treatment:** After spending time with the patient, teams follow Multnomah County EMS Protocols to access appropriate medical care and basic resources. Registered Nurses are available to assist with triage and case management needs, teams collaborate to connect community members with their primary care provider and case worker.



**Follow-Up:** Each CHAT engagement includes a follow-up consultation within 24 hours of the 911 call. Teams follow-up by phone and in-person to reassess the patient's medical and social determinants of health needs and perform a patient satisfaction survey. If needed, teams offer other services such as OHP assistance, case management and health education.