CHAT

Community Health Assess and Treat

A Portland Fire & Rescue Program



Established in 2021, CHAT is an innovative emergency response program that adds value to the healthcare system by:

- Responding to low-acuity 911 medical calls
- Increasing access to healthcare services
- Improving population health
- Enhancing the patient experience
- Reducing the cost of care
- Improving responder satisfaction and resilience

CHAT responds to community members who call 911 for non-emergent medical problems, assess and treat them in the community, and follow-up with the caller within 24 hours to re-engage and provide support.

- CHAT Overdose Response Teams respond to overdose calls in lieu of Fire apparatus in the Downtown Core, Old Town, and Southeast neighborhoods.
- CHAT response teams respond within 15 minutes of the 911 call.
- CHAT Follow-Up Team works 7-days a week to re-engage with clients to reassess needs, provide connections to resources including access to OHP, healthcare and basic needs.
- CHAT Follow-Up Team works with Multnomah County and Community Based Organizations on frequent callers to 911 to provide health education, access to care to reduce additional 911 calls.

CHAT CALL TYPES

- Abdominal Pain
- Allergic Reaction
- Assault (not dangerous)
- Back Pain
- Bleeding (minor)
- Choking (not now)
- Cold Exposure
- Diabetic (alert and normal)
- Drowning (alert, breathing ok)
- Fainting now alert
- Falls (not dangerous)
- Headache
- Heart Problems/Chest Pain*
 *with no priority symptoms
- Heat Exposure
- Injury (> 6 hrs ago)
- Overdose
- Public Assist Falls
- Seizure (previous or impending)
- Sick Person
- Stroke (low-acuity only)





CHAT Overdose Response Teams provide an innovative response model (Paramedic + EMT) responding to overdose calls with direct access to Medication for Opioid Use Disorder (MOUD).

Teams administer Buprenorphine at the time of the 911 call which saves lives.

JANUARY 2024 - JUNE 2024 RESPONSE AND FOLLOW-UP DATA

CHAT **OVERDOSE RESPONSE TEAM**

TOTAL MOUD 19 **ENROLLMENTS**

ED DIVERSIONS 76% FOR MOUD CLIENTS

CHAT IMPACT IN 90-DAY FENTANYL EMERGENCY

TOTAL CALL VOLUME (INCLUDING OVERDOSE CALLS)

42% ED DIVERSIONS

AMBULANCE 10% **DIVERSIONS**

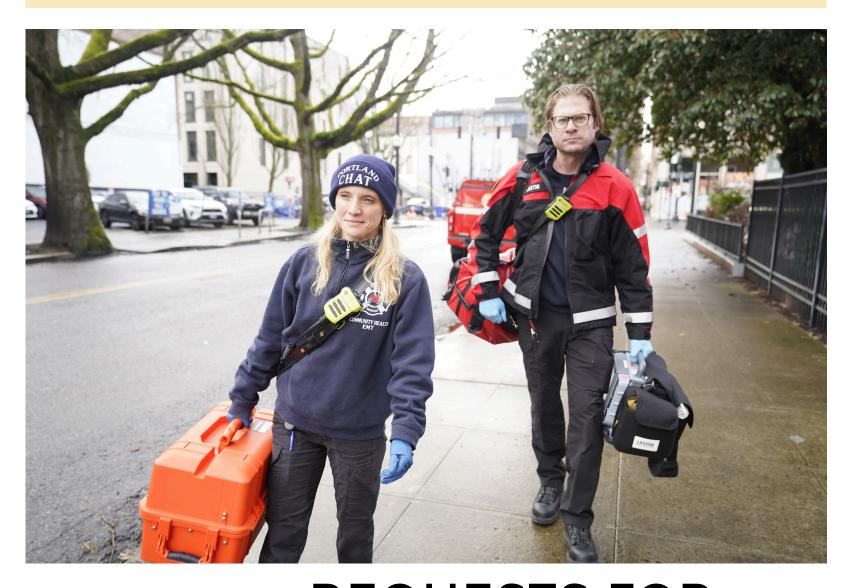
83 HOURS SAVED IN RESPONSE RELIABILITY FOR STATION 1

CHAT **FOLLOW-UP TEAM**

MOUD AFTERCARE 314 **FOLLOW-UP VISITS**

HOURS PROVIDING 75 **FOLLOW-UP VISITS** TO MOUD

WARM HAND OFFS 13 TO MOUD CLINIC



REQUESTS FOR **ADDITIONAL EMS RESOURCES**





CareOregon®











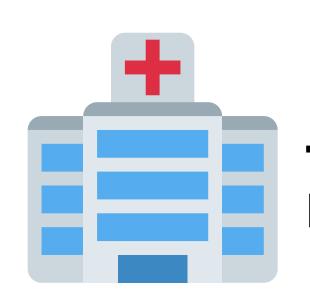
NOVEMBER 2021 - JUNE 2024





TOTAL CHAT CALL VOLUME

11,275



TOTAL ED 35%**DIVERSIONS**



TOTAL AMBULANCE DIVERSIONS 27%





TOTAL NUMBER 7,464 POLLOW-UP

771 PATIENT SATISFACTION SURVEY RESULTS

CareOregon **Member Satisfaction**

100% of CareOregon Members receive a follow-up visit

97% of CareOregon Members report they are Very Satisfied with CHAT engagement

APPROX. HEALTH CARE SYSTEM SAVINGS SINCE 2021

\$9,431,200

\$8,488,000 IN **\$943,200** IN COST SAVINGS BY BY ED DIVERSIONS

AMBULANCE DIVERSIONS

