## 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** 

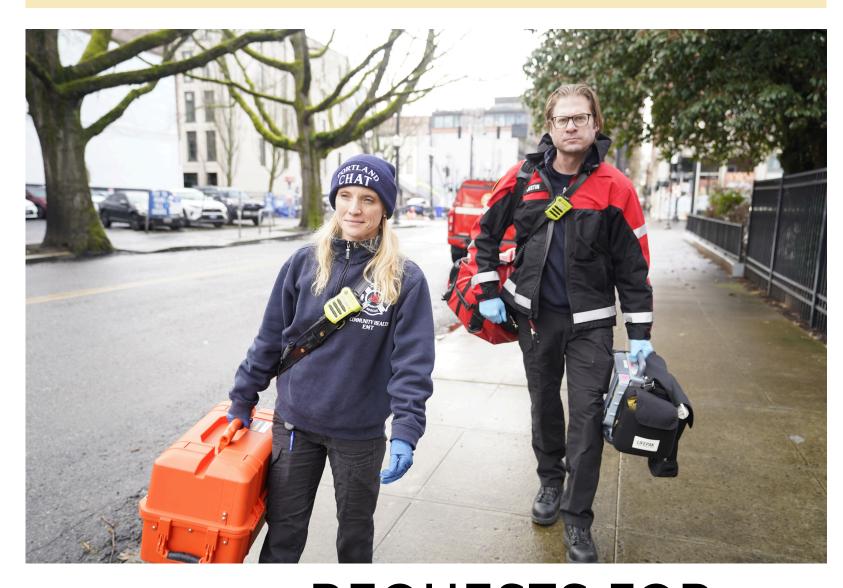
83 HOURS SAVED IN RESPONSE RELIABILITY FOR STATION 1

#### 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®











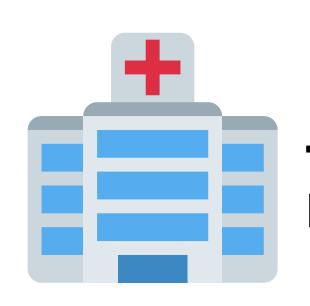
### NOVEMBER 2021 - JUNE 2024





**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** 

