

# 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 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 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 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**

**19** TOTAL MOUD ENROLLMENTS

**76%** ED DIVERSIONS FOR MOUD CLIENTS

**CHAT  
FOLLOW-UP TEAM**

**314** MOUD AFTERCARE FOLLOW-UP VISITS

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

**13** WARM HAND OFFS TO MOUD CLINIC

**CHAT IMPACT IN  
90-DAY FENTANYL EMERGENCY**

**287**

TOTAL CALL VOLUME (INCLUDING OVERDOSE CALLS)

**42%** ED DIVERSIONS

AMBULANCE DIVERSIONS **10%**

**83** HOURS SAVED IN RESPONSE RELIABILITY FOR STATION 1

**0** REQUESTS FOR ADDITIONAL EMS RESOURCES



THE MOUD PILOT IS IN COLLABORATION WITH:



# NOVEMBER 2021 - JUNE 2024 IMPACT



**TOTAL CHAT CALL VOLUME**

**11,275**



**TOTAL ED DIVERSIONS** **35%**



**TOTAL AMBULANCE DIVERSIONS** **21%**



**7,464** **TOTAL NUMBER OF CHAT FOLLOW-UP VISITS**

**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 COST SAVINGS BY ED DIVERSIONS

**\$943,200** IN COST SAVINGS BY AMBULANCE DIVERSIONS

