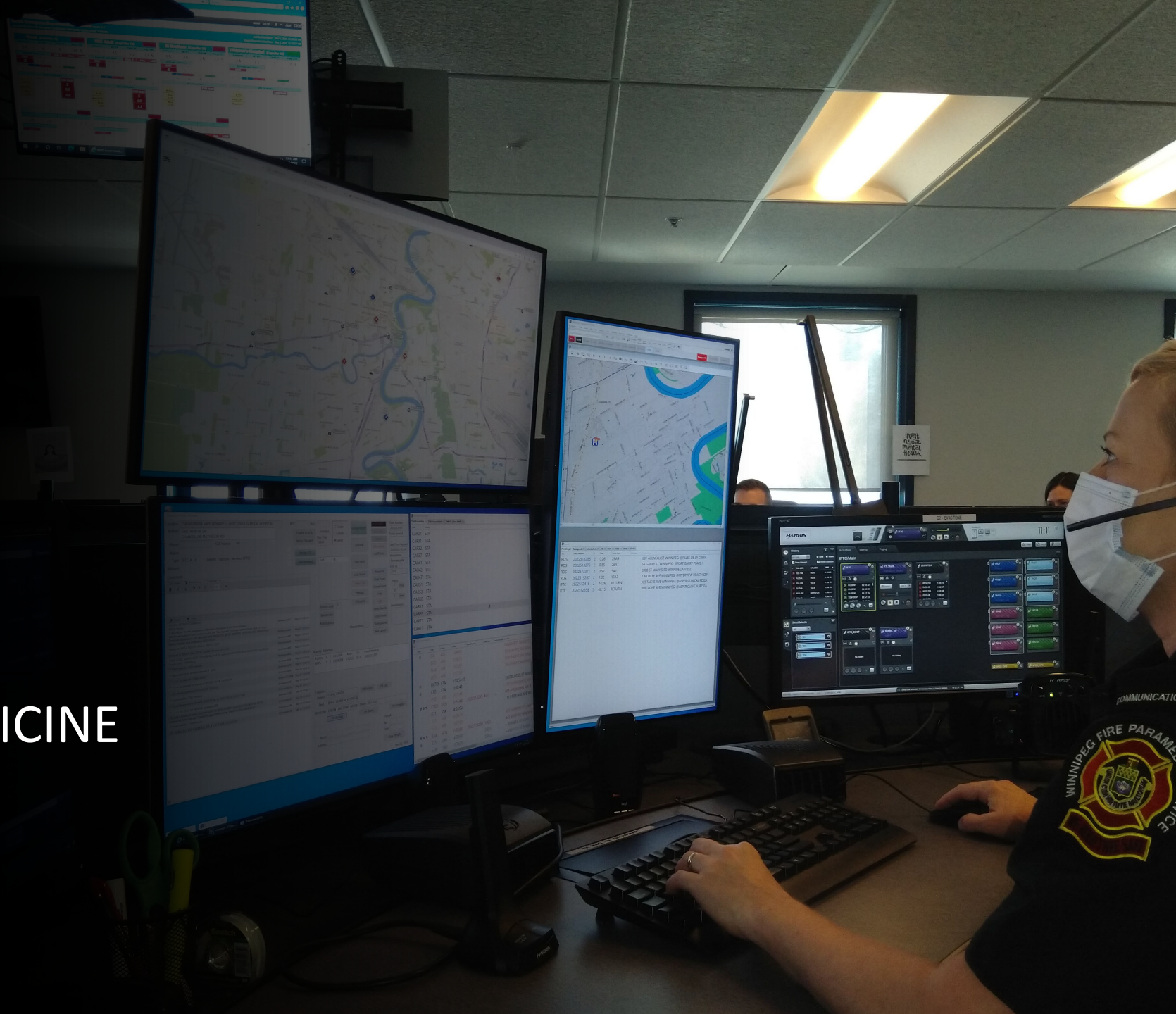




# Enhanced Low Acuity Triage (ELAT)

A COMMUNITY PARAMEDICINE INNOVATION





# Presenter Disclosure

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Faculty:

Michael McMillan, B.Sc., ACP;

Matthew Grosvenor, ACP

Relationships with Commercial Interests:

None

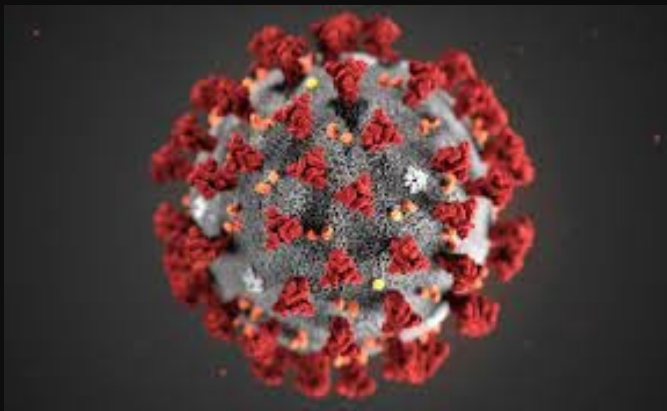


# Learning Objectives

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- What is Enhanced Low Acuity Triage (ELAT) ?
- Who are the clinicians doing this innovative work?
- What are some of the situations ELAT is helping the community with?
- What does the future of ELAT look like?

# What is Enhanced Low Acuity Triage?



Time	Message/Status	Area	Type
10:00 AM	1010 MEDICAL-AMBUSH 301 N HIGH ST BOSTON DIST PA	↓	AMBUSH
10:00 AM	1410 FIRE-VEHICLE 141 BOST 300 BROADWAY BOSTON PA 02111 MB RT 100	↓	(NOTED)
10:00 AM	0600 FIRE-BUILDING 18 RT 30 BP TO 18 RT 100/18 RT 100 TO 18 RT 30 BP W/WHITE DIST PA	↓	(NOTED (-4))
10:00 AM	1800 FIRE-VEHICLE 2700 EB RT 18 RT 18N DIST PA @1700 18 RT 18 RT 18	↓	

**TOTAL INCIDENT**  
Pending: 0 Priority 0: 0  
Assigned: 0 Priority 1: 1  
Priority 2: 0

**UNIT SUMMARY**  
Available: 0  
Assigned: 0  
Out of Service: 0

**ALL UNIT ACTIVITIES**  
[View History](#) [Unit Status](#)

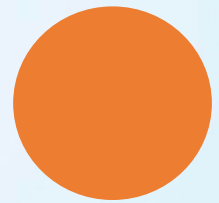
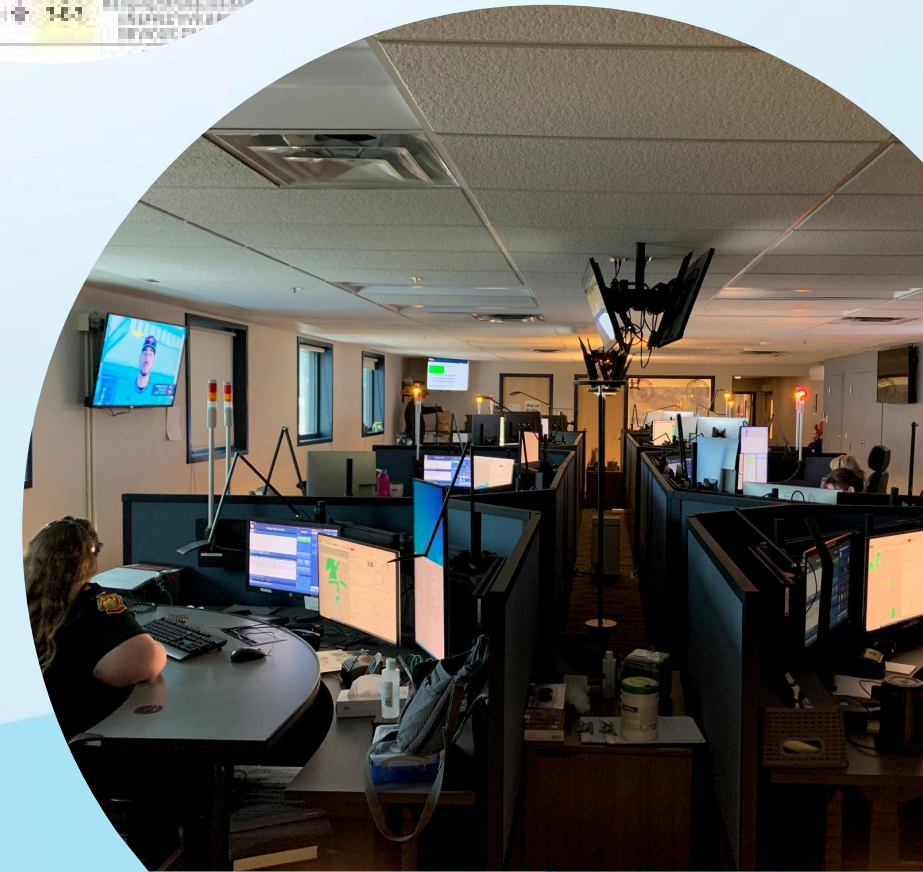
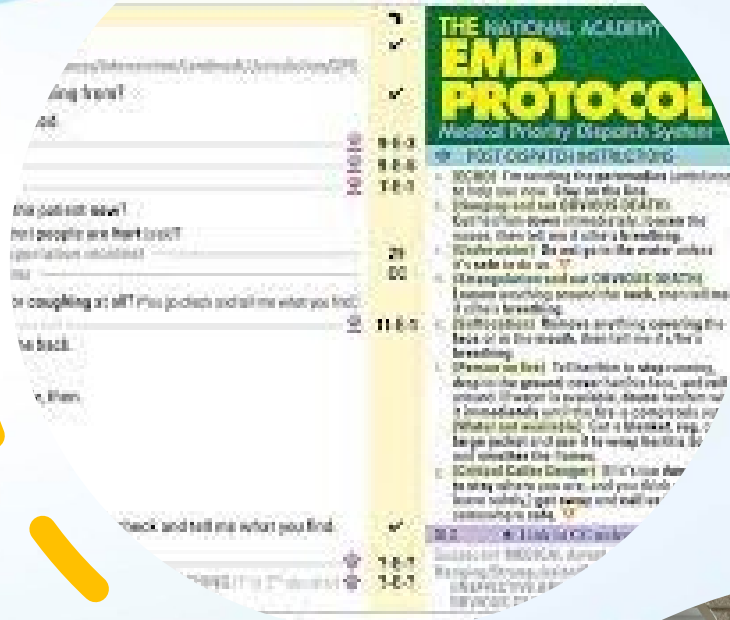
## ELAT – Enhanced Low Acuity Triage

- Started May 25, 2021 as a Pilot Project
- Developed to assist with resource management specific to low acuity calls
- Has evolved and has showed value in giving back capacity to front line operations
- Assists Communications with management of low acuity calls



# Medical Priority Dispatch System (MPDS)

MPDS is a safe and proven emergency medical call taking protocol that provides a structured patient-focused process for gathering key information, prioritizing medical situations and delivering effective life-saving instructions to 911 callers



# MPDS Priority Levels

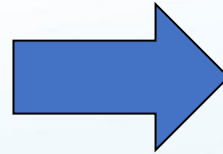
**E – ECHO**

**D – Delta**

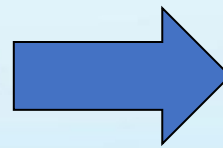
**C – Charlie**

**B – Bravo**

**A – Alpha**



Lights  
and  
Sirens



ELAT



## “ELAT” Low Acuity Telephone Consults

- ELAT receives notification of the 911 call from the WFPS communications center, along with a name, DOB and a PHIN number
- ELAT reviews the Patient’s electronic medical record (EMR) **related to the current condition**, specifically looking at:
  - Hospital admissions/clinic notes
  - Labs and relevant imaging
- ELAT Paramedic contacts the patient to review the reason for the 911 call, current symptoms and then work with the patient to establish a care plan





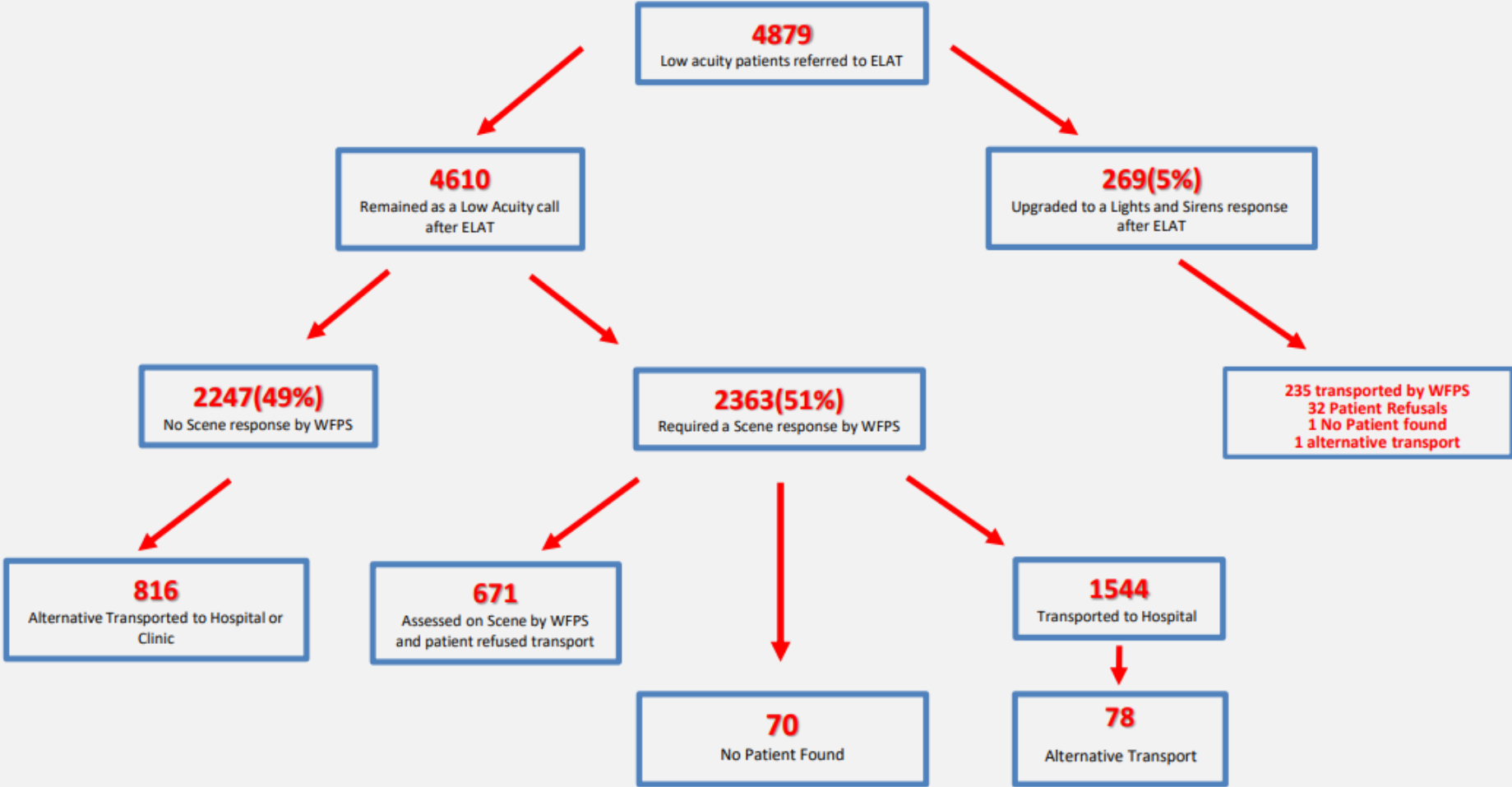


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ELAT Data  
January 1 – December 31, 2023



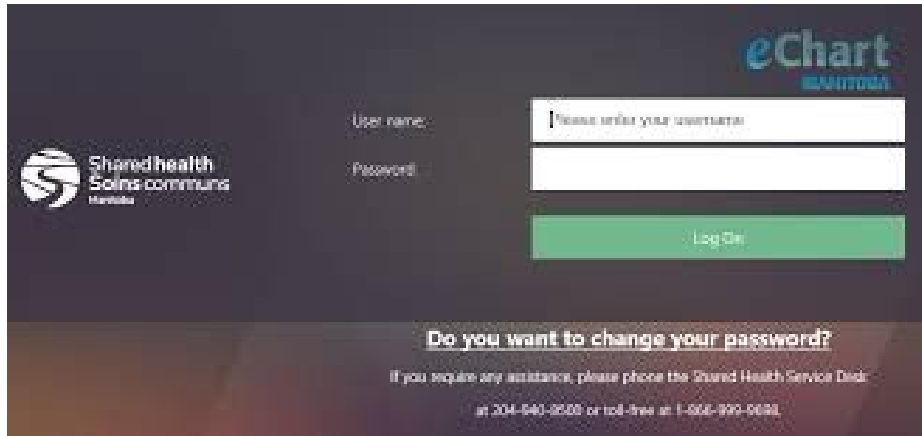
# ELAT January to December 2023



# ELATC

## Who is ELAT?

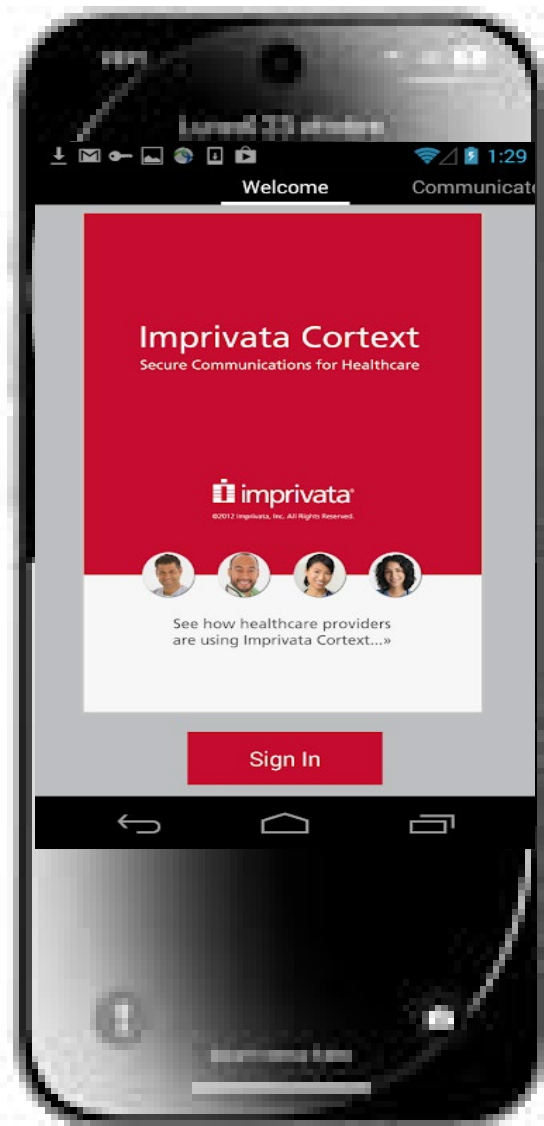
- Community Paramedics (Advanced Care Paramedics)
  - 8 Emergency Paramedics in the Community (EPIC)
  - 14 Main Street Project Paramedics (MSP)
- Office of the Medical Director
  - 2 Physicians rotate on-call medical direction duties



# RescueNet TabletPCR and WebPCR

User's Guide  
Software version 5.2  
Manual 5.2.2





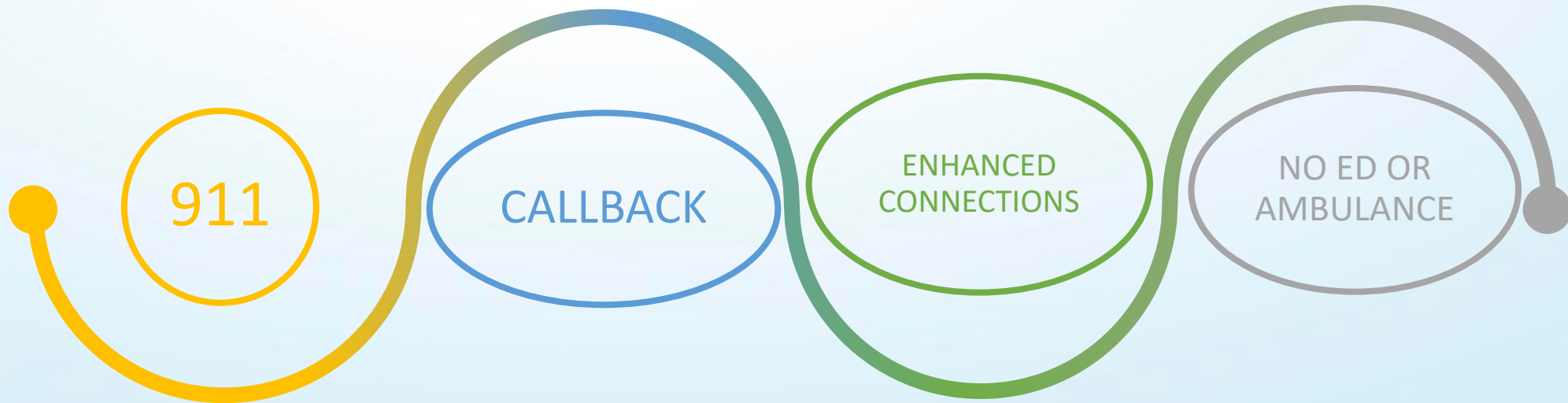


# ELAT Case Studies

2023 & 2024

# ELAT Case #1

## "I don't have my Dalteparin!"



### CLIENT CALLS

Client calls 911 because they do not know what else to do. Mobility issues, no car, and no one else to call

### ELAT LEARNS MORE

ELAT finds out this client is without a crucial blood thinner. Records show prescriber and recent ED summary

### CORTEXT CONNECTS

The client's prescribing physician texted at home and writes a new prescription that is sent to nearby pharmacy that has stock of meds

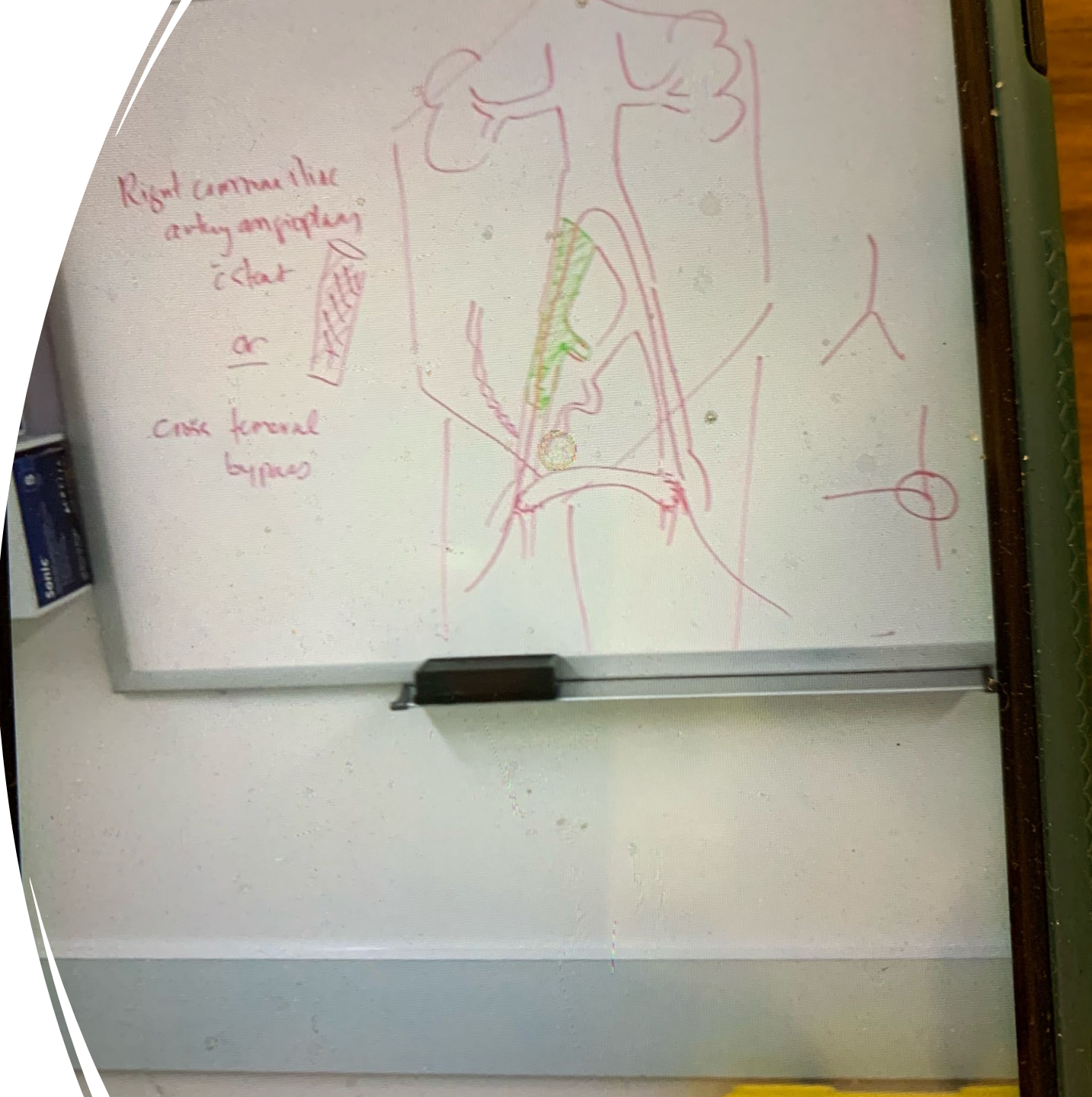
### RESOLUTION MET

Client sent to pharmacy and back by taxi. Educated on phone how to inject self. No EMS response needed & No ED visit required



The Vascular Surgeon's explanation of the blockage in the Right Central Iliac Artery

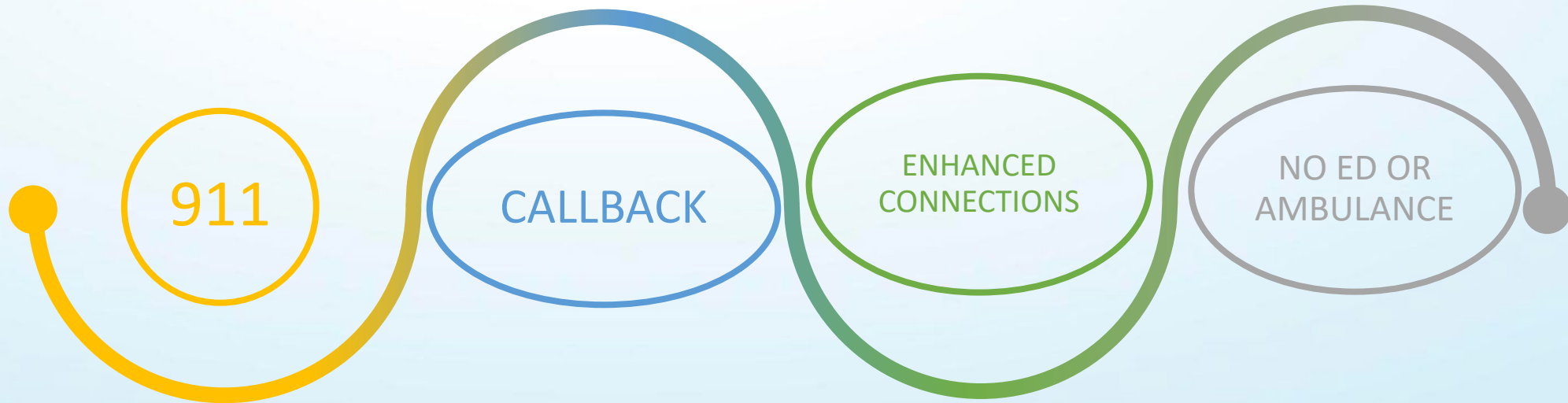
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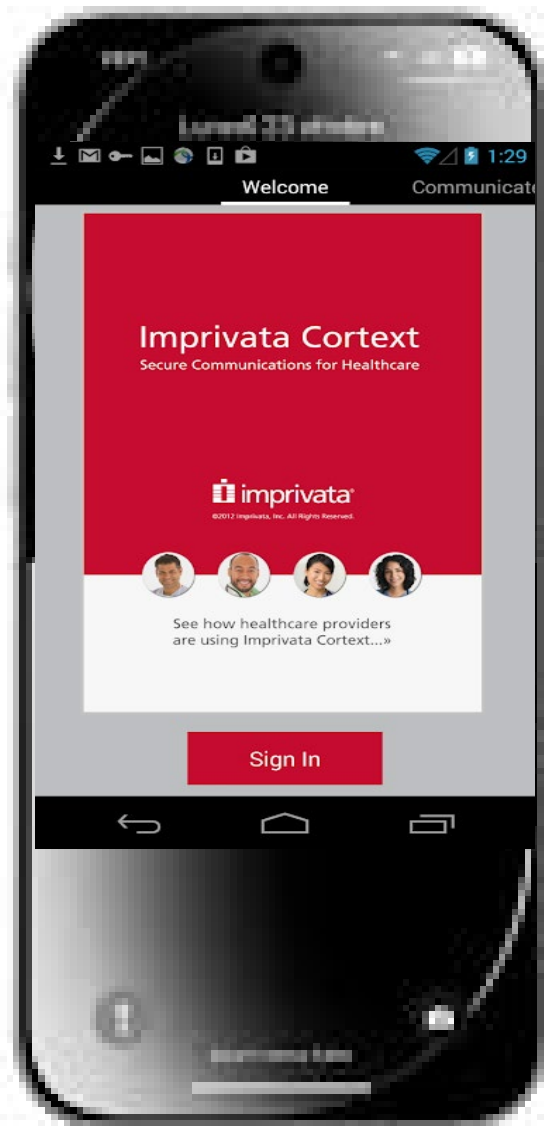
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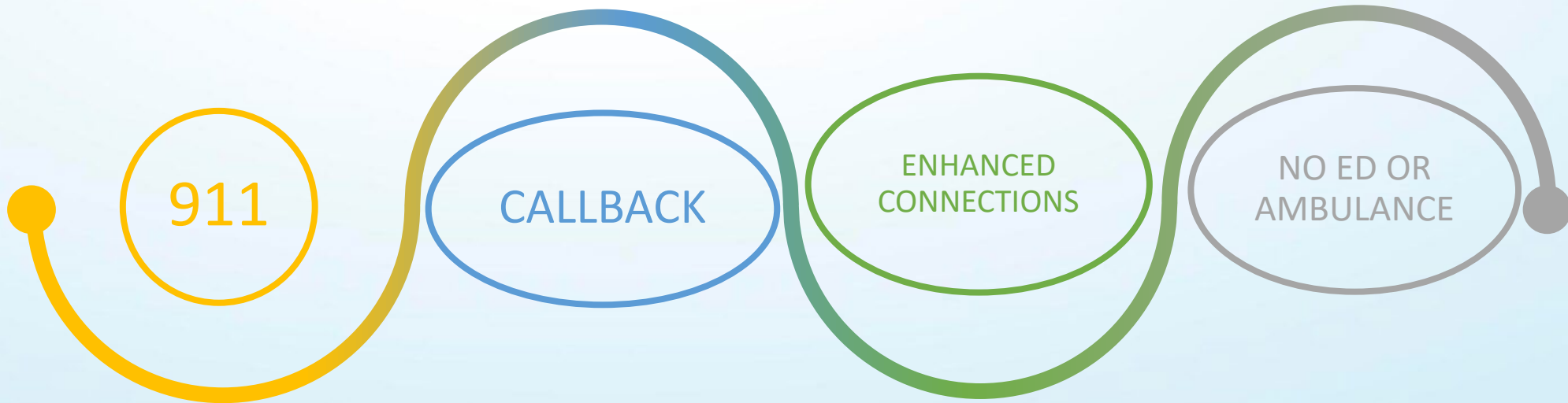
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# Why did you call 911?



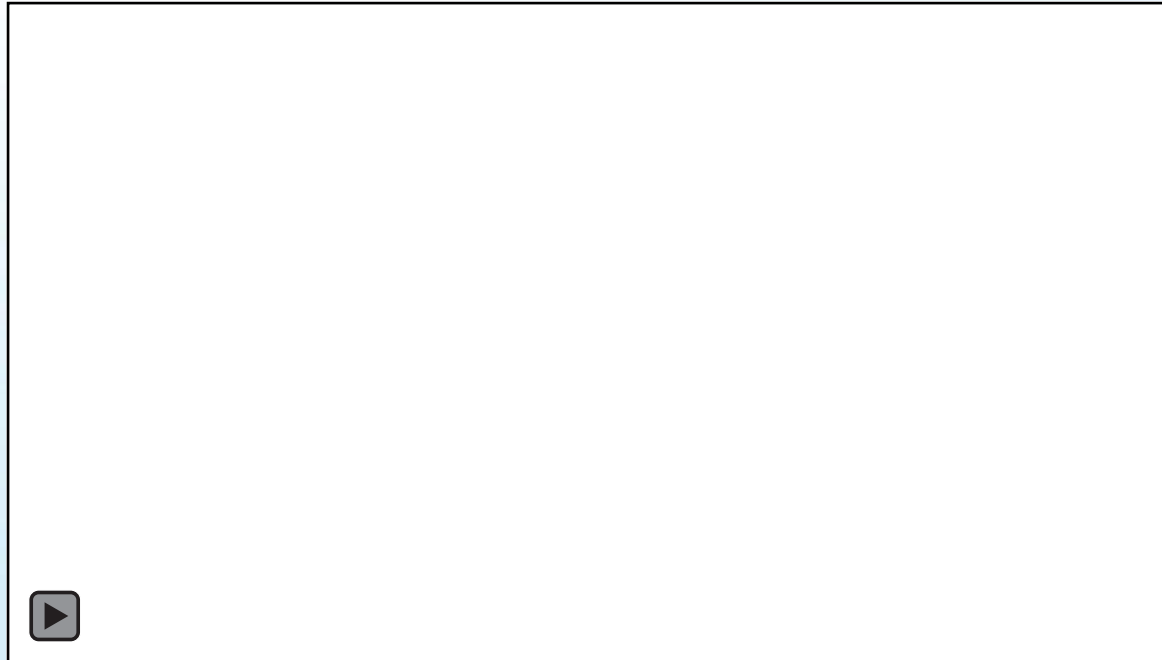
"For help. I needed the help, and I needed it right away. And they were there to help me at my time of need, they helped me. Seriously, and I'm not kidding, I'm not joking, it's a serious thing. And fortunately they came and gave me the help I needed. And I appreciate it."





# What stands out about your experience with ELAT?

"If I did not call them for that, I would have been in serious trouble. And they were there when they said they were gonna be. And fortunately they did, they helped me when I needed it. Otherwise, ya know I would have been sick, I would have been, who knows? But they were there. And that's the most important thing. They were there when I asked (for help)."



# ELAT Case #2 – Hyperkalemia in a PCH

911

ELAT  
SENDS  
EPIC

ELAT  
BUILDS  
TRUST

MEDICAL  
CARE

## ANXIOUS FOR DAYS

A PCH resident calling anxious for two days. Feeling they are not being treated right at their PCH

## ALTERNATIVE RESPONSE

ELAT decides against a traditional EMS response when resources are low, client turns away Community Paramedic from EPIC after first contact

## EPIC RETURNS LATER

The client is returned to and accepts assessment as EPIC knew they had underlying conditions worth an assessment

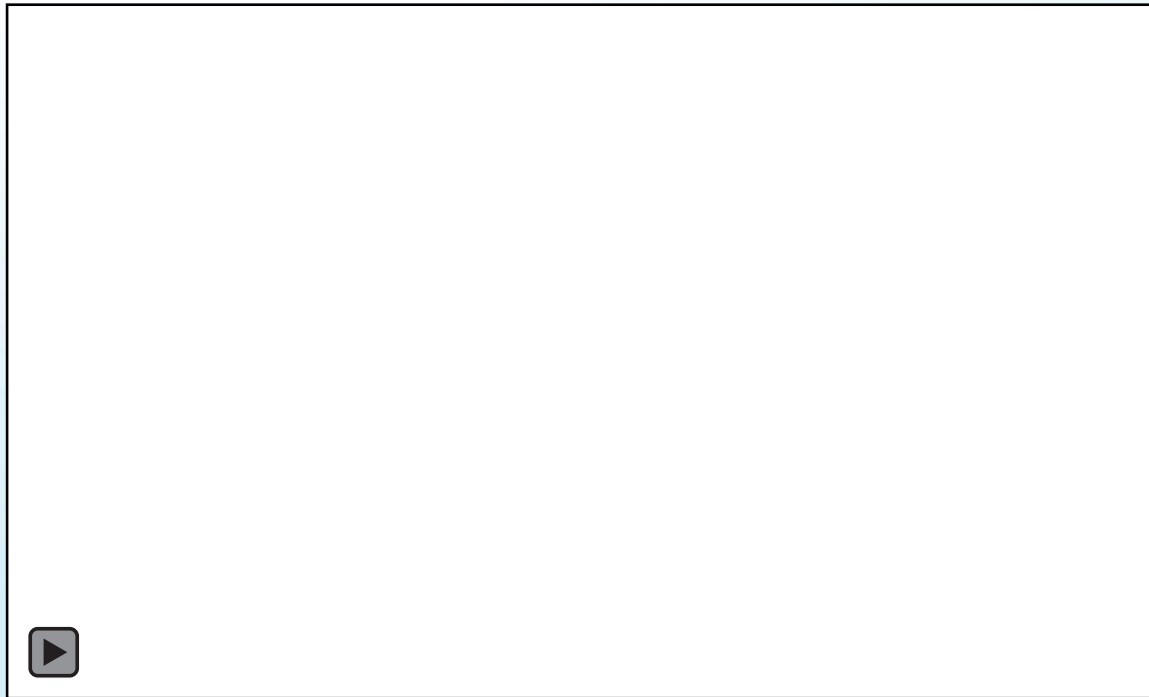
## NEEDS ARE MET

This dialysis client gets the corrective treatment they need en route to hospital for definitive care, spends two days in the ED following



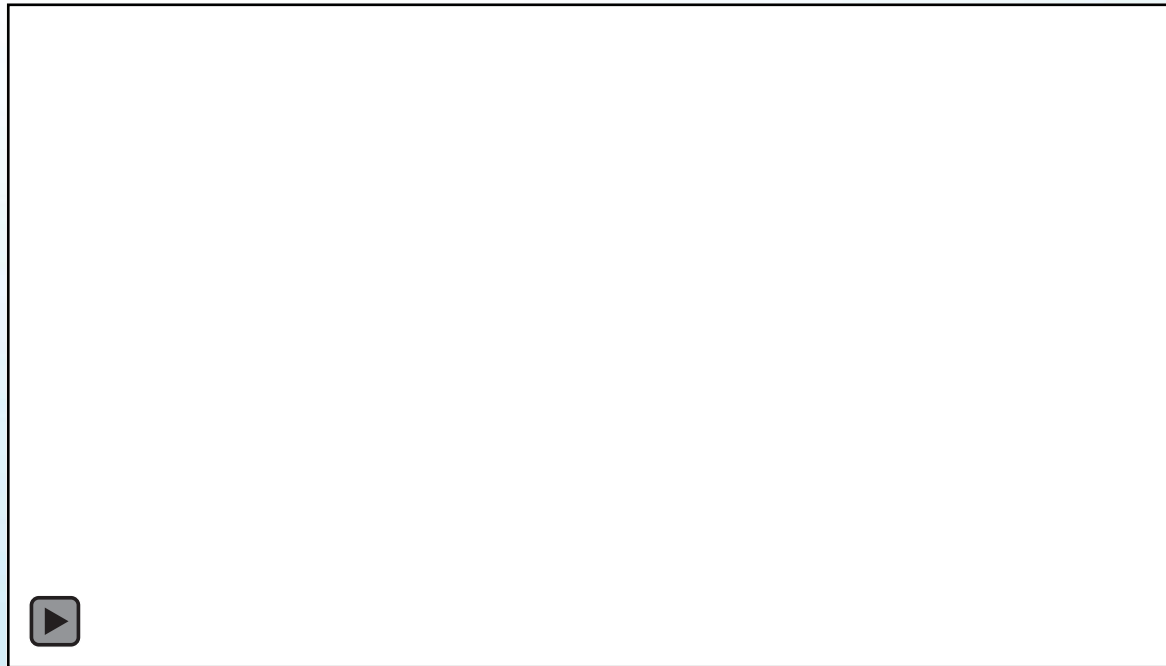
# How does this experience change your view of calling 911?

“Oh no, (it) don’t change my view of calling 911. Like if I know I need help I’ll call. Because of this past experience. (It) puts a lot of trust back in the 911 call. So I was very happy about that.”



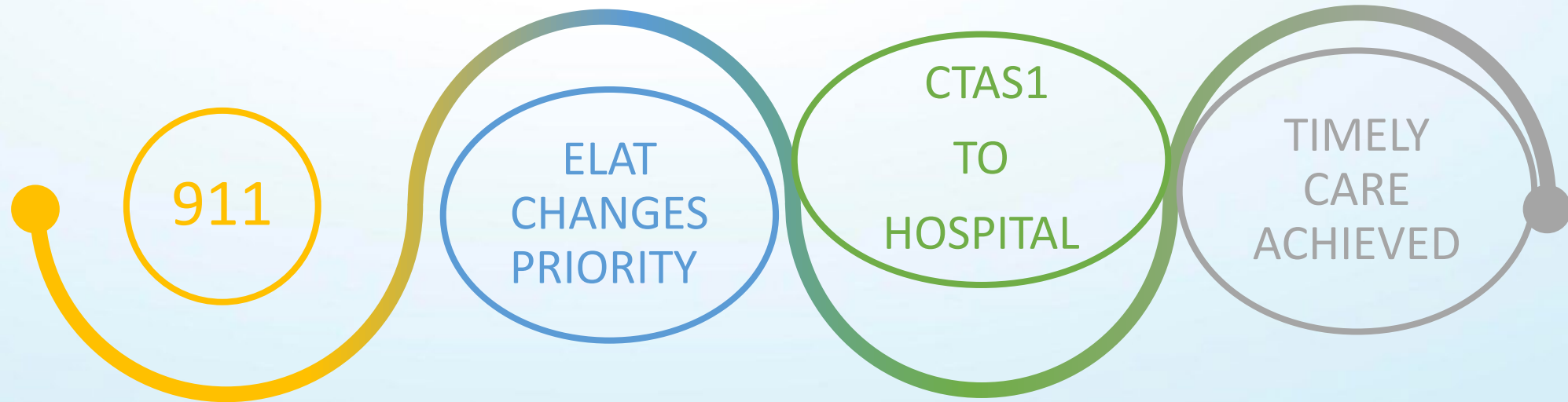
# What does your experience with ELAT mean to you?

“I really felt good. It felt good that you know I was looked after by that gentleman. And he was very very helpful. And I trusted him. Easy to talk to. Yea I was really glad he came back. I didn't think anybody was gonna come back. And someone did, so. That to me meant a lot to me. Someone out there cares. “





# ELAT Case #3 – Emergency Uncovered by ELAT



## UNWELL, ABD PAIN

A community members wife calls on his behalf. The initial triage does not pick up on the acuity of the client's present illness

## ELAT UPGRADES WFPS

ELAT learns about client's medical history, calls back and does a focused secondary triage with layered questioning, crews are upgraded to lights and sirens

## CRITICAL PATIENT

The client is hypotensive and in an unstable cardiac rhythm. WFPS transports critical to St. Boniface

## NEEDS ARE MET

This client receives emergent surgery that had a 20% survivability rate. Time was critical for this client's illness. ELAT is a secondary safety net



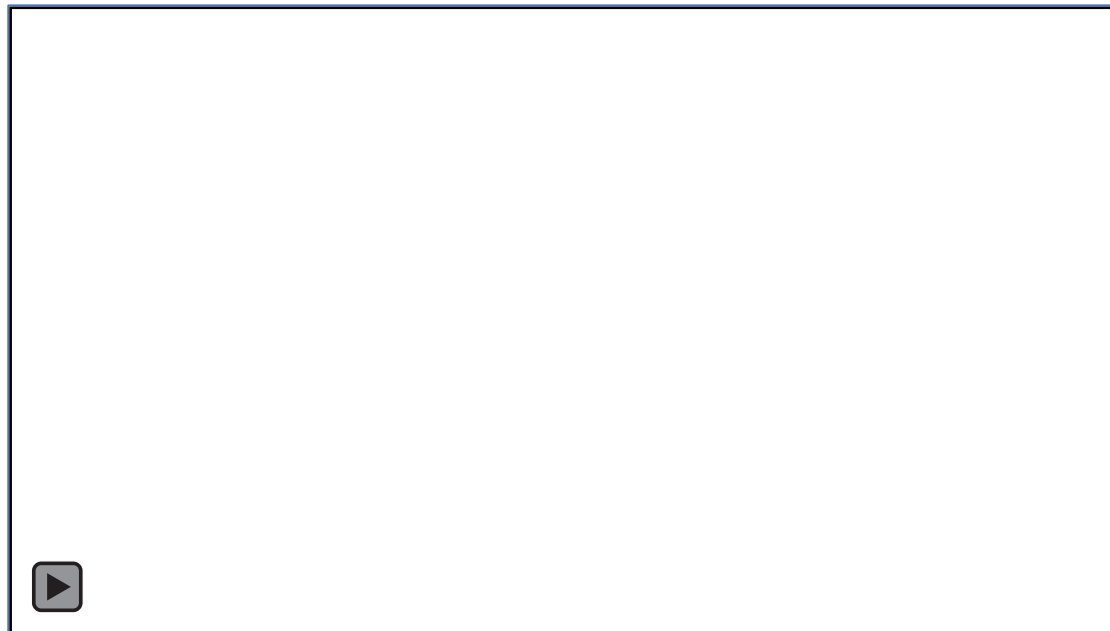
# What stands out to you about calling 911?

"It wasn't my idea to call 911, it was my wife's. She said you gotta go to the hospital, you look terrible. I said Ok I am going. So, she was the one that called 911. And I am glad she did because like I said before I didn't realize how sick I was"



# How do you feel about the ELAT program and 911?

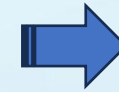
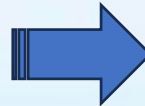
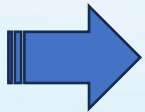
"Oh, I think it's, yeah it's great. They should have had it a long time ago. Ya like if anything happens to me again then I know I'll be at the hospital quick."





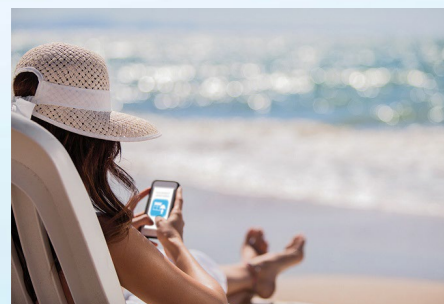
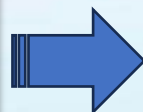
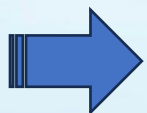
**What other situations has ELAT helped?**

# Mini ELAT Case #1- Gravy Burns



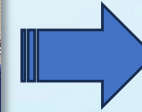
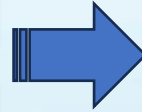
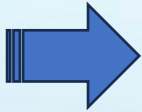


# Mini ELAT Case #2- CancerCare client located in Mexico





# Mini ELAT Case #3- Stubborn Infection connected to the Community IV Program (CIVP)

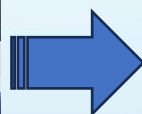


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Health Centre  
*The future of care*





# Mini ELAT Case # 4- ELAT sends EPIC for diabetic support







**What does the Future of ELAT look like?**

# The Future of ELAT

- The WFPS is looking at amending the response model and thereby increasing the criteria for calls to be fielded by ELAT
- This would change the call volume for ELAT from ~4,800 calls in 2023 to an estimated 16,000 under the newly proposed response priority system



alamy

Image ID: 2206586

www.alamy.com



# The Future of ELAT

- More staffing for ELAT and EPIC to accommodate the anticipated increase in call volume
- New vehicle options for ELAT/EPIC to take over transport from alternatives like Taxi companies





# Summary Slide



**Questions?**