

**TANDEM365**

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**CARE IS BETTER TOGETHER**

# TANDEM 365

- ❖ **EHCO, LLC.**

- ❖ **Established 2013**

- ❖ **Five Partners:**

  - Clark Retirement Community

  - Holland Home

  - Life EMS Ambulance

  - Porter Hills

  - Sunset Retirement Communities and Services

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# PROGRAM DESIGN

## WHO WE SERVE:

- ❖ Primarily older adults (average age: 78.8 y/o)
- ❖ Medically and/or Behaviorally Complex
- ❖ Social Determinants Affecting Health Outcomes
- ❖ Super Utilizers of the Health System
- ❖ Participants, Caregivers, Healthcare Providers, Healthcare Systems

# PROGRAM DESIGN

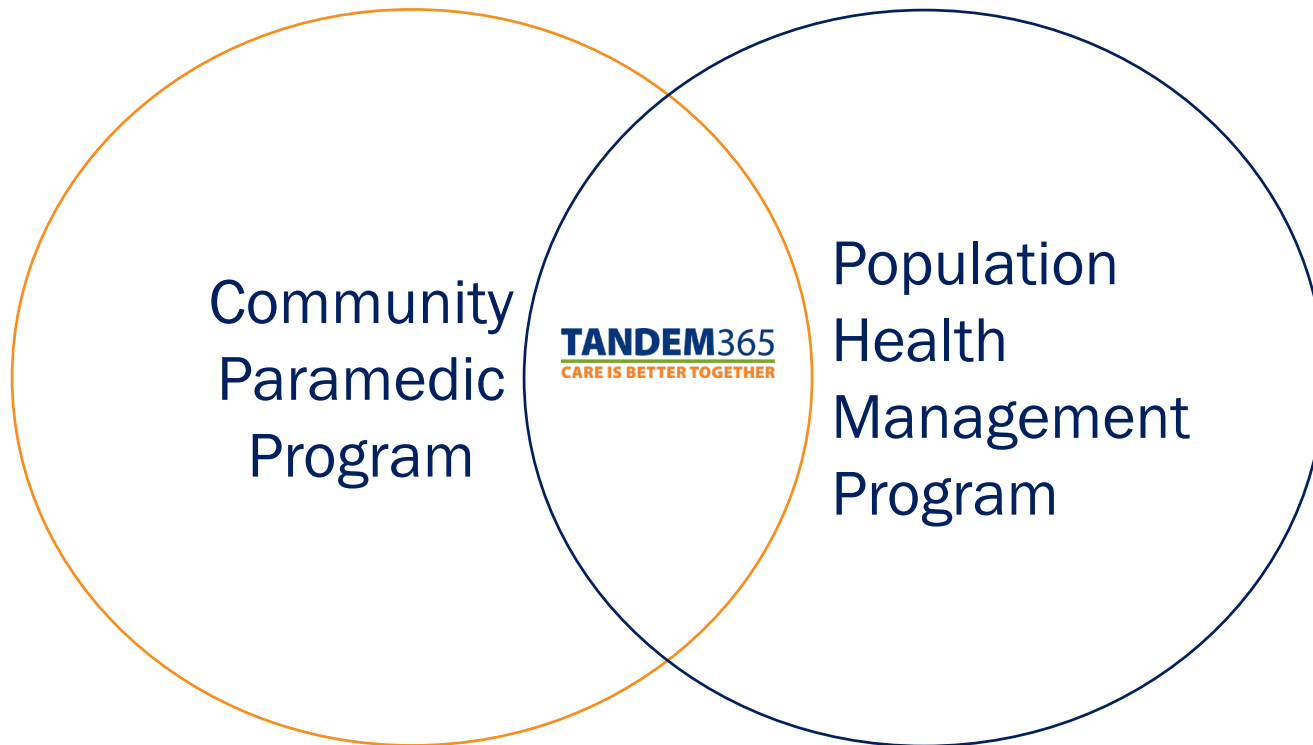
## COMPREHENSIVE MODEL OF CARE:

- ❖ Multidisciplinary Team
- ❖ 24/7 Rapid Response Team
- ❖ Medical and Behavioral Health Interventions
- ❖ Advanced Care Planning
- ❖ Leverage Additional Community Resources
- ❖ Ongoing coordination of care (PCP, Specialist, Hospice, etc.)
- ❖ Assist with MCD application/guardianship/housing
- ❖ Holistic Approach

# Community Paramedic Program

- ❖ Special Study approved by MDHHS
- ❖ Approved to cover Kent, Ottawa, Allegan, and Kalamazoo Counties
- ❖ Actively serving participants in Kent, Ottawa, and Allegan, Kalamazoo

# Community Paramedic Program



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# Current TANDEM365 Operations

## ❖ We manage 1000+ participants with the following staff:

- ❖ 8-10 Hours/month dedicated Tandem365 Medical Director
- ❖ 10 Full Time Registered Nurses
- ❖ 8 Full Time Medical Social Workers
- ❖ 12 Full Time administrative staff (intake, care coordinators, clinical managers, directors)
- ❖ 7 Full Time Integrated Care Paramedics (ICP)
- ❖ 6 dedicated Non-Transport ALS Units
- ❖ 3 Full Time and 1 Part Time Medical Assistant

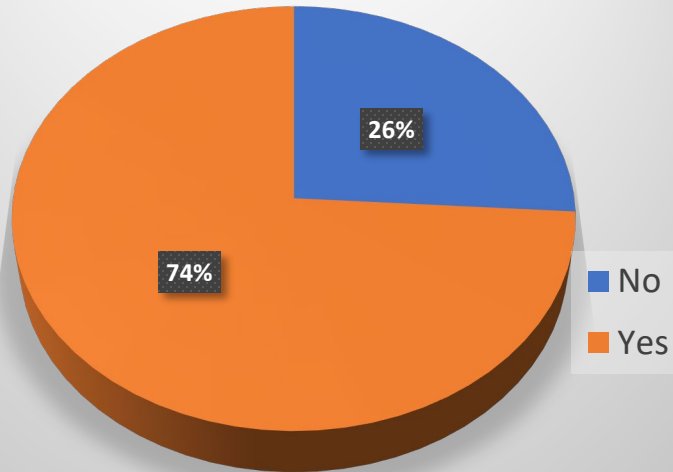
# ICP Activity

- ❖ Five ICPs are utilized for Scheduled Case Management
- ❖ Two ICPs provide coverage for Urgent Assessments
- ❖ Rarely ICPs operate outside of the Scope of Practice, only with MCA approval

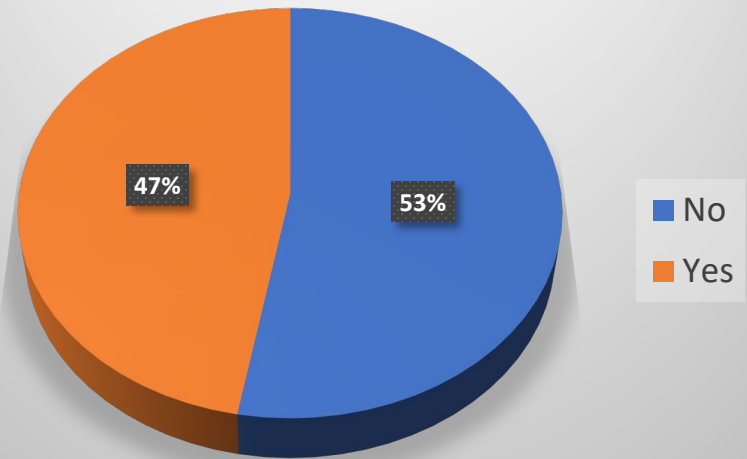


# LIFE EMS ALS Performance

Non-TANDEM365 911 Transport Occurance



TANDEM365 911 Transport Occurance Q1 & Q2 2019



# ICP Outcomes

TANDEM365 Urgent Assessment Transport Occurance  
Q1 & Q2 2019

