EHCO, LLC.
Established 2013
Five Partners:
Clark Retirement Community
Holland Home
Life EMS Ambulance
Porter Hills
Sunset Retirement Communities and Services
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
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

Community Paramedic Program

Population Health Management Program

TANDEM365
CARE IS BETTER TOGETHER
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 Occurrence
- No: 74%
- Yes: 26%

TANDEM365 911 Transport Occurrence Q1 & Q2 2019
- No: 47%
- Yes: 53%
ICP Outcomes

TANDEM365 Urgent Assessment Transport Occurrence
Q1 & Q2 2019

86% No
14% Yes