



Maine EMS Critical Access
Physician Extender Pilot Project
May 2022-September 2024

North East Mobile Health Services

Planned Roles in the CAPE Model

3 Functions

EMS / Workforce / CAIP

• Paramedic

- Tiered 911 ALS
- IFT
- Community Paramedicine
 - Community health needs driven CP

• RHCT

- Workforce support for FQHC
- Delegated practice “MA” work

• CAIP

- Off hours
 - Facilitated telehealth
- Could also occur as part of 911 response

Patient Care Operations

May 2022-September 2024

| CAIP | Paramedic | RHCT | CP | Total |
|------|-----------|------|----|-------|
| 145 | 383 | 219 | 96 | 843 |

Potential Telemedicine Encounters

- **215 potential telemedicine encounters**
- **145 telemedicine encounters completed**
 - **2% (3) of cases patient referred to ED during encounter**
- **70 potential telemedicine encounters not initiated**
 - **51% (36) physician deemed not appropriate for telemedicine**
 - **13% (9) CAIP deemed not appropriate for telemedicine**
 - **31% (22) patient declined telemedicine**
 - **4% (3) connectivity issues**
- **144/145 cases occurred at ambulance base**

Characteristics of telehealth patients

Age: Average / Median 33 (sd 23)

Age range: 1-88 years old

37% female

75% residents of the region

Conditions / complaints treated

- Laceration / soft tissue injury 29
- Viral illness 17
- Embedded fishhook 6
- Musculoskeletal injury / pain 2
- Back pain 3
- Abdominal pain 4
- N/V 4
- Conjunctivitis 4
- Dental infection / pain 7
- Stye / blepharitis 4
- Tinea pedis 1
- Ocular chemical exposure 1
- Heat exhaustion 1
- Urinary complaint 6
- Animal bite 3
- Strep pharyngitis 12
- AOM 10
- Otitis externa 2
- Rash / contact dermatitis 6
- Pneumonia 2
- SSTI 7
- Allergic reaction 4
- Ear pain 4
- Tetanus vaccination 1
- Suture removal 1
- Dressing change 1

Procedures / treatments performed

- Volar splint (fiberglass) 2
 - Finger splint 1
 - Ace wrap 1
 - Fishhook removal 6
 - Skin tape (steri-strips®) 6
 - Topical skin adhesive 7
 - Wound staples 1
 - Suture repair 18
- Delayed primary closure 1
 - Limited acute wound debridement 1
 - Suture removal 1
 - Lidocaine (LA) for wound management
 - Injection 16
 - Digital block 6
 - POC testing
 - Urine dip 3
 - Strep swab 15
 - Flu swab 2
 - Monospot 1
 - Covid swab 3

Med administration except wound LA

- Tdap 19
- Antibiotic – oral 40
- Antibiotic – topical 17
- Antibiotic – ophtho 3
- Antibiotic – otic 1
- Topical / mucous membrane LA 4
- NSAIDS 5
- IV fluid (NS) 3
- Oral steroids 3
- Oral antihistamine 3
- Antiemetics 6
- Oxymetazoline 2



Outcomes

HealthInfoNet and patient follow-up calls as source of truth

No complications of CAIP visits identified

19,409 patient travel miles saved

30-day follow-up with PCP

- 32 total
 - 22 related to CAIP visit
 - 9 unplanned
 - 0 unexpected

30-day visit to ED

- 5 total
 - 2 unplanned
 - 1 not related to CAIP visit
 - Other not unexpected

30-day admission to hospital

- 4 total
 - 2 unplanned
 - 1 not related CAIP visit
 - Other not unexpected

Patient Care Operations

September 2024-February 2025

| Paramedic | CP | Total |
|-----------|----|-------|
| 69 | 41 | 110 |



Any questions?