



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

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North East Mobile Health Services

# Planned Roles in the CAPE Model

## 3 Functions

### EMS / Workforce / CAIP

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graph TD; A[EMS / Workforce / CAIP] --> B[Paramedic]; A --> C[RHCT]; A --> D[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

A blue L-shaped graphic element is located in the top-left corner of the slide. It consists of a vertical bar and a horizontal bar that meet at a right angle.

**Any questions?**