



PHASE II PILOT

The goals of the *Right Care, Right Now* program are to improve patients' health outcomes and to preserve the DC Fire and EMS Department's (FEMS) resources for those patients with life threatening injuries and illnesses. This should also free up beds in crowded hospital emergency departments, which will benefit all critically ill emergency patients.. The District has one of the highest per capita EMS call volume in the nation. Our high non-emergency call volume strains the Department's resources for emergencies.

Under the *Right Care, Right Now* program, callers to 911 with non-emergency injuries or illnesses are transferred to a nurse, either by the 911 center or by a FEMS first responder. The nurse asks the caller questions and assesses his or her symptoms so that the nurse can refer the caller to the most appropriate non-emergency medical care available, most likely a community clinic or urgent care clinic in the caller's neighborhood. Medicaid and DC Healthcare Alliance enrollees are provided with free transportation to and from the clinic.

Quick Facts on Phase I of *Right Care, Right Now*, launched on April 19, 2018

*Patients referred to clinics: **377**

*Patients referred to self-care: **323**

🕒 Avg. time it takes nurse to answer calls transferred from 911: **9 seconds**

🕒 Avg. time patient spends on phone with nurse: **5 minutes, 57 seconds**

For those patients receiving non-emergency transportation to clinics:

🕒 Avg. time from dispatch to arrival to the patient: **13 minutes**

🕒 Avg. time from dispatch to arrival at the clinic: **37 minutes**

Phase II Pilot Beginning in March 2019

➡ FEMS first responders will connect eligible 911 callers from the field to the Right Care, Right Now nurse triage line.

➡ First responders will assess patients based on medical protocols.

➡ Decisions to call the nurse will be based on FEMS guidelines.

➡ The nurse will interview the first responder and the patient.

➡ The nurse will make the decision on the most appropriate care for the patient and will follow program guidelines on care and transportation (See *Right Care, Right Now* Frequently Asked Questions, available at <https://fems.dc.gov/page/frequently-asked-questions-right-care-right-now>)

*All data is from April 19, 2018 to January 19, 2019



WE ARE WASHINGTON
DC GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR



PHASE II PILOT

Nurses call **100 percent of patients referred to clinics or self-care within 24 hours** of their call to 911. So far, for those patients that the nurse has spoken to, 93% have provided positive feedback.

“THIS IS SUCH A GREAT SERVICE. I WAS IN AND BACK HOME IN AN HOUR!”

“THANK YOU FOR CALLING TO CHECK ON ME, I FEEL BETTER. IT SHOWS YOU CARE.”

“I WENT TO MY PRIMARY CARE PHYSICIAN AND HE SAID THE SAME THING AS WHAT THE NURSE SAID.”

“THE NURSES ARE DOING GREAT!”

“MY FRIENDS AND I ARE SO HAPPY TO HAVE THIS PROGRAM. TO BE ABLE TO TALK TO NURSES HAS BEEN WONDERFUL.”

“FEELING MUCH BETTER, WENT TO [THE CLINIC], GOT MEDICATION AND I AM FOLLOWING UP WITH MY PRIMARY CARE PHYSICIAN TODAY.”

**All data is from April 19, 2018 to January 19, 2019*



WE ARE WASHINGTON
DC GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR