

EARLY INTERVENTION VEHICLE

What was the issue?

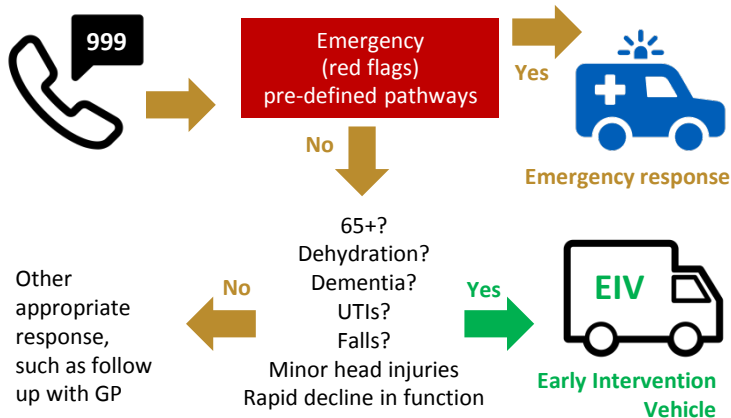
- During the first eight months of 2014/15, the ambulance service responded to 5,500 calls relating to falls across east and north Herts.
- More than half of these calls resulted in a patient being taken to hospital
- Over 2,400 patients who had fallen were admitted to hospital over 12 months
- The average cost of a hospital stay for a patient who had fallen was £2,626.
- Some patients cannot return home after a hospital stay and require care home admission

How did we tackle the problem?

The 'Early Intervention Vehicle', staffed by a senior paramedic with an occupational health professional, physiotherapist or social worker responds to carefully triaged 999 calls from individuals or care homes.

Staff undertake a holistic geriatric assessment, which takes around an hour. As well as assessing the patient's health and wellbeing, the home environment and any practical adaptations and increased care needs are considered. Changes to care packages and minor home adaptations can be made there and then.

How it works



Benefits

- Prevents avoidable hospital admission, which can lead to care home admission.
- Helps patients maintain independence.
- Frees up ambulances for other calls.
- Provides a comprehensive health (reactive) and social care (proactive) assessment.
- Case management by a multi-disciplinary team.
- Independent living equipment available for immediate use (grab rails, risers for chairs and toilets).

Case study

The family of a 96-year-old lady called 999 because they were concerned about her deteriorating health. The EIV team carried out medical and functional assessments and established that the patient was dehydrated but not in need of hospitalisation.

Jeanette Akunebuni from Hertfordshire County Council, is managing the project alongside the East of England Ambulance Service. Jeanette said:

“ The lady herself knew she was coming towards the end of her life, and wanted to stay in her own home. It was clear that the family needed support to help their relative to stay at home, so our team contacted the lady's GP and rapid response services who put in place a care package and practical aids to maintain her hydration and wellbeing. The team was with the patient for two hours. They were able to help her achieve her wishes and ease the burden on her family. ”



Find out more: www.enhertsvanguard.uk/showcase

Key facts

- **1,742** visits since May 2016, **19%** to care homes
- **72%** of patients are not admitted (average)
- Seven-day EIV cover – 7.30am – 6.30pm