

# Brown County EMS Connect Fallers to Community Resources

---

May 2023



# In Collaboration with



## BROWN COUNTY FALLS PREVENTION PARTNERSHIP

---

*Supported by:* ADRC of Brown County, Aurora Bay Care Medical Center, Bellin Health, De Pere Health Department, Green Bay Metro Fire Department, HSHS St. Vincent Hospital, HSHS St. Mary's Hospital Medical Center, Fall Prevention Alliance of Northeast Wisconsin, Prevea Health, Northeast Wisconsin Regional Trauma Advisory Council

# Common Goal Among:

---

- **Brown County Fall Prevention Partnership** – reduce falls among older adults
- **Northeast Wisconsin Regional Trauma Advisory Council (NEW RTAC)** - injury prevention
- **EMS providers** – reduce repeat fall call pick-ups
- **Fall Prevention Alliance of Northeast Wisconsin** – injury prevention

# Objective:

---

Refer older adult patients who fell to community services for help to prevent a repeat fall



# Overview of EMS Training:

---

- Who is the ADRC of Brown County, who can be referred to ADRC, how, and what to communicate to the patient to gain consent to refer
- When to refer a patient to Adult Protective Services
- When to refer a patient to Building Inspector
- How to make the online referral using Jotform
- Q&A

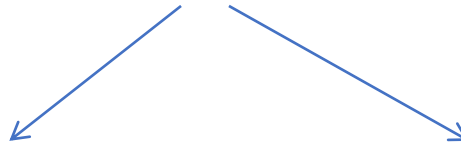
# 9-1-1 Call for help because of fall



**EMS Assessment of Need**



**Address Immediate Need**



**Injury. Medical Transport to ER**



Patient discharged from ER to home can be referred to ADRC BC website, select 'contact us' or use professional referral link below:  
<https://adrcofbrowncounty.org/referral/>

**No injury. Non-Medical Service  
Call for Pick-up of fall: crew  
based on your dept. operation**



**Patient consent**



**Referral to ADRCBC**

**Referral to  
APS, Bldg.  
Inspector**

**Other or no  
further assistance  
needed**

# Who is Aging & Disability Resource Center (ADRC) of Brown County

- Who they serve: seniors, adults with disabilities and their caregivers in Brown County
- Location: Downtown Green Bay (300 S Adams Street) across from Green Bay Police Dept
- ADRC is a no cost, unbiased source for answers and solutions. ADRC provides information, access to services, programs, and opportunities that support independence and individual choice.
- Specific to falls, ADRC can help identify areas of falls risk and connect to resources to help patient prevent it from happening again.

# Which Fall Pick-up Patients Can EMS Refer to ADRC?

---

- **Criteria for program referral:** age 60+, community dwelling (living in own home or apartment)
- **Who cannot be referred:** Patients from Assisted Living, Nursing Homes, Adult Group Home, or Acute Drug and/or Alcohol
- **Is patient consent required to be referred to ADRC:** **Yes (ADRC is a voluntary organization)**
- **Electronic Referral:** Yes, if patient consents. Referral can be emailed on site at patient bedside.
- **Materials to leave with patient:** Flyer titled “Partners Preventing Falls” explained by EMS and left with patient whether or not patient consented to be referred to ADRC for patient future reference.



# What EMS Communicate to Patient About ADRC

---

- Falls are occurring at a rate of 32/day in Brown County.
- EMS are working together with the ADRC (and other community organizations) to help older adults prevent falls and help them stay independent and living in their home.
- This effort is not about taking someone out of their home but rather helping them stay safe and living independently in their home and community.
- Falls often result in significant injury (note: 60% of all nursing home admissions are because of a fall) and we want to help older adults avoid injury when possible.
- By EMS making a referral they help connect patient to ADRC and services.

Each EMS department has this flyer (with their respective logo). It includes talking points to help gain consent to refer patient to ADRC.

EMS leave flyer with the patient.

## Partners Preventing Falls



First Responders & the Aging and Disability Resource Center (ADRC) of Brown County work together to help prevent falls at home. We care about you and want to help you prevent a fall that could cause serious injury and loss of independence. The ADRC is an organization that is dedicated to helping senior citizens stay safe in their own home. They listen, care, and provide ideas and solutions based on your goals and interests.

### The ADRC can help & here's how...

If you are interested in talking with the ADRC, the ADRC will call you in a few days. From there they will look for a time that is most convenient for you to learn more. ADRC services are provided by phone, online or at your home based on your comfort. It is a **free service** and there is no obligation, you decide for yourself if the ADRC can help. If you need something in the meantime, you can also call ADRC directly at **(920) 448-4300**.



# JotForm For Referral to ADRC



## Green Bay Metro Fire Department

Please complete the form below to submit fall data and referral for follow-up assistance

### Contact Options: \*

- ADRC
- Building Concern (GBMFD use only)
- Adult Protective Services (APS)

### GBMFD Rig \*

[Redacted]

### Gender

Please Select

### Contact: \*

[Redacted]

First Name Last Name

### Phone Number \*

[Redacted]

Area Code Phone Number

### Date of Birth \*

[Redacted]

Month Day Year

### Address \*

[Redacted]

Street Address

[Redacted]

Street Address Line 2

[Redacted]

City

[Redacted]

State / Province

[Redacted]

Please Select

Postal / Zip Code

Country

Secondary Contact...if needed for further information.

### Relationship

[Redacted]

### Contact:

[Redacted]

First Name Last Name

### Phone Number

[Redacted]

Area Code

Phone Number

### ADRC Questions

Individual is accepting a referral to Brown County ADRC to receive follow-up assistance \*

- YES, please contact the individual
- NO, patient refused referral program at this time.

Is current referral the result of a Fall? \*

[Redacted]

Cause of Fall \*

[Redacted]

Location of Fall \*

Please Select

Individual has Memory Concerns

- Yes
- No

### Comments

[Redacted]

**DO NOT** include any PHI, primary impression, etc. in the comments box.

### Date

04 / 18 / 2023

Month Day Year

Submit Form



# Notification of EMS Referral

- Example of email receipt generated immediately upon submission of EMS referral to ADRC.

Example



Your submission has been sent to the Aging & Disability Resource Center (ADRC) of Brown CountyBrown County. If the patient accepted the referral they will be contacted shortly by ADRC staff. Should they have declined the referral, the data remains helpful to understand the needs of our our community.



Thank you for participating in the NEWTRAC Fall Prevention Program! If you have any questions, please email [newrtac@gmail.com](mailto:newrtac@gmail.com).

# Example of How ADRC is Alerted of a Referral

Green Bay Fall Prevention Referral - Green Bay Metro Fire Dept.



Jotform <noreply@jotform.com>

To Fritz, John R.; ryangi@greenbaywi.gov; shaunawa@greenbaywi.gov; fallpreventionalliance@gmail.com; Michaels, Barbara A.; BC.ADRG.IA; Staniforth, Amy B.

Retention Policy BC\_Deleted Items > 121 days (4 months)

Expires 7/27/2023

[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

[Enterprise Vault](#)

**CAUTION External Email:** Be safe with links and attachments. Please report bad messages

| Green Bay Fall Prevention Referral   |                                |
|--|--------------------------------|
| Individual is accepting an referral to Brown County ADRC to receive follow-up assistance | Hidden to protect your privacy |
| Is current referral  | Hidden to protect your privacy |
| Is current referral the result of a Fall?  | Hidden to protect your privacy |
| Cause of Fall  | Hidden to protect your privacy |
| Location of Fall   | Hidden to protect your privacy |
| Individual has Memory Concerns   |                                |
| Comments   | Hidden to protect your privacy |
| Date   | Hidden to protect your privacy |

# A Referral To ADRC Can Be the Gateway To:

---

- Connecting to Fall Prevention Programs
- Connecting to:
  - Nutrition (Home Delivered Meal program)
  - Accessing Durable Medical Equipment (cane, walker, etc)
  - Needed adaptations to internal and external home environment for safety
  - Personal emergency response device
  - Community resources to improve strength and balance
  - People Power (formal or informal care or services in the home)
- Referral to medical provider for:
  - Medication Review
  - Physical Therapy or Occupational Therapy
  - Bio Metrics

**Example - Patient Scenario 1:** Betty, age 81, lives alone, & experienced several falls while cooking and getting in/out of bed

**A home visit with ADRC Information and Assistance Specialist resulted in these next steps:**

- Home delivered meals
- Assistive aid device for safer ambulation
- Physical Therapy referral
- Assistive aid device – bed cane
- Pharmacist consult
- Home services for laundry assistance
- Arrange help from neighbors
- Purchase safer shoes
- Attending fall prevention class

**Example: Patient Scenario 2** – Wife (Sally) and Husband (Jim), ages 95, experience progressing vision loss, and both fell during recent showers.

A home visit with ADRC Information and Assistance Specialist resulted in these next steps:

- **Longer Term Priority (3 month):** move to Assisted Living Facility.
  
- **Short Term Priority Until Move Occurs:** Agreeable to:
  - Add grab bars, bath chair, and lighting
  - Remove throw rugs
  - Schedule vision exam



# Upon Notification of Referral to ADRC

---

- ADRC staff check this daily M-F and 24-hour follow-up standard to patient (3 contact attempts to reach/assist patient: letter + two phone calls).
- ADRC provides reply to referring EMS department confirming referral has been assigned to ADRC staff for follow-up.

# What does ADRC Track:

---

- Fire Dept
- Date of referral
- Customer information
- Location and Cause of fall
- Memory Concerns
- Is the individual already known to ADRC
- Is individual currently participating in long term care Family Care Services and has a case manager
- Results of ADRC contact with patient: did patient accept services (among 11 categories), decline services, unable to reach, deceased)
- Plus 3-month follow-up contact

# Results of EMS Referrals to ADRC

---

**Historical Summary**

**Sept 2016-Dec 31, 2022:**

**60% patients accepted**

**ADRC/Community Services**

# When to Refer to Adult Protective Services (APS)

---

- **The primary function of APS** is to conduct investigations on referrals of abuse, neglect, and exploitation of vulnerable, disabled adults and elder persons.
- **Who is reportable?**
  - An “elder at risk” is a “person age 60 or older who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation.”
  - An “adult at risk” is “any adult who has a physical or mental condition that substantially impairs his or her ability to care for his or her needs who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect or financial exploitation.”
- **Types of Abuse Adult Protective Services Investigates:** self-neglect, physical, emotional abuse and financial exploitation.
- **What is Reportable:** abuse, physical abuse, sexual abuse, treatment without consent, unreasonable confinement or restraint, financial exploitation, neglect, self-neglect
- **Patient Consent Required:** **No**
- **Discuss examples**

# APS Response to Community Care Facilities

---

- **Brown County Adult Protective Services (APS) is the first responder for immediate health and safety of care facilities in Brown County, including but not limited to:**
  - **Nursing Home**
  - **CBRF's**
  - **Adult Family Homes**
  - **Day Programs**
  - **Supportive Home Care Providers**
- **APS is responsible for responding to facilities certified/licensed by the state as well as facilities certified by the Managed Care Organizations which include Lakeland and Inclusa. The role of APS in these situations is to ensure immediate health and safety of residents while working with the WI DQA, WI Ombudsman, Managed Care Organizations, Law Enforcement, etc.**
  - **In 2022, APS responded to 48 facilities for investigation of abuse/or neglect.**
  - **In 2021, APS responded to 19 facilities.**

## APS After hours

Client Assessment = Imminent risk/danger, substantial risk of harm, to self or others 51/55

Primary Issue Mental Health-  
Follow 51 ED assessment  
policy/Crisis Center Assessment  
920-436-8888

Primary issue related to a *likelihood of incompetency* (has to be believed to be a permanent incompetency, *not a temporary condition such as a medical issue which will resolve*) due to Alzheimer's/Dementia, TBI, Medical Condition, DD or other organic cause,

Contact Crisis Center as APS after hours,  
holidays, and weekends to assess for Chapter 55  
EPP's 436-8888

M-F 8-430 Call APS Intake 448-7885  
APS Emergency Cell Line 920-660-1486

Crisis or APS Assessment determines an EPP  
chapter 55 is warranted as client is at  
substantial risk of harm to self/others *not*  
related to a mental health condition or

Should be medically cleared (EPP form can force client  
to hospital) while placement can be found. APS/Crisis  
will call area facilities to determine availability unless  
client is admitted to area hospital

Bayshore Village Nursing Facility can be contacted as  
Brown County EPP facility. If bed available, nurse to  
nurse report from hospital and client is medically cleared,  
client will be placed at facility. Fax report and EPP form to  
accepting facility, and APS (448-6197) nurse will provide  
number for facility.

If no bed available at Bayshore or area facility, client may  
have to stay in hospital while placement can be found.

No skilled nursing need, no medical  
need for hospital admission

Explore Bayhaven and/or Diversion. If  
client is able to self-pay other area  
CBRF/Assisted Living facilities may be  
willing to assess.

No available beds in community.  
May need to stay at medical  
hospital while further facility  
options are explored.

**Unfortunately, APS has not worked with many nursing facilities recently who were willing to accept an EPP admissions after hours or during business hours.**

**CBRF's /ASSISTED LIVINGS (if no skilled nursing need)**

If Client is able to self pay, Crisis Center, APS, or Hospital SW can investigate other CBRF/Assisted Living facilities in the area.

# JotForm For Referral to APS



## Green Bay Metro Fire Department

Please complete the form below to submit fall data and referral for follow-up assistance

### Contact Options: \*

- ADRC
- Building Concern (GBMFD use only)
- Adult Protective Services (APS)

### GBMFD Rig \*

### Gender

### Contact: \*

First Name Last Name

### Phone Number \*

Area Code Phone Number

### Date of Birth \*

### Address \*

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Country

Secondary Contact...if needed for further information.

### Relationship

### Contact:

First Name

Last Name

### Phone Number

Area Code

Phone Number

# JotForm For Referral to APS

Adult Protective Services

**Is Patient Living alone? \***

YES  
 NO

**Is immediate medical attention needed? \***

YES  
 NO

**Was client willing to go voluntarily to the hospital? \***

YES  
 NO

**If YES to going to the hospital, which one? \***

HSHS St Vincent Hospital  
 HSHS St Mary's Hospital  
 Bellin Hospital  
 Aurora BayCare Medical Center  
 other (Describe in comments below)

**If No... is there concerns for patients cognition/competency? \***

YES  
 NO

**Condition of Home \***

Hoarding  
 Infestation  
 Other dangers

**Is the patient receiving any services currently? \***

NO  
 YES  
 Unknown

**Is the patient receiving any services currently? \***

NO  
 YES  
 Unknown

**Is there an immediate risk of harm to themselves or others please do the following to request further assessment of need for Emergency Protective Placement: \***

YES  
 Contact Adult Protective Services M-F 8-4:30pm at 920-448-7885 or the emergency cell at 920-660-1486  
 Contact Crisis Center after hours or weekends or holidays (APS backup) at 920-436-8888.  
 NO

**Reason for APS referral from EMS/Fire if not covered:**

**Description of the scene, weapons, etc.**

**Comments**

**Comments**


**DO NOT** include any PHI, primary impression, etc. in the comments box.

**Date**

04 / 21 / 2023

Month Day Year

**Submit Form**





# When to Refer Patient to Building Inspector

---

- **Discuss examples per EMS Department**

# JotForm For Referral to Building Inspector



## Green Bay Metro Fire Department

Please complete the form below to submit fall data and referral for follow-up assistance

### Contact Options: \*

- ADRC
- Building Concern (GBMFD use only)
- Adult Protective Services (APS)

### GBMFD Rig \*

### Gender

### Contact: \*

  
First Name  
Last Name

### Phone Number \*

 -   
Area Code Phone Number

### Date of Birth \*

 /  /   
Month Day Year

### Address \*

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Country

Secondary Contact...*if needed for further information.*

### Relationship

### Contact:

First Name

Last Name

### Phone Number

 - 

Area Code

Phone Number

Building Concern Questions

### Occupancy Type:

### Describe Unsafe Condition:

### Comments

**DO NOT** include any PHI, primary impression, etc. in the comments box.

### Date

 /  /   
Month Day Year

Submit Form



# Links to View:

- EMS training video:

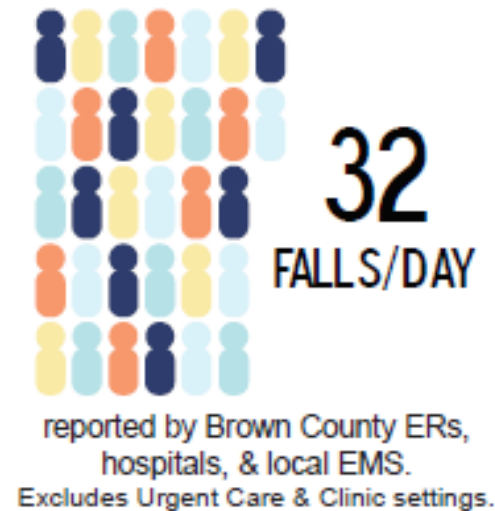
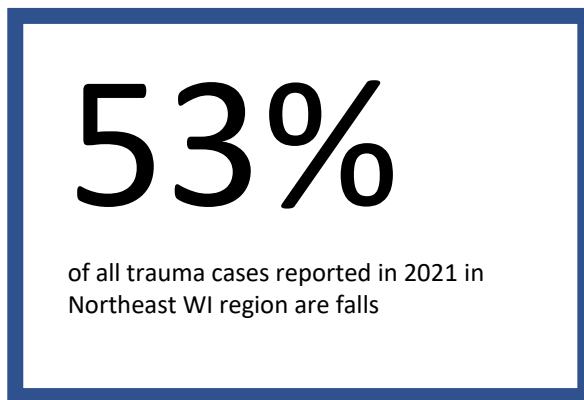
<https://www.youtube.com/watch?v=iwNabHdtOFI>


- Jotform referral application (Live feed example shown is Green Bay Metro FD): <https://form.jotform.com/62013967585160>

# Why This Effort to Reduce Falls?

---

- Nationally - Wisconsin is **#1** in fall related deaths
- In our Community:



- Plus 50%  projected in age 60+ by year 2040 in Brown County

# Questions?

