



Addressing Older Adult Falls Through Coordinated Collaboration Between Community-Based Organizations and Emergency Medical Services

Falls
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Wisconsin Institute
for Healthy Aging

Introducing the Toolkit

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For questions related to this toolkit, or older adults falls in Wisconsin, please contact falls@wihealthyaging.org.

fallsfreewi.org/help/ems-cbo-toolkit



Toolkit

Addressing Older Adult Falls Through
Coordinated Collaboration Between
Community-Based Organizations and
Emergency Medical Services

Today's Speakers:

Carissa Pagel-Smith

ADRC of La Crosse County

Molly McCormick

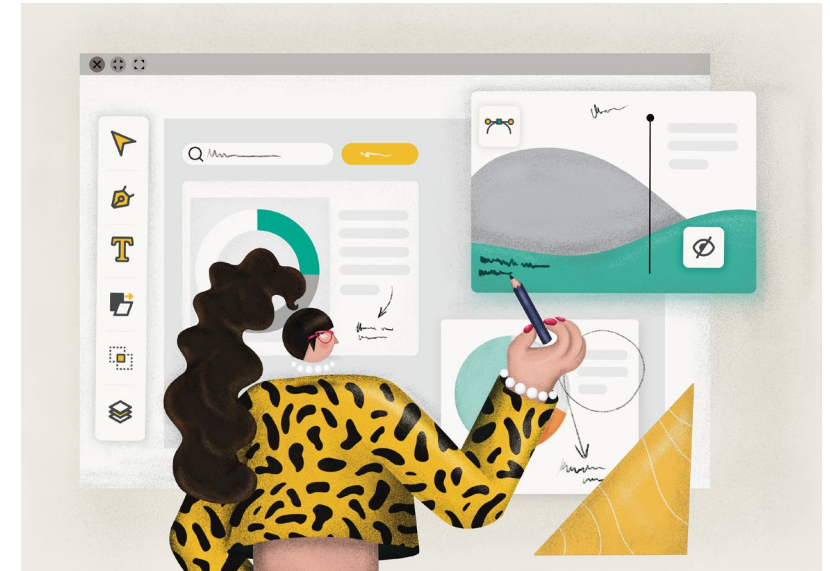
City of La Crosse Fire Department

Alisa Lammers

ADRC of Barron & Rusk Counties

Jim Poltrock & Dr. Thomas Kirages

Aurora Medical Center – Kenosha



Welcome...

Carissa Pagel-Smith

Manager/Director

ADRC of La Crosse County



Molly McCormick

Community Risk Educator

City of La Crosse Fire Department



LA CROSSE COUNTY FALLS PREVENTION COALITION

Execute

- Process
- Communication
- Connection

- Evaluate
- Identify shortfalls
- Pilot

Define

- Data
- Champion
- Paperwork



Using the Medical Reserve Corps/Volunteers

A unique strategy that should be implemented in conjunction with a referral program listed above), using trained volunteers to reduce the burden on EMS and CBOs to on older adults that have fallen and provide resources can be a huge benefit. According to the Wisconsin Department of Health Services (DHS), the Medical Reserve Corps (MRC) volunteers in Wisconsin and throughout the country to "prepare for and respond to emergencies, as well as promote healthy living throughout the year." MRC volunteers include medical and public health professionals.

To establish a post-fall follow-up using the MRC, follow these steps:

1. Implement a referral program from EMS to ADRC/other agency (see strategy listed above).
2. Contact DHS to connect with a local MRC in your community or to establish an MRC if one doesn't already exist. Find the contact information [here](#).
3. Determine protocol for MRC activation to follow-up after EMS responds to an adult fall. See [Appendix E](#) for an example process from La Crosse County (this may already be in place if EMS/ADRC has a Memorandum of Understanding (MOU) in place).

a. Develop a memorandum of understanding (MOU) between EMS and ADRC that outlines the need to be expanded to include MRC volunteers.

b. Develop a waiver for MRC volunteers to participate in the program.

STRATEGY

Referral to Aging & Disability Resource Center/Other Agency

Referral to Aging & Disability Resource Centers (ADRCs) are often in close communication as they serve older adults with various needs. ADRCs often have vast knowledge of community resources and can provide referrals to a wide range of services, including: providing nutritious meals, chore services, and more. To set up a referral system, you should take the following steps:

1. Determine the number of steps you should take, outlined below.
2. Determine the number of steps you should take, outlined below.

Worksheet Referral Form

Qualifying Information

Fall Context

Consent

+ New Group

Worksheet Question - Single Select

1. Is this incident related to a fall?

Worksheet Question - Single Select

2. Is the victim at high risk for a fall in the near future?

Worksheet Question - Single Select

3. Is the patient at high risk for a fall in the next 6 months?

Worksheet Question - Single Select

4. Is the patient's primary residence?

Worksheet Question - Single Select

5. Is the patient's primary residence?

Worksheet Question - Single Select

6. Does the patient have a fall risk assessment?

Worksheet Question - Single Select

7. Does the patient have a fall risk assessment?

Worksheet Question - Single Select

8. Patient's full name:

Worksheet Question - Single Select

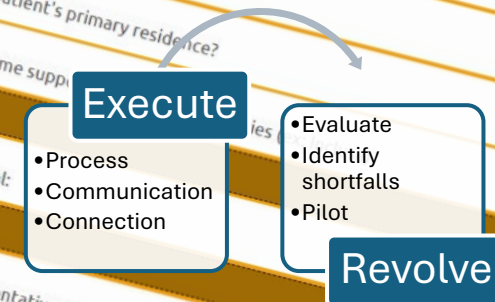
9. Patient's full name:

- **Champions**

- ***Local health care facility***
- ***La Crosse Fire Department***
- ***Aging & Disability Resource Center (ADRC)***

- ***Paperwork***

- **Partner MOU**
- **Patient Consent**



Define



LA CROSSE COUNTY FALLS PREVENTION COALITION

Execute

• **Process**

- **Training for Firefighters (On going)**
- **Daily Reports- Through Imagetrend**

• **Communication**

- **Firefighter to BC and Community Risk Educator**
- **Community Risk Educator to ADRC (and Back)**

• **Connection**

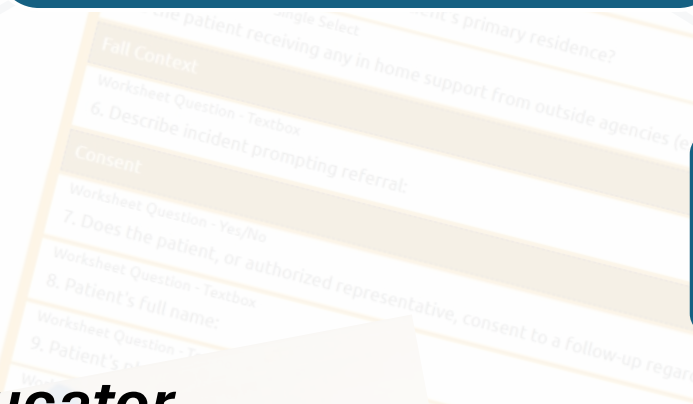
- **Community member to resources**

- **Evaluate**
- **Identify shortfalls**
- **Pilot**

Evolve

Define

- **Data**
- **Champion**
- **Paperwork**



LA CROSSE COUNTY FALLS PREVENTION COALITION

• **Evaluate**

• **What's Working, What isn't.**

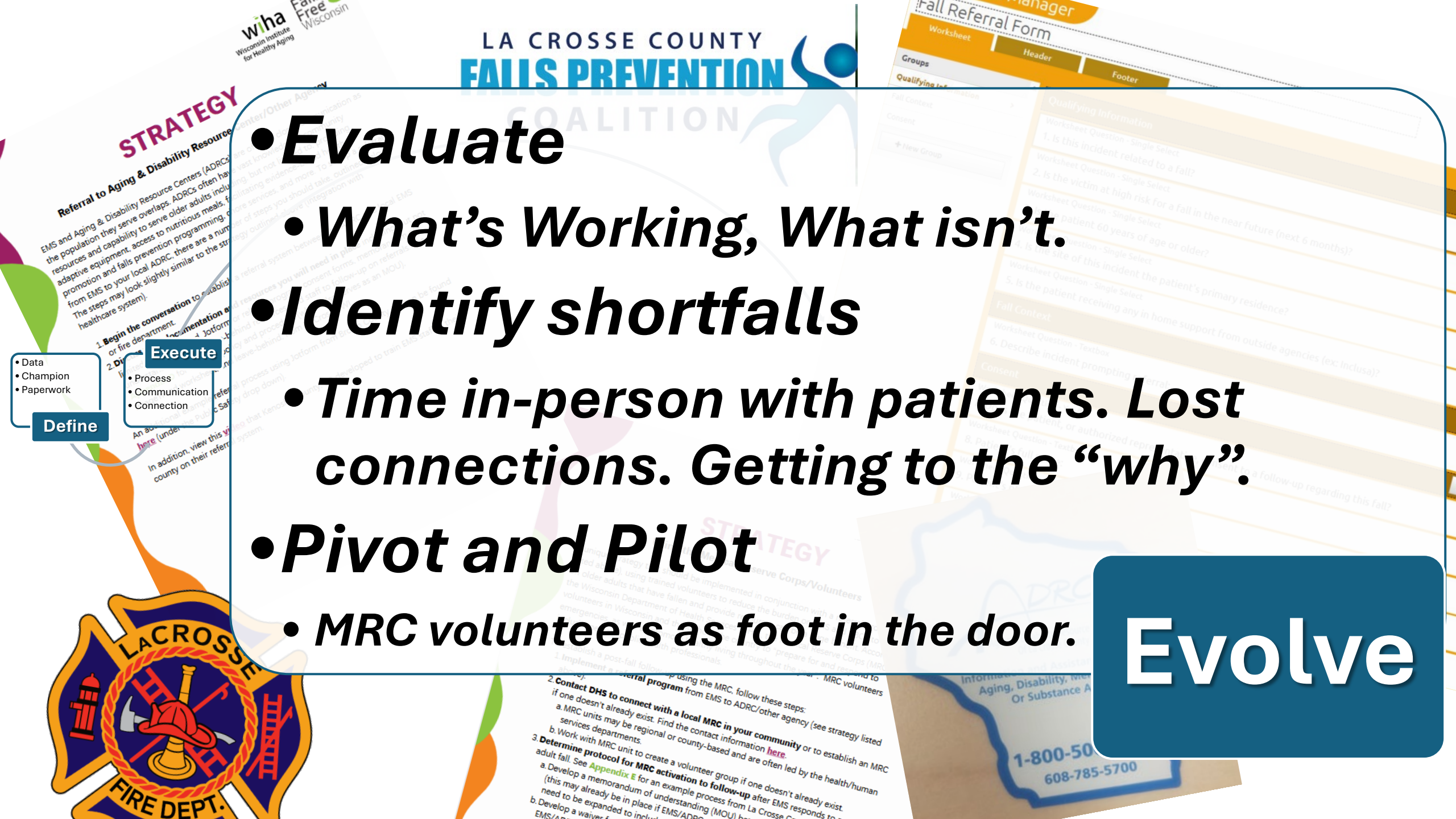
• **Identify shortfalls**

• **Time in-person with patients. Lost connections. Getting to the “why”.**

• **Pivot and Pilot**

• **MRC volunteers as foot in the door.**

Evolve



Welcome...

Alisa Lammers

Caregiver Specialist & Health Promotions Coordinator

ADRC of Barron & Rusk Counties



Welcome...

Jim Poltrock

Fall Project Coordinator

Aurora Medical Center – Kenosha

Dr. Thomas Kirages

Emergency Department Medical Director

Aurora Medical Center – Kenosha



Falls Free ® Wisconsin Coalition Webinar

Connecting the Dots

Building a Fall Intervention Team in
Kenosha County



Jim Poltrock, EMT-P | April 2, 2025

Historical Backdrop

Advancing a Healthier Wisconsin Endowment (AHW) Grant

Project Aims

1. Establish and maintain new partnerships between agencies to develop a robust response strategy for addressing the increase in fall-related 911 calls for service
2. Create a referral system embedded in the ePCR that will allow fire department in Kenosha County to refer fall patients for follow-up
3. Connect with fall patients, assess their unique health needs, reduce future fall risks and refer them to additional medical care if appropriate

Project Aims

4. Establish QI system that continually monitors project process
5. Engage Aurora and Froedtert South to provide EMS training and education to area departments on geriatric patient assessment and injury treatment, especially as it relates to falls.

Aurora Medical Center Kenosha – Falls Prevention



Now part of  **ADVOCATE**HEALTH

April 2, 2025

Patient Follow Up After Refusal of Transport

- Purpose: To identify those patients at risk for recurrent falls and to prevent future injury
- Goal: With patient consent, EMS to transmit patient information to Aurora email inbox

Hospital Workflow

- Emergency department social worker to monitor email inbox daily
- Social work messages Aurora primary care that the patient required an EMS call and refused transport
- Primary care to arrange for follow up visit or home health referral

Home Health Referral

- A home health referral will allow for in home evaluation by:
 - Nursing
 - Physical therapy
 - Work with patient on mobility and safety when ambulating
 - Teaching with assist devices – walker / cane
 - Falls prevention

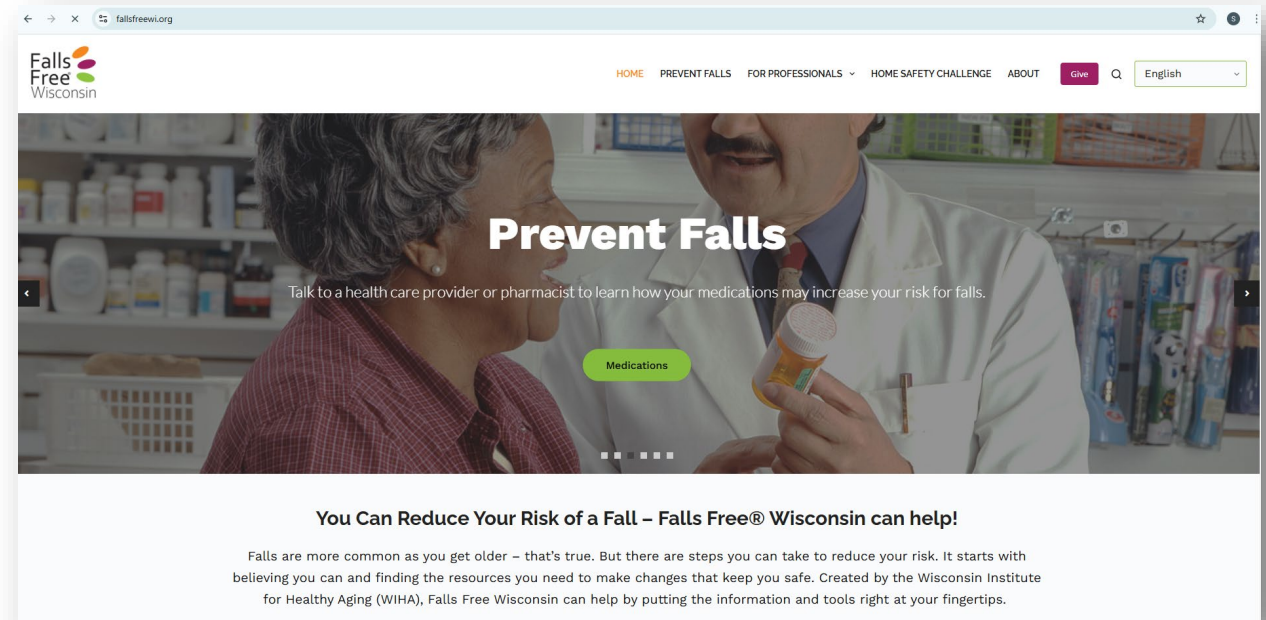
Questions?

Come off mute or use the chat!



Thanks for joining us!

Visit FallsFreeWI.org



Questions? Contact falls@wihealthyaging.org

