



## **PUBLIC MEETING AGENDA**

### **Mayor's Commission on Disability Concerns**

**Monday, May 3, 2021 6:30 PM - Call to Order**

**Virtual: Microsoft Teams meeting**

Join on your computer or mobile app: [Click here to join the meeting](#)

Or call in (audio only) [+1 480-498-8745, 494870011#](#)

Phone Conference ID: 494 870 011#

## **AGENDA**

**Public Appearances** - The Commission on Disability Concerns welcomes public comment for items listed on this agenda only. There is a three-minute limit per person. If you would like the Commission to consider an issue or topic, please request the topic be placed on the agenda for the next meeting. The Commission must provide notice to the Community of our discussion, consideration, and possible action on every topic. Please feel free to speak with any Commissioner or staff so we may assist you.

- 1. Call to the public: Please raise your hand if you wish to speak**
- 2. Review and Approval of Meeting Minutes: April 5, 2021**
- 3. Presentation and Discussion: Dana Cardenas, City of Tempe Fire Department Patient Advocate Services**
- 4. Discussion: Mayors Awards Ceremony Updates**
- 5. Updates: ADA Compliance Specialist**
- 6. Discussion: Announcements**

### **Next Mayor's Commission on Disability Concerns Meeting**

**Next meeting: June 7, 2021, 6:30 p.m. (Virtual)**

Per the Arizona Open Meeting Law, the Commission may only discuss matters listed on the agenda. The City of Tempe endeavors to make public meetings accessible to persons with disabilities, even when held virtually. To obtain disability accommodations, please contact staff with 7 days' notice to ensure availability by calling ADA Compliance Specialist Nanette Odell at 480-350-2704 (voice) or via email at [Nanette.Odell@Tempe.gov](mailto:Nanette.Odell@Tempe.gov).

For Commissioners: If you are unsuccessful in getting connected virtually or by phone, please contact Nanette Odell at (480) 350-2704.

# PAS Program

Patient Advocate Service

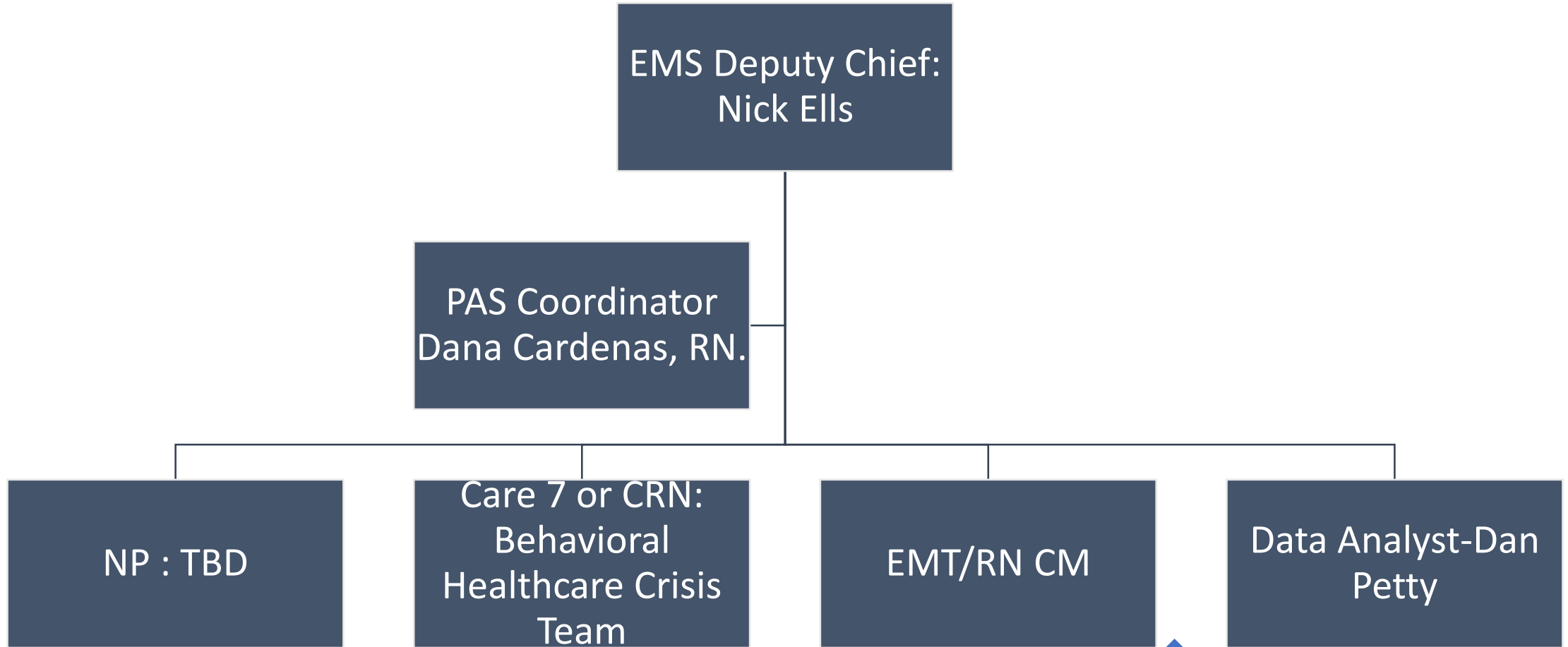
Tempe Fire Medical Rescue

Community Medicine Program

# PAS History

- PAS started as a pilot project by our Medical Services Dept.: Deputy Chief and EMS Captain went out to see patients flagged as FREQUENT NON-EMERGENT
- Top 20 patients with multiple visits.
- Dept. hired 1-RN and a light duty Fire Fighter or St. Luke's RN would see patients.
- Grant Funded by Tribal Gaming Grant-Awarded by City Council.

# TFMR PAS TEAM



Fire Crews

Police Dept.

Hospital Case Managers and ER

Non-Profits in Tempe

Neighborhood residence

Families

Faith Based Organizations

# Referrals:

**Secure Email: [PAS@tempe.gov](mailto:PAS@tempe.gov)**  
**or Fax: 480-898-7252**

# PAS Visits:



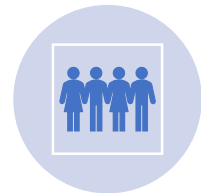
Intake assessments



Diagnose and investigate



Inform educate and empower



Mobilize community resources



Ensure residents safety and security



Link patients to Primary and Specialty Care



Re-evaluate and help coordinate care

# What make us different?

- *Through a tailored approach to care for frequent users, we identify and addresses social determinants of health (SDoH) needs/gaps, while improving patient quality of life (QoL) and reducing overall health care expenditures. The COVID-19 pandemic has highlighted disparities in health care and outcomes disparities.*
- *Proactive Measure in Outreach to Tempe Residents that were the most medically vulnerable such as: DDD community, seniors on PAS services past and present, medically vulnerable veterans, those experiencing Homelessness, and those with identified with mental health care needs.*

# Social Determinants of Health: SDoH

- 🎯 **Availability to healthcare, vaccinations and medications** through coordination of care with Primary Care Clinics, local hospitals, pharmacies, AZ Public Health Department and AZ health care plans
- 🎯 **Availability to food and essential cleaning supplies** through Salvation Army, TCAA, and other non-profit organizations
- 🎯 **Availability to housing** through collaborations with HOPE TEAM and Human Services Department
- 🎯 **Education** with Health Literacy Assessment and Educations on Disease Processes
- 🎯 **Connecting isolated residents** through Tele- Medicine for Mental Health Care and Medical Care as well as socializing with others while being quarantined or social distant



# Closed Loop Referral System:



## 2020 Data c-19 efforts

- 300 PAS Patient Outreach Phone Calls
- 100 scheduled Food Box Deliveries
- 60+ Veterans Outreach or Tele-Medicine visits
- Education per CDC and AZ State Guidelines to over 2600 Senior and DDD residence of Tempe
- 90-day routine med prescription deliveries established for patients
- 100+ COVID welfare checks for local hospitals
- Monthly then quarterly Senior COVID Recovery Meetings for Nursing Homes, Skilled Nursing and Rehab Centers in Tempe.

## Cost Share Savings:



Hospitals  
Systems

- Decrease in **readmissions**
- Decrease in **overcrowding**

Municipalities

- Decrease in **non-emergent 911 calls**
- Cost Savings to **Tax Payers**

Healthcare  
Insurance  
Plans

- Ability to identify **high risk, high cost patients**
- Increase **Prevention efforts**

# Challenges:

- *Sustainability of financial resources for continuation and growth of the program*
- *Needing more assistance for the increased demand of the program*
- *Standardization locally and Nationally for Community Medicine or Mobile Integrated Health Models*
- *Challenges with Covid-19 and Funding sources: Grants*
- *Challenges with gaining access of billing codes for reimbursement from Health Care Plans*
- *Contacting high volume callers who have no contact number or address to identify them after a 911 has ended.*

# Current Projects:

- *Becoming AHCCCS Providers for reimbursement of services for sustainability of the PAS Program through the Treat and Refer Program*
- *Becoming Credentialed Providers with the Phoenix VA for Veterans Services through VA Tele-Medicine Program*
- *Participating in the Opioid Task Force for the City of Tempe and the efforts to Awareness of the Opioid Epidemic in the state of AZ*
- *Participating in the Age Friendly and Dementia Friends efforts in the City of Tempe*
- *Participating in the Frequent Users Systems Engagement (FUSE) Group for City of Tempe*
- *Hosting Senior Care C-19 Recovery Meetings*
- **Caption Call Project:** *Coordinated efforts through Nanette Odell Ed.D. ADA Compliance Specialist, City of Tempe*

# Caption Call Program:



CaptionCall.com

Maximize Your Call Time Captioning  
Available on WEB

# TFMR-PAS Contacts:

- Deputy Chief Nick Ells-  
[Nick\\_ells@tempe.gov](mailto:Nick_ells@tempe.gov)-  
480-858-7257
- EMS/Community  
Coordinator Dana  
Cardenas, RN. –  
[Dana\\_Cardenas@tempe.g](mailto:Dana_Cardenas@tempe.gov)  
[ov- 480-858-7241](tel:480-858-7241)