



# State Level Evaluation Telling the Story of Community Health EMS (CHEMS) in Idaho

**WHO:** Donnelly Rural Fire Department  
Idaho Falls Fire Department  
Ada County Paramedics  
Canyon County Ambulance District  
Payette County Paramedics  
Sandpoint Primary Care Physician

**WHAT:** CHEMS personnel are healthcare providers who receive additional education, work in a medical health neighborhood, and assist the primary care team to implement a patient care plan.

## BENEFITS

-  Medication/Diet Reconciliation
-  Fall Prevention
-  Referral for Mental Health Patients
-  Companionship to Isolated Homebound Person
-  Appropriate Use of Health Equipment
-  Referral to Other Community Resources
-  Access to Primary Care Screenings
-  Post Hospital Re-admission Prevention
-  Referral to Specialized Care

## CHALLENGES

**Legal:**  
"a lot more legal work than we were used to." - Ada County  
"Maintaining confidentiality in compliance with HIPAA can be a challenge." - Idaho Falls  
"The legal team is already busy" - Hospital Administrators

**Allocation of time:**  
"There is not a CHEMS repository of protocols; no standardized algorithms. Each CHEMS agency is developing their own." - Canyon County  
"We're spending 2 hours with a patient and 30 minutes faxing notes. Data entry seems over the top." - Payette County  
"We need another person to get all of this stuff done." - Shoshone County

**Establishing Partnerships:**  
"We have to continually remind nurses we cannot go above our scope of practice." - Donnelly  
"MD's forget to make referrals; they just don't understand CHEMS is an opportunity to see patients in their home." - Sandpoint Physician

**Data Reporting:**  
"Data must prove cost benefit." - Donnelly  
"We receive no funding from an outside source. Stakeholders who could support CHEMS say to us, 'show us it works.' We need to find a way to gather that data and communicate it." - Payette County  
"The EMS data tracking system is great for 911, but not CHEMS" - Ada County



## MOTIVATION FOR CHEMS EXPANSION

**ACCESS:** "We want to provide primary access to health care for residents that live in a remote community 45 minutes away from Idaho Falls."  
- Idaho Falls Fire Department

**MISSION:** "We knew CHEMS was a concept we believed in. When we started with CHEMS, we started with the mission and then figured out how to pay for it."  
- Ada County Paramedics

**NEED:** "The ability to provide resources to patients who may feel that they have been left alone."  
- Payette County Paramedics

**PATIENT CENTERED MEDICAL HOME:** "Individuals are not getting the care that they need in certain aspects. CHEMS contributes to a healthy population. As a member of the team I attended the healthcare coalition meetings and really pushed the CHEMS effort. This is what our community needs."  
- Donnelly Rural Fire Department

**ALREADY THERE:** "We're already in the homes, so let's provide access to primary care. We're already in the homes, so let's expand who we are. We're already in the homes, so let's meet the needs of patient's that are not being met. We're already in the homes, so let's contribute to team-based care."  
- All CHEMS Individuals