



POLICY

This policy outlines the minimal procedures during a Mobile Integrated Health (MIH) encounter for a patient identified as a high-utilizer or equivalent terminology by the individual EMS Agency.

PURPOSE

Provide baseline guidance for the MIH provider on management of patients identified as high-utilizers or equivalent terminology by the individual EMS Agency.

BASIC MEDICAL CARE

Reference and apply all applicable OEM standards of care. Identify, treat, and attempt to stabilize any patient who is identified as acutely ill. Activate the municipal transport service if indicated. The most relevant standards of care are as follows:

- Universal Care
- Medication List
- Decline of Care
- Opioid Withdrawal MIH

SOCIAL DETERMINANTS OF HEALTH (SDOH)

Reference and apply all applicable patient assessment screens in addition to OEM MIH Standards of Care. An emphasis should be placed on the following SDOH:

- Access to healthcare
- Access to appropriate nutrition
- Understanding condition and care plan
- Use or exposure to tobacco or other substances
- Income and social protection
- Unemployment and job insecurity
- Housing, basic amenities and the environment

STANDARD OF CARE

1. Apply General MIH Operational Guidelines.
2. Patients being encountered due to high utilization are often complex and multi-faceted in their needs. The MIH provider should consider the following list of potential drivers:
 - a. All forms of SDOH barriers
 - b. Chronic health conditions
 - c. Mental health conditions
 - d. Substance use disorder
 - e. Mobility and home safety
3. The MIH provider will need to perform a complete assessment of the individual to identify potential drivers to the current situation and develop a multi-faceted plan of action to improve or solve barriers.
4. Incorporation of all available social and healthcare resources for the patient should be considered.



**Mobile Integrated Healthcare
HIGH-UTILIZERS**

- 5. A structured program and or multiple visits with the patient with department specific termination goals are keys to successful engagements of high-utilizers and will vary by patient needs.

REFERRALS

- Milwaukee County Resources: OEM MIH Resource Contact List
- Department Specific Resources: Department Specific Operational Guidelines

EMS AGENCY ADDITIONAL POLICIES

Individual EMS Agencies within Milwaukee County are afforded the flexibility to add additional aspects to each MIH guideline. These additional aspects shall be approved by the OEM Medical Direction Team.

SUPPORTING DOCUMENTS

None