Tucson Collaborative Community Care (TC-3) Program

Reducing and Preventing 911 Calls
WHAT IS TC-3?

- Stands for Tucson Collaborative Community Care
- Integral part of Community Risk Reduction
- Program of Tucson Fire Department
  - “EMS risk reduction”
- Works to reduce and prevent 911 calls
  - Accomplished through effective collaboration with wide array of community partners
TEAM INTRODUCTION

• Assistant Chief Sharon McDonough
• Deputy Chief Paul McDonough
• Captain Brian Thompson
• Data Analyst Ann Moser
• Paramedic Sue Rizzi
• Outreach Coordinator Natalie Becker
• Karen Critchley, RN
• Firefighter Jenny LaCoss
• Firefighter William Simons
• Firefighter Emily Kostenbader
• Firefighter Jason Lewis
HISTORY OF TC-3

“...Whatever it takes, DO NOT SAY NO”

- Started in January 2016
- Original Team
  - Assistant Chief Sharon McDonough
  - Captain Mike Bishop
  - Paramedic Sue Rizzi
  - Firefighter Brad Chilcote
- Became a permanent program August 28th, 2017
Community member identified as vulnerable after placing call to 911

Referral is made by field crews to TC-3

Research insurance providers, case management, and medical and behavioral health history

Triages referral based on information gathered

Conducts in-home visit/intake

Actively connects client with community resources

Follows-up with connected community resources to insure continued care

Monitors client utilization of 911 system
COMMUNITY COLLABORATION

“We could not do it without them”

• Over 100 community partners
• Non-profit organizations, for profit organizations, other government entities
  • Behavioral Health
  • Substance Dependencies
  • Pets
  • Transportation
  • Aging
• TC-3 Client Release of Information
• Business Associate Agreements
• TC-3 Portal
“FOLLOW UP AND FOLLOW THROUGH”

- We could not do it without our community partners HOWEVER...
  - Our partnerships often require leadership and direction from TFD
  - Direction, guidance, consistent follow up
    - Fall back on FD protocol
      - QA/QI
    - Clients HAVE slipped through the cracks
COMISSION/CIVILIAN DYNAMIC

• Commissioned Personnel
  • Respect of the badge
  • Authority of the uniform
  • Situational awareness
  • “Opens doors”

• Civilian Personnel
  • Knowledge of community resources
  • Offers softer interaction option with clients experiencing crisis
    • Example: Domestic violence victim, women experiencing homelessness
EFFECTS ON THE FIELD

• Compassion fatigue
  • See less of the same people
• “Light at the end of the tunnel”
• “We can finally do something other than just transport”
TC-3 BY THE NUMBERS

- Referrals 2016
  - 423
- Referrals 2017
  - 341
- Referrals 2018
  - 346
- Referrals 2019
  - 78

Number of Referrals Made to TC-3

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Referrals</th>
</tr>
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<tbody>
<tr>
<td>Year 2016</td>
<td>423</td>
</tr>
<tr>
<td>Year 2017</td>
<td>341</td>
</tr>
<tr>
<td>Year 2018</td>
<td>346</td>
</tr>
<tr>
<td>Year To Date 2019</td>
<td>78</td>
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</tbody>
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TC-3 BY THE NUMBERS

• 2019 referral types
  • Aging
    • 60%
  • Complex Medical
    • 19%
  • Substance Dependency
    • 13%
  • Behavioral Health
    • 8%
TC-3 BY THE NUMBERS

- Client Five
  - 54 calls to 911
    - 35 hours and 46 minutes of on-scene time
  - In addition, 14 separate interactions with the Tucson Police Department
  - Total of 104 City of Tucson emergency resources utilized
  - With TC-3 intervention, Client Five’s use of 911 was reduced to zero

Client Five 911 Usage

January 2016 - February 2017

- February: 2
- March: 1
- April: 6
- May: 19
- June: 20
- July: 6
- August: 0
- September: 0
- October: 0
- November: 0
- December: 0
- January: 0
- February: 0

TC3 intervention took place June 2016. By early July, client was no longer...
TC-3 BY THE NUMBERS

- Call numbers produced by 5 high-utilizer clients
  - 139 calls to 911 before TC-3 community partner resources connected
  - 17 calls to 911 after TC-3 resources connected
- 87% reduction in 911 calls
TC-3 BY THE NUMBERS

Number of times TFD responded to 911 calls

- Number of 911 calls
  - 2016
    - 92,860
  - 2017
    - 92,088
  - 2018
    - 88,514

- Total Reduction: 4,346
CONCLUSIONS

• Uniform/civilian dynamic is what makes us effective
• Collection of data empowers and PROVES your program
• Closed loop communications with resources and crew are critical
• Community collaborations make this possible
Contact Information

• Assistant Chief Sharon McDonough
  • Sharon.McDonough@TucsonAZ.gov

• Deputy Chief Mike Carsten
  • Mike.Carsten@TucsonAZ.gov

• Paramedic/Navigator Sue Rizzi
  • Sue.Rizzi@TucsonAZ.gov

• Community Services Outreach Coordinator, Natalie C. Becker
  • Natalie.Becker@TucsonAZ.gov

Questions?