



# Onondaga County Legislature

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## **PUBLIC SAFETY COMMITTEE MINUTES – JUNE 21, 2022** **MARK A. OLSON, CHAIRMAN**

**MEMBERS PRESENT: Mr. McBride, Mr. Ryan, Mr. Knapp, Mr. Garland**

**ALSO ATTENDING: Ms. Kuhn, (see also attached)**

Chairman Olson called the meeting to order at 9:04 a.m. *The minutes of the previous meeting have been distributed. There are no corrections to the minutes, and the minutes are approved.*

### **1. Emergency Communications (E911) – Julie Kolakowski Corn, Commissioner**

#### **a. INFORMATIONAL: Nurse Navigation Program**

- Program is part of budget overview, County Executive's State of the County, and went through an RFP process
- Program has been out for a month
- Diversion program that allows the department to take any non-emergency or low medical calls and divert them from the 911 center to the Nurses (called Nurse Navigators)
- Allows residents to have better care, frees up ambulance and emergency room resources
- Call comes in, go through a series of questions, then goes through the Nurse Navigation Program
- One of three things happen: 1) Provide self-care 2) Telemedicine 3) Transport to urgent care facility (paid for through the program – ride to and from facility)
- If there is more to the story or one of the three resources are not available, the call can be diverted back to the 911 call center; currently happening about half the time; should continue to go down as the program continues
- Cost savings for residents and Medicaid; for the municipality
- Contractor is called GMR (Global Medical Response)
- Nurses are physically located in Texas, the headquarters location, but they are all registered with the State of New York
- Great program; as program gets bigger there are other sites in the country they may choose workers from
- The initial go live date was May 17<sup>th</sup>
- The percentage of calls seeing diverted to this program are 10-20 per day on average; prediction for the year is about 10%, this number should grow
- Monroe County in this program since January; Oneida County asked for a copy of RFP, same statistics
- In terms of EMS services being taxed, county more taxed than others, only taxed in the city; what happens in the city impacts everyone; countywide problem



## ONONDAGA COUNTY'S 911 NURSE NAVIGATION PROGRAM

Onondaga County, in collaboration with Global Medical Response (GMR), is launching an innovative program to provide Onondaga County local residents with a variety of options for quickly reaching the appropriate level of medical care when calling 911. Based on the description of your symptoms, you may be transferred to a Nurse Navigator who will work with you to determine an appropriate path for treatment and assist in coordinating that care.

### What is the Onondaga County 911 Nurse Navigation Program?

The Nurse Navigation program gets you to the right level of care, which may or may not include transportation to a hospital emergency department. 911 calls with non-emergency injuries or illnesses may be transferred to a Nurse Navigator who can assess your symptoms and refer you to the most appropriate medical care. This care could include referral to a local clinic or urgent care.

### When should I call 911?

You should only call 911 for a serious medical emergency that you believe is life-threatening or that may be or become life threatening, for example:

- Trouble breathing
- Chest pain
- Heart attack
- Cardiac arrest
- Fainting
- A severe allergic reaction
- Injuries from a fall or accident
- Seizures
- Severe pain
- Other urgent matters

You should not call 911 for minor illnesses that can be addressed through an appointment with a primary care physician (for example: a cold, a minor cut or a routine medical matter).

### Will EMS providers still respond and transport me to a hospital if I call 911?

If your condition is an urgent, life-threatening or potentially life-threatening emergency, the 911 center will dispatch EMS first responders who will assess your symptoms and may transport you to the hospital directly.

If your condition is not a medical emergency, you may be transferred to the **Onondaga County 911 Nurse Navigation Program**, and the Nurse Navigators will assess your symptoms and determine the most appropriate medical care for your condition.



**Global Medical  
Response**

PROVIDING CARE TO THE WORLD AT A MOMENT'S NOTICE



**Who will determine if I am transferred to the Onondaga County 911 Nurse Navigation?**

The 911 operator will triage your condition by using industry best practice medical protocols and questions to thoroughly evaluate your medical symptoms. The results of that protocol-driven evaluation of your specific medical symptoms will determine the best course of care for you.

**How will a determination be made about which medical clinic I will be referred to?**

The Nurse Navigator will connect you to the most appropriate level of care available, taking into account your existing primary care provider (if any), the location where you last received care, your location, the time of day and the availability of healthcare providers.

**Will the nurse schedule a clinic appointment for me at the medical clinic at a predetermined time?  
Will the staff know when I will arrive and why?**

Each clinic has walk-in appointments that will be available for **Onondaga County 911 Nurse Navigation** patients. The Nurse Navigator will notify the clinic that you are on the way, provide your estimated time of arrival and the reason(s) you are seeking medical care. Upon your arrival, you will be seen as soon as possible.

**Will the medical providers be able to prescribe medication during my visit?**

Yes, the selected medical providers will be licensed and able to prescribe medications for treatment.

**Should I call 911 to schedule any follow-up or future appointments at the medical clinic in which I was seen?**

No. You should schedule all follow-up medical appointments directly with the medical clinic in which you were seen and where you are now a registered patient, or with any other non-emergency healthcare facilities that the clinic may refer you to.

**What happens if the nurse at the Onondaga County 911 Nurse Navigation Program determines that my condition warrants transport to a hospital emergency department?**

Nurse Navigators with the **Onondaga County 911 Nurse Navigation Program** should only receive calls that would typically be best handled in a non-emergency healthcare environment as opposed to a hospital emergency room setting. However, if the Nurse Navigator determines that your condition is of an urgent or emergency nature that should best be treated at a hospital or that you should be assessed by Onondaga EMS first responders, we will immediately dispatch an EMS unit to you.

**What are the qualifications of the Nurse Navigators?**

The Nurse Navigators are licensed nurses by the State of New York and have professional experience in emergency nursing. They are also specially trained in the practice of telephone triage.

**If I talk to the nurse and still want to be transported to the hospital by ambulance, what happens then?**

The Nurse Navigator will work with you to determine the most appropriate level of care for you. If during that process you or the nurse determines that an ambulance is needed, then one will be dispatched.

For more information, contact the Onondaga County Department of Emergency Communications at **315.435.7911** or email **E9-NurseNav@ongov.net**



PROVIDING CARE TO THE WORLD AT A MOMENT'S NOTICE





## ONONDAGA COUNTY NURSE NAVIGATION PROGRAM

*Right Care. Right Time. Right Place.*

When calling 911, a trip to a hospital's emergency department may not be the best solution based on your medical needs. With Onondaga County's innovative new program, developed in collaboration with Global Medical Response, you have more options for the type of care you receive, and how and where you receive it.

### RIGHT CARE

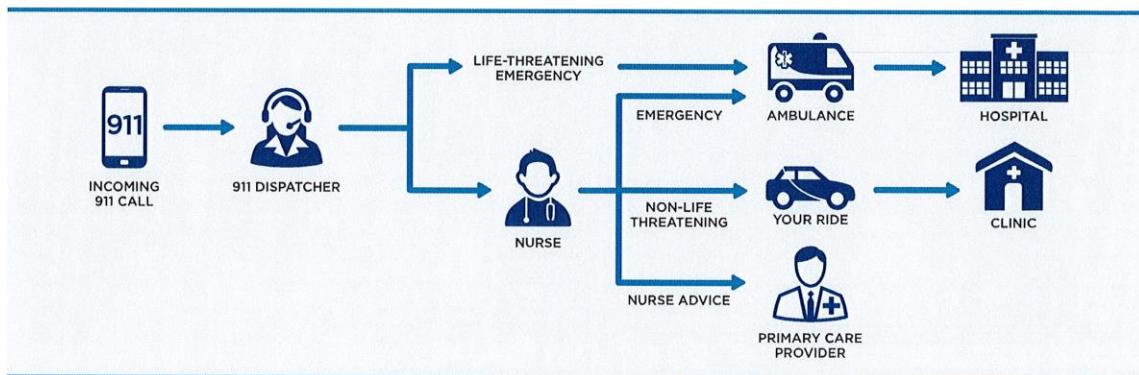
Nurse consultation to determine caller's specific needs

### RIGHT TIME

Nurses quickly determine the appropriate care needed

### RIGHT PLACE

Including local clinics, urgent care centers or treatment in place



Our innovative Nurse Navigation Line ensures you quickly reach the most appropriate level of care based on your needs. This may include transportation to a local clinic, urgent care or hospital emergency department. You talk to a licensed nurse to make that decision, together.

To learn more about this program, please contact the Onondaga County Department of Emergency Communications **315.435.7911** or **E9-NurseNav@ongov.net**



PROVIDING CARE TO THE WORLD AT A MOMENT'S NOTICE

***A motion was made by Mr. Knapp, seconded by Mr. McBride, to adjourn the meeting. Passed unanimously; MOTION CARRIED.***

The meeting was adjourned at 9:19 a.m.

Respectfully submitted,



DEBBIE KAMINSKI, Assistant Clerk  
Onondaga County Legislature

## ATTENDANCE

COMMITTEE: PUBLIC SAFETY COMMITTEE

DATE: **June 21, 2022**

NAME (Please Print)	DEPARTMENT/AGENCY
Julie Lorn	E 911
Kevin Spraker	E 911
Emma Murphy	WAFK
Tawesha Murphy	CE office