



LYN NOFZIGER & MARK WEADE UA FIRE DEPARTMENT'S C.A.R.E.S. PROGRAM

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Allison Russo introduced today's program. Lyn Nofziger, UA Fire Chief and Lieutenant Mark Weade were here today to talk about the UA Fire Department's C.A.R.E.S. program. The program integrates coordinated care and public safety in an innovative way. It has received numerous awards and grant opportunities.

Chief Nofziger has been with UA Fire for more than 30 years. Lieutenant Weade is a ten year UA Fire veteran.

Nofziger led off the program noted that C.A.R.E.S. is an acronym for Community Assistance Referrals and Education Services. The concept came about as an outgrowth of healthcare reform and the resulting discussions about how to integrate existing community programs such as the Stay UA program with the existing paramedicine program in Upper Arlington. The stay UA Program began in 2009 and put a service coordinator in the UA Fire Department to help assure that the needs of the more fragile citizens in the community are met. The C.A.R.E.S. program is the EMS side of the effort to help the citizenry.

Different departments throughout the state and the country are trying to figure out how they can better serve their communities. The various de-

partments have different ideas and these diverse ideas are shared with other departments.

Mark Weade noted that the department looks at the C.A.R.E.S. program as an all-encompassing program for the entire city. Ideally the program can touch and help everyone from the time they are born until the end of life. Most of the program's goals include increasing patient satisfaction, improving outcomes of every medical emergency and reducing overall health costs for both patients and the healthcare community.

To do this there needs to be a focus on reduction of injuries through prevention.

Typically, a 911 call yields a visit from paramedics who assess the problem, transport the patient to the hospital and drop them off. Normally, at that point the interaction between the patient and EMS is done. C.A.R.E.S. hopes to change that situation. Emergencies can frequently carry on for days for the patient and for their families. The situation can create a new normal for an entire family or household.

The program has many aspects. CPR training is one. Such training is now available in your home for anyone who may have a need to know. Other emergency situations can also be covered including things such as choking and cardiac arrest in infants and adults. 270 people in UA have been served by this program so far.

Car seat installation and installation checks are available. 107 car seats have been installed to date.

A major component of the C.A.R.E.S. program is a special needs registry. The registry looks for vulnerable people whose needs may exceed EMS's normal range of services. Children and adults with special needs and/or complex medical conditions are the targets. Mark suggested that we look at this program as "pre-planning a 911

GREETERS

May 22

Joe Valentino
Joshua Green

May 29

Bill Hosket
Barri Jones

June 5

Tim Kellogg
Bob Bracco

REGISTRATION DESK

May 22

Andy Livingston
Tom Westfall

May 29

Jim Winfree
Kevin Brown

June 5

Larry McVey
Milt Lustnauer

CALENDAR

May 22 | *Scioto CC*

Michelle Heritage
Community Shelter Board
Host: Doug Godard

May 29 | *Raymond (Schmidt's)*

Jane Grote
Reeb Avenue Center
Host: Debbie Johnson

June 5 | *Scioto CC*

Bill Hosket and Jim Ayers
Graduation Day
Hosts: Bill Hosket & Jim Ayers

VOLUNTEER OPPORTUNITIES

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SOCIAL EVENTS

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OUR NEXT MEETING

May 22th
Scioto CC

Upper Arlington
Rotary
Club



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call". A home visit will involve an assessment of the patient and an assessment of the home itself. In addition, EMS also speaks with complex care physicians, hospice, palliative care and other care providers. The information is entered into a form which is electronically accessible to EMS personnel. When all is said and done paramedics will have a detailed picture of the patient's medical situation in advance and there will be a plan of attack in place in the event of an emergency call.

In the case of special needs families, the form may also contain a diagram of the home which will indicate the location of the patient and how best to reach him or her.

Home visits are scheduled in advance. Once the visit has been completed a letter is sent to the resident summarizing the findings and making recommendations about things to consider doing

or changing. There is no mandate that the recommendations be followed. The resident's physician is also notified of the results of the visit to help assure coordinated action on the patient's behalf.

A 911 call to a home in the registry triggers a trip by one of the C.A.R.E.S. medics to the home.

One result of the program is that specific protocols are being developed, coordinated with complex care physicians, to help keep patients at home for their care rather than transporting them to a hospital. An overarching goal is to help avoid trips to the hospital whenever possible.

UA now has a third ambulance which serves as the C.A.R.E.S. Medic (M 73). It can also be used on regular medic runs if the city's two regular medics are busy (M 71 and M 72).

The Meeting

We met at Schmidt's Reception House at Raymond Memorial today. President **Dave Dewey** called the meeting to order and asked **Bob Prior** to offer the invocation and lead us in the Pledge of Allegiance.

The club Board approved \$1,000 for Moms To Be. The Neighborhood Bridge program will receive \$1,200. \$4,200 was approved for Honor Flight – with the club matching the \$2,100 raised from individual members.

Milt Lustnauer was appointed to the Board to fill the slot vacated by John Adams when he became club Treasurer. Milt will join the Board on June 1.

We are close to the club's goal of \$25,000 for the Rotary Foundation this year. We're currently at \$22,000 and hopefully will reach our goal by June 30.

The upcoming District Assembly will be held in Zanesville on May 19 and Dave hopes that the club will be cited for all of the good work members have engaged in during the current Rotary year.

Ted Foster introduced us to this year's art contest winners from West Broad Street elementary School. The students brought their artwork with them and displayed their work to club members. Community Liaison staffer **Cindy Leonard** introduced the students individually and shared the titles and inspiration for their art. There is a lot of artistic talent at West Broad! Among the themes were "circular painting", "symmetrical robot", The Nutcracker (inspired by the UA Rotary-sponsored theater trip), "bubblegum machine" and a perspective drawing. The art will be displayed at the UA Municipal Services Center.

CALL TO ORDER...

the bell needed to be rung about four times at today's meeting in order to allow reports and announcements to be heard. Please "respect the bell" in the future – it would be appreciated.

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Notes and Announcements

John Huneck announced one more YWCA meal service on Thursday, June 7. Sign-up sheets will be available at an upcoming meeting. John asked Rotarians for more support. Only five members volunteered at the last event which was supported more by Interact Club members than by Rotarians.

A third Rotary fire truck is available and could appear in the Fourth of July parade if enough Rotarians volunteer. We needed five folks to step up and, in fact, five people did so. Look for the truck in the 2018 parade.

Anne Croskey reminded us that dress for the Fundraiser is casual – with an emphasis on Buckeye tailgate gear! Members will be wearing their club badges and guests will have paper badges.

The annual Parent/Grad day will be Tuesday, June 5. We'll welcome and congratulate students are moving from elementary to middle school (5th grade moving to 6th grade), middle school to high school (8th moving to 9th grade), high school graduates and college graduates. Sign-up sheets will be forthcoming.

Herb Gillen, in a crazy wig, encouraged members to pre-order fundraiser drink tickets. Forms were on the tables – or order online. Parking passes were distributed. Be sure to make copies for any guests who will be attending. Stadium tours will be available. While the official start time for the fundraiser is 6:00 PM an early bird stadium tour will begin at 5:30 for those interested. Please share the informational email sent out earlier this week with your guests also. The email contains a list of auction items.

Bill Mielke worked the room one last time to sell the 25 remaining raffle tickets. He suggested that we consider buying tickets for our guests. In response, club member bought raffle tickets for each of the students from West Broad Elementary School who were with us today.

