

## New Referrals

*\*All TC911 clients with a case status in Epic of "Initial Referral" for the contract period July 1, 2021 - June 30, 2022*

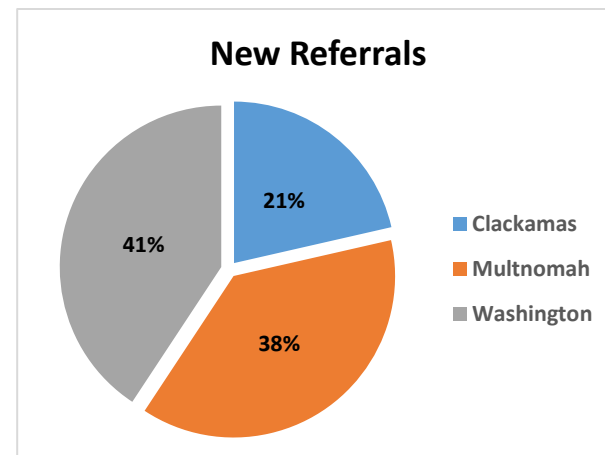
**Total Referrals: 140**

County	Jul-21	Aug-21	Total
Clackamas	17	13	30
Multnomah	16	37	53
Washington	28	29	57
<b>Total</b>	<b>61</b>	<b>79</b>	<b>140</b>

Referred by	# Clients
Ambulance provider	138
Fire Agency	2
<b>Grand Total</b>	<b>140</b>

Re-referred	# Clients
No	116
Yes	24
<b>Grand Total</b>	<b>140</b>

*\*TC911 clients re-referred in the last 24 months*



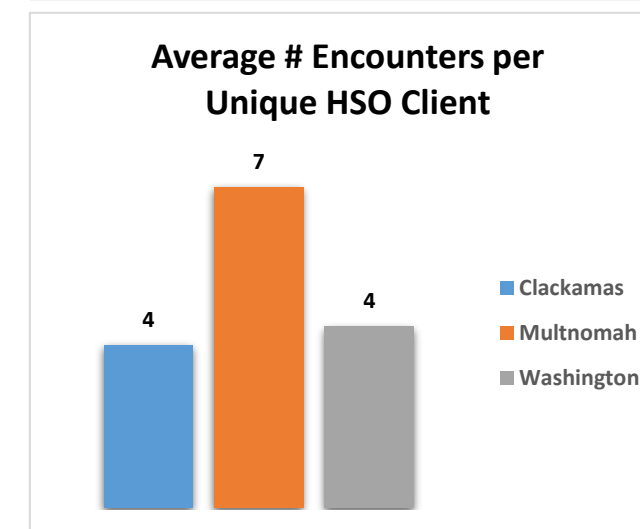
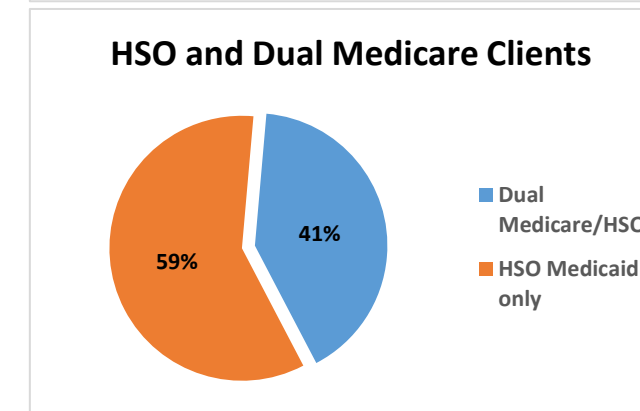
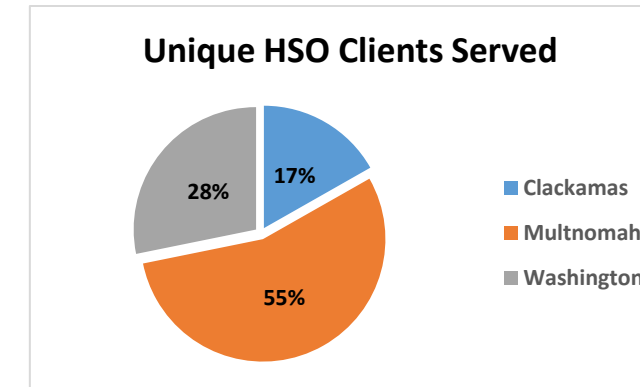
## Served Clients Health Share Oregon

<b>Total Served HSO Clients:</b>	<b>149</b>
<b>County</b>	<b># Clients</b>
Clackamas	24
Multnomah	82
Washington	43
<b>Total</b>	<b>149</b>

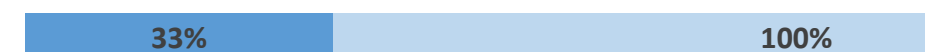
\*Unique HSO clients served

<b>Dual Medicare/HSO clients</b>	<b># Clients</b>
HSO/Care Oregon	35
HSO/Care Oregon BH Only	5
HSO/Kaiser	7
HSO/OHSU Health	5
HSO/Providence	9
<b>Grand Total</b>	<b>61</b>

<b>Encounter Type</b>	<b>Total</b>
EMS COMPLETED PHONE CALLS ATTEMPTED W/OUT CLIENT	85
EMS COMPLETED PHONE CALLS W/CLIENT	37
EMS ENCOUNTER QUANTITY DIGITAL (EMAIL/TEXT) - NOT W/CLIENT	535
EMS ENCOUNTER QUANTITY DIGITAL (EMAIL/TEXT) - W/CLIENT	32
EMS ENCOUNTER QUANTITY PHONE - NOT W/CLIENT	136
EMS ENCOUNTER QUANTITY PHONE ATTEMPTED - W/CLIENT	36
EMS COMPLETED QUANTITY FACE-TO-FACE W/OUT CLIENT	6
<b>Total</b>	<b>867</b>



Health Share Oregon % of Contract Goal Met



## Served Clients All Other Insurance

\*TC911 clients who do not have Health Share of Oregon insurance for the contract period July 1, 2021 - June 30, 2022

**Total Medicare Clients: 3**

County	# Clients
Clackamas	1
Multnomah	2
<b>Total</b>	<b>3</b>

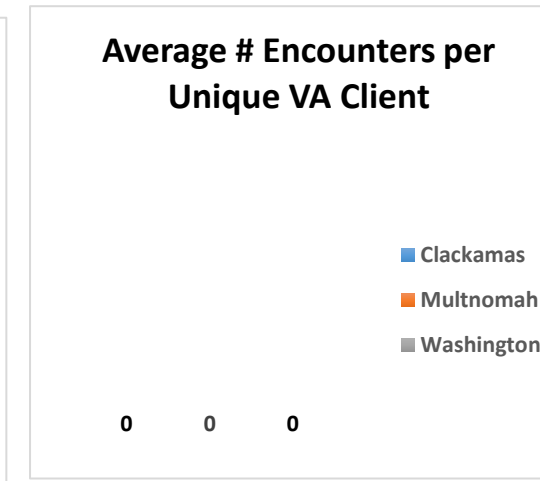
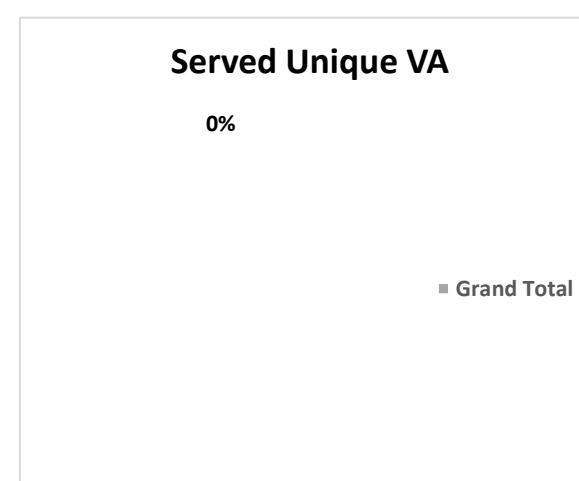
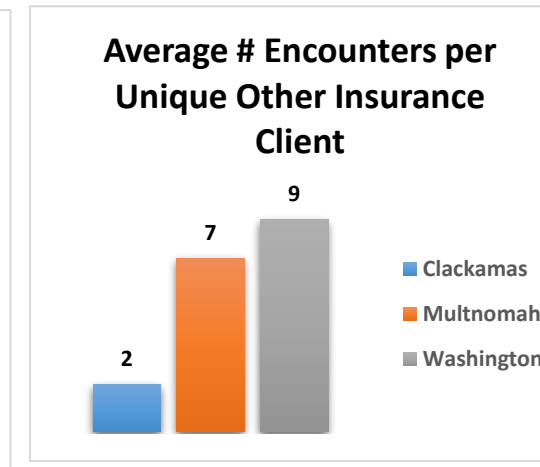
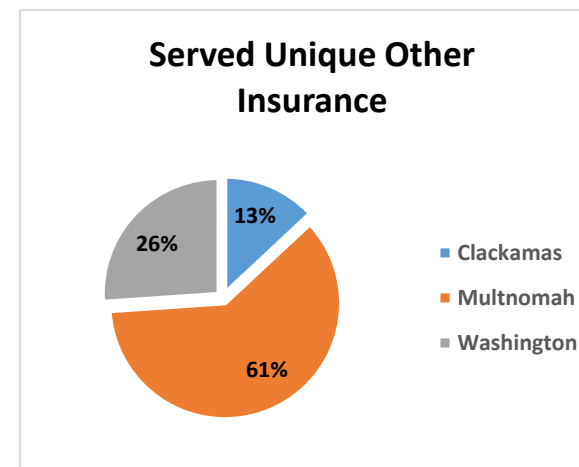
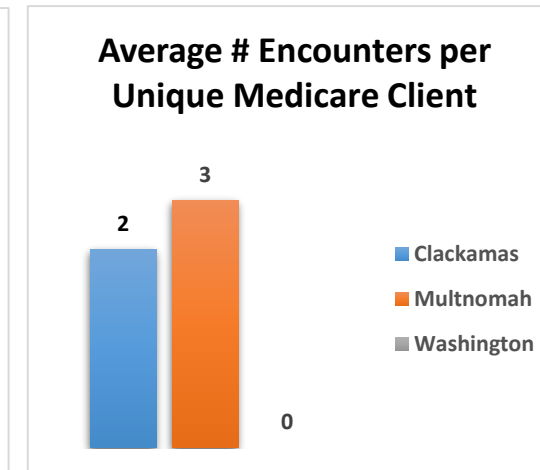
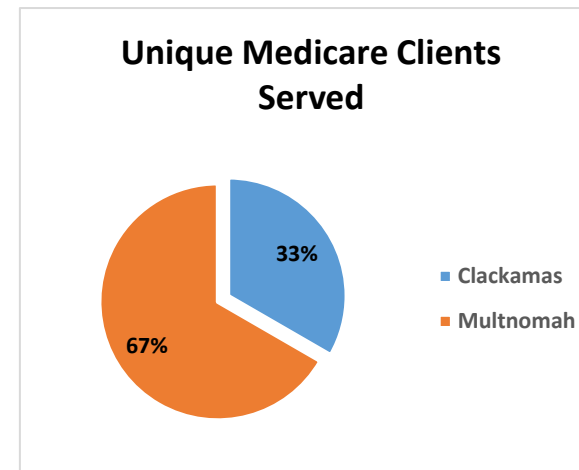
\*Unique clients served. Includes Medicare only and Dual Medicare/Medicaid non HSO clients.

**Total Other Insurance Clients: 23**

County	# Clients
Clackamas	3
Multnomah	14
Washington	6
<b>Total</b>	<b>23</b>

**Total Served VA Clients: 0**

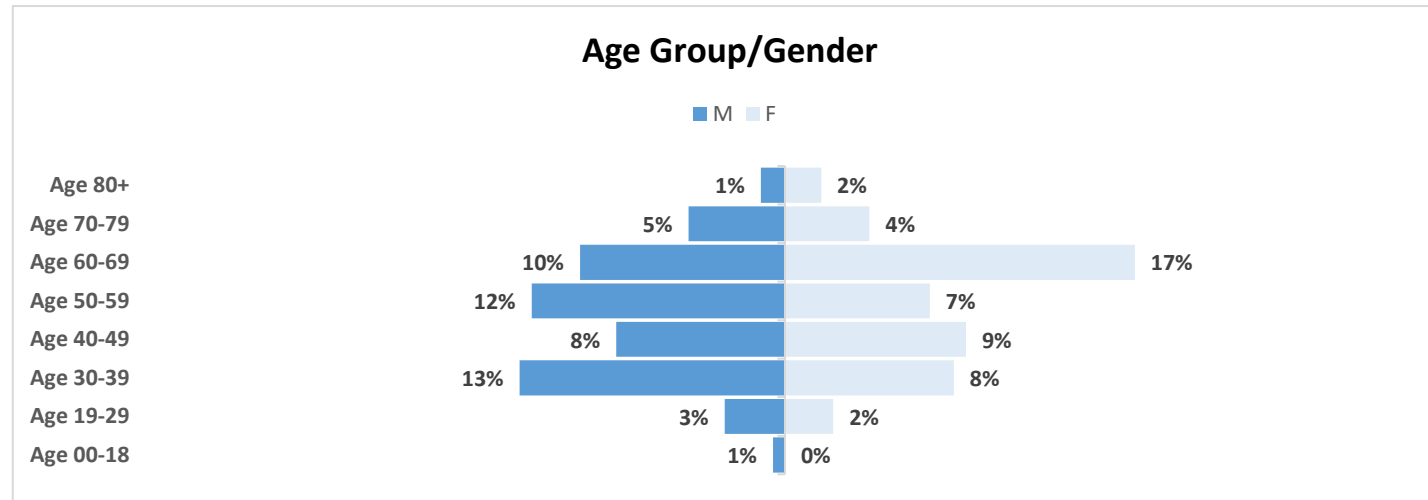
County	# Clients
<b>Total</b>	<b>0</b>



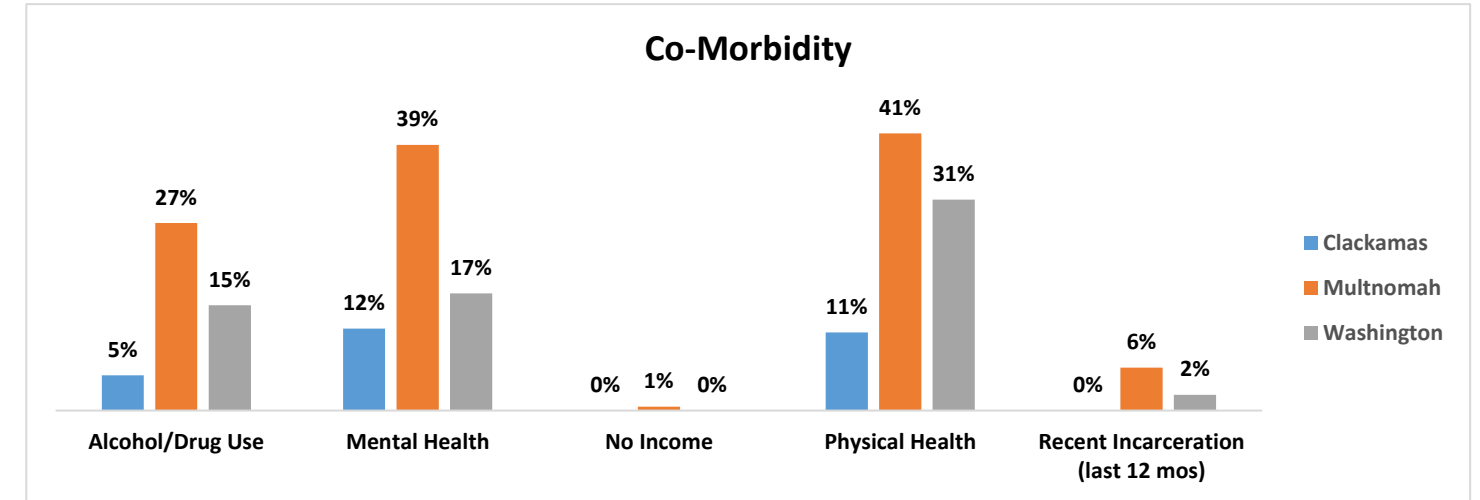
# Served Demographics All Clients

\*Unique clients receiving all levels of TC911 intervention for the contract period July 1, 2021 - June 30, 2022

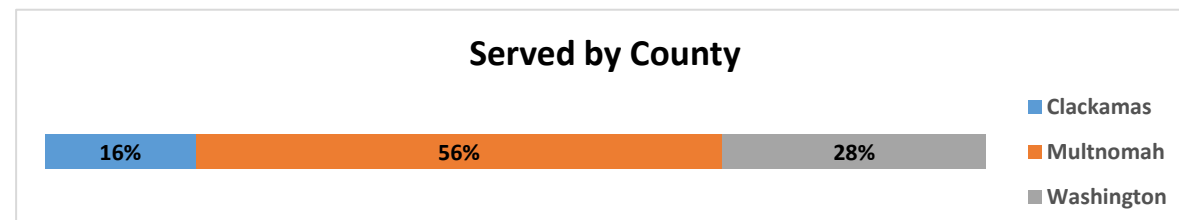
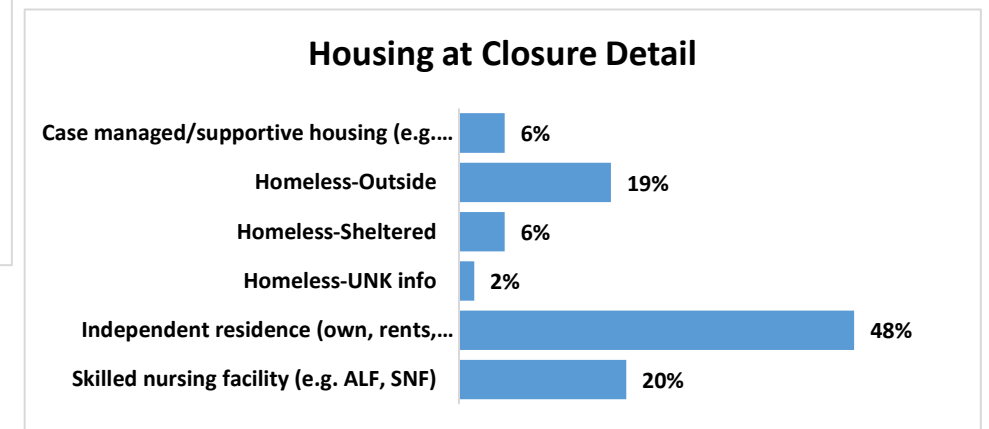
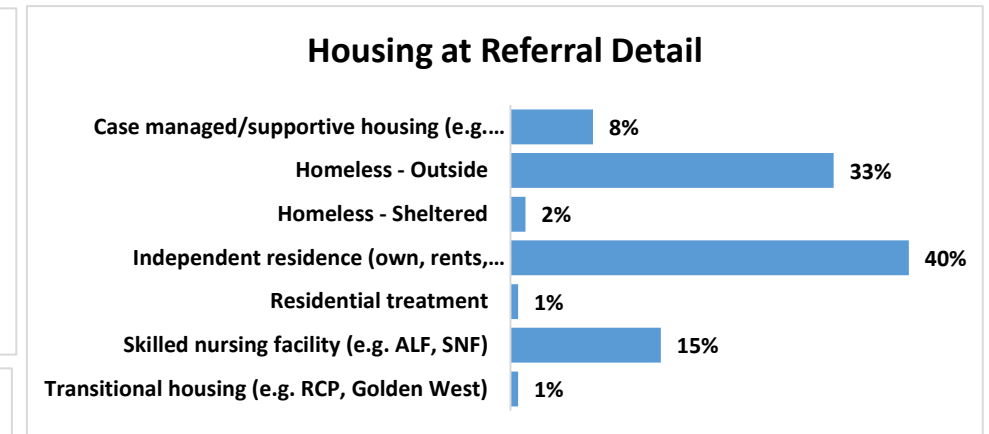
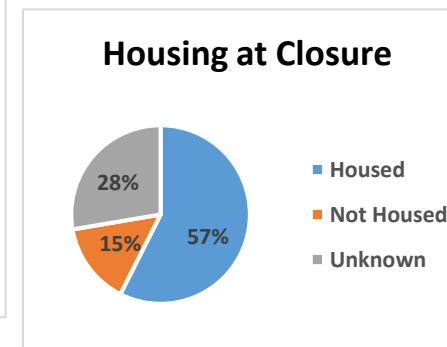
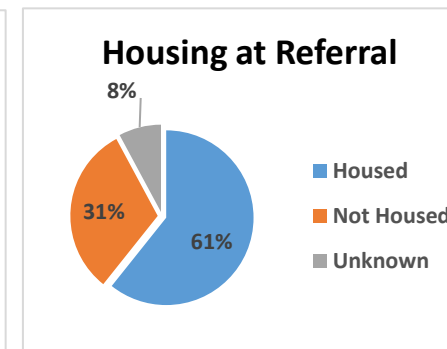
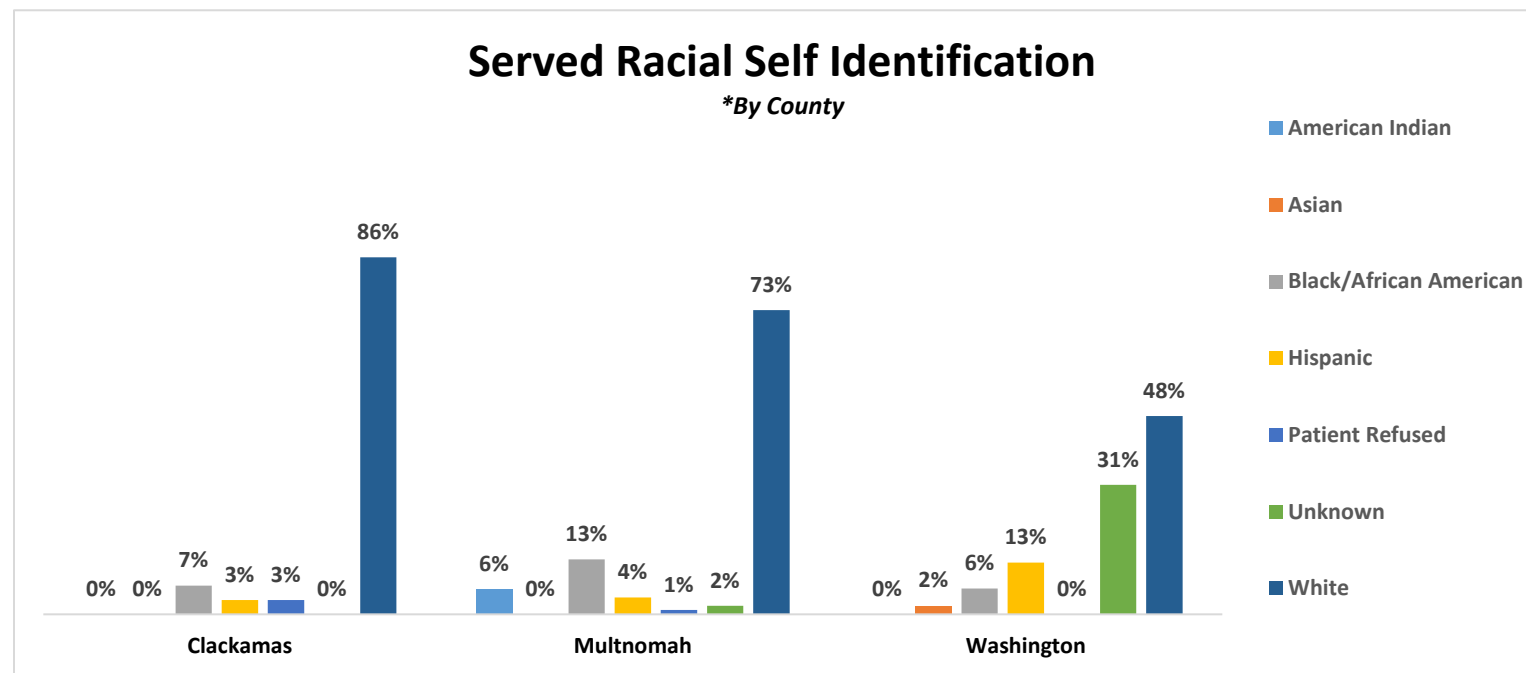
**Total Served Clients: 175**



\*Other gender makes up <1% of total TC911 current clients



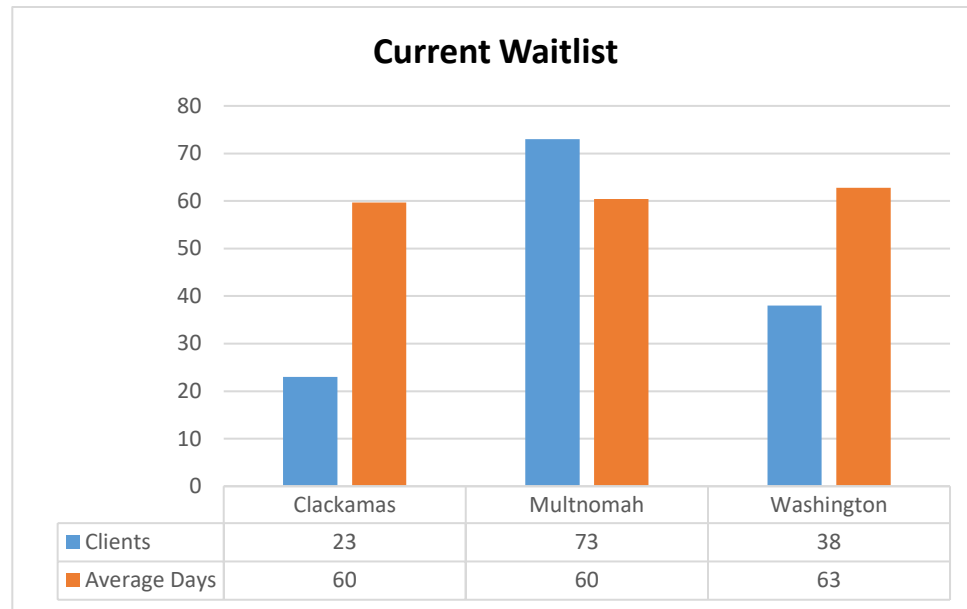
\*Recent incarceration is documented by social workers if known (e.g. see jail intake in Epic, client self-report, reported by another provider)



## Current Waitlist

\*TC911 clients on waitlist at the time of reported data

**Current Clients: 134**

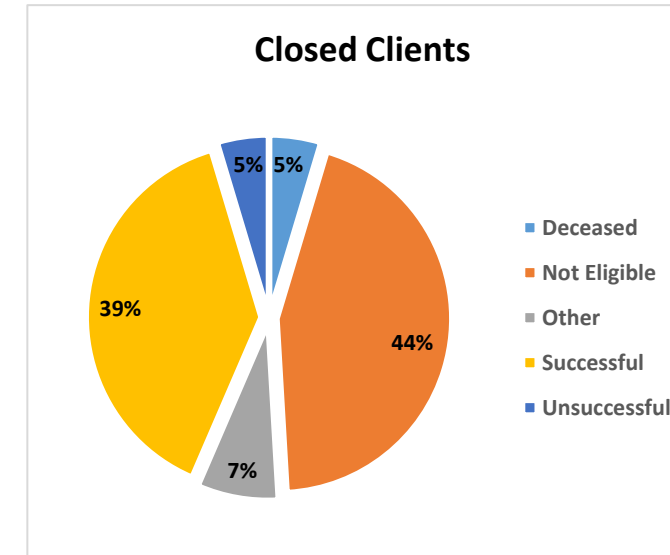


## Closed Clients

\*TC911 clients with a case status in Epic of "Closed" for the contract period July 1, 2021 - June 30, 2022

**Total Closures: 108**

County	# Clients
Clackamas	18
Multnomah	27
Washington	63
<b>Grand Total</b>	<b>108</b>



\* Not eligible includes people not meeting EMS criteria at referral, e.g. insurance coverage

## Actions at Closure

Referred/Linked to at Closure	Total
Aging/Disability or APD	2
Housing/shelter	1
Long term care (e.g. AFH, SNF)	1
Primary medical care	1
Specialty care (e.g. Neuro, Pain, Optometry)	1
A&D (recovery, detox)	2
<b>Grand Total</b>	<b>8</b>

Other actions at Closure	Total
Entered/updated EDIE	14
Facilitated care conference	2
Implemented EMS level care plan	1
Shared EMS/ED info (e.g. APD,PCP)	43
Diagnostic advocacy	3
<b>Grand Total</b>	<b>63</b>

Direct Assistance at Closure	Total
Transportation (bus tix, cabs)	2
Motel stay	1
<b>Grand Total</b>	<b>3</b>