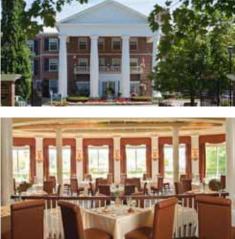# 9th Annual *INTERDEV* Encounter

Interdev Technologies Inc.

Alternate Pathways

Is it time for Canada?

AGENDA February 3rd – 5th, 2016

WELCOME Delegates

ALTERNATE PATHWAYS…Is it time for Canada?

Canada is facing heightened pressures on emergency departments and paramedic services, is it time for a discussion of alternate pathways?

Interdev is bringing pioneers of alternate pathways from the United Kingdom to discuss their experiences and lessons learned.

Come be a part of the conversation!

THE CHALLENGE is to secure significant system wide benefits and quality improvements by reducing the number of inappropriate ambulance calls and journeys, unnecessary ED attendances and hospital admissions.

Some patients repeatedly access 911 services, often when an alternative care pathway would be more appropriate.

These patients often have complex health and social care needs which, if unmanaged, will often result in an unnecessary transportation to ED.

- North West Ambulance Service - Paramedic pathfinder and community care pathways

Alan Murray Alternate Pathways: Gaining Stakeholder Buy-ins

His pathway initiatives in Wales reduced emergency department visits by 10,000 in the first year. He negotiated a solution to place National Health Services (NHS) nurses in dispatch centres which resulted in the reduction of another 17,000 ED visits.

Alan will address how to gain support for pathways from stakeholders, he'll share strategies to uncover new funding models and share insights on his efforts to gain political buy-in.

Richard Lee Alternate Pathways: The Nuts and Bolts

Richard led the NHS Wales Ambulance Clinical Model Program. The program has successfully removed the traditional 'response time' measures of performance and introduced clinical indicators as the means to measure ambulance performance and effectiveness.

Richard will discuss the operational strategies implemented in the deployment of the program. He'll address strategies he leveraged in his 'change management' efforts and how he identified and overcame operational barriers.

Michael Nolan Alternate Pathways: Can it work here?

Michael Nolan has successfully negotiated policy changes, gained support from partners and deployed multiple community based programs geared towards the reduction of ED visits and emergency calls in the County of Renfrew.

Michael will share his experiences and discuss possible strategies for implementing pathway projects across Canada. He will facilitate a group discussion on the possibilities of these programs in Canada.

WEDNESDAY FEBRUARY 3rd

	TRACK 1	TRACK 2	TRACK 3	VOC
1:30 pm - 3:00 pm	CERT'n Basic	Easy View 101	Web ACE Audit	mDOCS/MO
3:00 pm - 3:30 pm	Break	Break	Break	Break
3:30 pm - 5:00 pm	CERT'n LMS	Easy View 201	Cube/Analytics	GEN II

THURSDAY FEBRUARY 4th

Time	Event
8:00am - 9:00am	**Breakfast**
9:00am - 9:30am	**Welcome**
9:30am -10:15am	Key Note Speakers - **Alan Murray**

Time	TRACK 1	TRACK 2	VOC	VOC
10:15am - 10:30 pm	*Break*			
10:30pm - 11:15 pm	Key Note Speakers - Richard Lee			
11:15 pm -12:00 pm	Key Note Speakers - Mike Nolan			
12:00 pm - 1:00 pm	*Lunch*			
1:00 pm - 2:30 pm	TED Talk			
2:30 pm - 3:00 pm	*Break*			
3:00 pm - 4:30 pm	Capitvate	EasyView 201	Analytics/Tableau	Com Para

FRIDAY FEBRUARY 5th

Time	Event
8:30am - 9:00am	Breakfast
9:00am - 10:30am	Interdev Updates
10:30am - 10:45am	Break
10:45am - 12:00pm	New and Next

INTERDEV

Contact Interdev Technologies Inc. (416) 739-1333 or Emily Hull (647) 983–4505 for further details.

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KEY NOTE SPEAKERS

Alan Murray
Alternate Pathways: Gaining stakeholder buy-ins
has worked in pre-hospital and unscheduled care, clinically, in education and leadership positions and as a consultant, since 1974. Since 1987, he has held chief executive positions in National Health Service ambulance trusts in Northern Ireland, England and Wales.
He introduced paramedics in Northern Ireland and was awarded the Freedom of the City of Belfast for his success in maintaining the service's impartiality during the Troubles.
Alan integrated NHS Direct Wales, the population-wide telephone health-care service, with the Welsh ambulance service, increasing self-care dispositions from 19% to 39% and reducing 999(911) dispositions from 5% to <2.5%, contributing to a reduction of c. 10,000 emergency department visits in the first year.

Richard Lee
Alternate Pathways: The Nuts and Bolts
is the Assistant Chief Ambulance Commissioner for NHS Wales, UK. The Welsh Ambulance Service provides an ALS service as well as non-emergency patient transport services to the 3 million people who live in Wales. Richard served with the Royal Air Force medical services and saw service in the first Gulf War and United Nations deployments to Yugoslavia.
Richard was the clinical and operational lead for the design and implementation of the clinical model for ambulance services in Wales. This is the first model in the UK to measure clinical performance and outcomes rather than response times for most calls.

Mike Nolan
Alternate Pathways: Can it work here?
has served as a Paramedic, Flight Paramedic, Professor, Deputy Chief of the Ottawa Paramedic Service, President of the Paramedic Chiefs of Canada, Director of Emergency Management for the City of Ottawa and is currently the Directory and Chief of Paramedic Service for the County of Renfrew. Since working as a front line clinician, Chief Nolan has worked tirelessly to advance and align emergency services leadership locally, nationally and internationally through research, government relations, policy development and the creation of standards for all emergency services.

JOIN THE CONVERSATION

Interdev takes an opportunity at our conference to gather advice and feedback from our clients about current solutions as well as technology gaps in EMS – with the intent to build on our suite of solutions and close any gaps. This year we will be hosting Voice of the Client meetings on:

·   mDOCS/Mobile Office
·   GENii
·   Analytics
·   Community Paramedicine

Come join these sessions if you have insights to share or if you'd like to learn more about the solution and related development roadmaps.

iMEDIC Web

• Understand the main strengths of the web
• Demonstrate ability to search for a call and locate all related call details
• Demonstrate ability to move a call entirely through the QA process

iMEDIC EasyView 101

• Understand the fundamentals of a database including tables and queries
• Understand which tables contain which iMEDIC data
• Demonstrate ability to introduce parameters to a simple query
• Demonstrate ability to view and interpret the results of the query

iMEDIC EasyView 201

• Demonstrate ability to create a multiple table (greater than 2) query
• Demonstrate the ability to sort query results.
• Understand the concept of the "Total" function (grouping query results)
• Demonstrate how to simplify the building of complex criteria through a builder wizard
• Demonstrate how to use equations in queries

iMEDIC Cube/Analytics

• Demonstrate ability to count procedures, compliance rules, ACE and ACR data
• Understand impact of introducing parameters
• Demonstrate ability to answer a question using the dashboard
• Demonstrate ability to export charts into a report or Power Point

CERT'n Basic

• Understand the functions of Programs, Requirement, Courses, and Certificates within CERT'n
• Demonstrate the ability to modify Users and add/remove them from Programs

CERT'n Learning Management System (LMS)

• Understand the abilities of the CERT'n/Moodle integration
• Demonstrate the ability to create courses (including exams) within Moodle and link those courses to CERT'n
• Understand the functionality of Moodle "Activities" and how they can enhance the Moodle experience
• Demonstrate the ability to share a course with the CERT'n group and use a course from the CERT'n group.

Adobe Capitvate

• Sync interactive learning environment using Adobe Capivate
• Use this tool to develop Software Simulations for eLearning courses
• Develop quizzes quickly using inbuilt tools
• Closed caption text-synch with animation