

## **Gresham Cares**

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**PRESENTATION FORMAT:** 15 minute oral presentation

**TOPIC/TARGET AUDIENCE:** All Health Care Providers

**ABSTRACT:** Background: Gresham Fire & Emergency Services (GFES) serves 143000 people and runs approx. 15000 calls per. 72% are medical related. A significant amount of incidents are low acuity, I.E colds, Flu, minor cuts. When GFES is assisting a low acuity situation they're unavailable to respond to another emergency. This requires a unit from farther away to respond.

**Purpose/Method:** The CARES Team is an academic community partnership program between OHSU School of Nursing and GFES. CARES serves as the clinical placement of students in nursing 410 Population Health. CARES team members interact with citizens who have received a response from GFES and are identified as needing primary care, social service or other support system assistance that is outside the role of GFES

The CARES Team visits individuals in their home, assesses reason for their health care challenges, works with them to identify their goals, advocates with them and connects them to appropriate resources. The CARES Team will work with the patient's PCP for problem solving and continued care.

**Conclusion:** There is a large gap in communication between the health care and the 911 system. Programs like this need to be developed, tested and customized for each community to bridge the gap.

**OBJECTIVE(S):** Describe some of the challenges people face differentiating true medical emergencies vs when they should be using a primary care provider for their health care

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