



For Immediate Release
August 19, 2019

Contact: Stacey Bulla
stacey.bulla@hendricks.org
(317) 745-8407

Hendricks Regional Health Launches Community Paramedicine Program

Program aims to break the ambulance-hospital service cycle in non-emergency situations

Danville, Indiana — Hendricks Regional Health (HRH), in partnership with local emergency medical services (EMS) agencies, has announced the launch of the Hendricks Regional Health Community Paramedicine Program. The program pairs a specially-trained paramedics and social workers who will provide non-emergent care to patients in their homes. The program helps patients optimize their health and reduce their reliance on 911 for non-emergent concerns.

“Our culture is built on a vision — not just to be the community’s indispensable healthcare partner, but also to provide critical programs and services where and when needed,” said HRH President & CEO, Kevin Speer. “The Community Paramedicine Program marks a new chapter in how we collectively deliver health care and support the needs of our community.”

Built for and by the community.

The program began as a grassroots idea shared by Plainfield Fire Chief Joel Thacker to Speer at a “Chill and Grill” EMS appreciation event. Their vision was to reduce non-emergent uses of the Hendricks County emergency 911 system while more easily connecting individuals to the assistance they need. For example, in Hendricks County, approximately 50 percent of EMS calls are for non-emergency needs. That equates to as much as \$1.2 million annually in care and services delivered by EMS and emergency departments that could happen in lower-acuity settings.

“Our crews are always ready to respond to 911 calls, but in many cases, units arrive on-scene to find patients aren’t actually experiencing an emergency,” explained Plainfield Fire Chief, Joel Thacker. “Through this innovative community paramedicine program, EMS agencies will be able to conserve resources for true emergencies.”

In addition, with a focus on community collaboration, the program aims to provide patients with the information and available resources they need to manage their health. Community paramedicine staff will take a preventive approach with patients, giving them the support they need to help avoid health issues in the future.

Ready for success.

The program’s social workers are licensed clinicians who have expertise in providing psychiatric assessments and crisis intervention. Patients will be referred to the community paramedicine program by Hendricks County fire departments and EMS agencies.

“We may go out to a house five or six times — whatever it takes to empower that patient to navigate the healthcare system in a way that’s more suitable to their needs,” said Dustin Holland, MD, MPH, medical director of Community Paramedicine and deputy medical director for EMS, HRH. “This is what our community needs; hands-on support to not only fix medical issues in the moment but solve them long term.”

Hendricks Regional Health has pledged a five-year endowment of more than \$2.5 million, making it one of Central Indiana’s only hospital-funded paramedicine programs. Within the first year, the community paramedicine program hopes to connect with 800 patients.

Additional details about the community paramedicine program can be found online at <https://www.hendricks.org/community-paramedicine>.

About Hendricks Regional Health

Hendricks Regional Health is a nationally recognized, not-for-profit, healthcare organization with a deeply rooted legacy of community service. The Hendricks’ culture is built on our vision to be the community’s indispensable healthcare partner and focused on these seven values: Respect, Empathy, Integrity, Courage, Collaboration, Loyalty and Engagement. More than 2,200 associates live these values each day through a shared philosophy of patient-centered, high-quality, low-cost care.

Hendricks Regional Health is a Magnet® hospital for nursing excellence and is accredited by Healthcare Facilities Accreditation Program (HFAP). The organization received full Chest Pain Center Accreditation from the American College of Cardiology. Hendricks recently received the 2019 Five Star Total Knee Replacement award, the 2019 Five Star Esophageal/Stomach Surgeries award and the 2019 Five Star Treatment of Pulmonary Embolism award from Healthgrades. In 2019, Hendricks Regional Health was honored with High Performance recognition from U.S. News & World Report. Hendricks Regional Health is one of only seven hospitals nationwide to be recognized in the top five percent in the nation by Healthgrades for Outstanding Patient Experience for 12 consecutive years. As the largest employer in Hendricks County, the organization was recognized as a Finalist in the Healthiest Employers of Indiana Awards Program. Hendricks is one of only two organizations in the Midwest to earn the American Heart Association’s Community Innovation Award for developing and implementing our visionary wellness program. Leapfrog has awarded Hendricks Regional Health consecutive A ratings over the last six semi-annual reporting periods, beginning in Fall 2016.

Hendricks Regional Health staffs a full complement of physicians and providers in a variety of specialties at locations in Danville, Avon, Plainfield, Brownsburg, Lizton and Bainbridge. For more information, please visit our website at www.hendricks.org.

###