

**THE CITY OF  
HOUSTON  
FIRE  
DEPARTMENT  
PROACTIVE  
NEEDS DIVISION**

A Houston Fire  
Department Community  
Paramedicine/Mobile  
Integrated Health  
Initiative



# PROACTIVE CONSUMER NEEDS TEAM

Advancing Toward a Healthier and More Knowledgeable Houston



David Persse

Medical Director



Thomas Munoz

Fire Chief



Matt White

Assistant Fire Chief  
EMS



Christine  
Langas

EMS District  
Chief



Tim White

EMS Senior  
Captain



Nefertari  
Alexander

E/O Paramedic



Jeffrey  
Fischer

E/O Paramedic



Thomas  
Pierrel

E/O Paramedic



Ashley  
Mackie

E/O Paramedic



Michael  
Vasquez

Firefighter/Paramedic



Shavonnah  
Bush

Firefighter/Paramedic



Sundown  
Stauffer

Firefighter/Paramedic

## MISSION STATEMENT

Through collaboration with governmental and non-governmental organizations, healthcare providers, and all communities in the City of Houston, we identify sociological needs, improve access to care, and reduce the number of 911 calls through proactive, consumer-centered solutions.





# HFD Proactive Needs Division

A Multi-Functioning Team-Based Approach to a Healthier Houston

## 01 Residential Consumer Needs

Optimize quality of life through linkage to care with the focus on high-911 utilizers

## 02 Commercial Consumer Needs

Identify opportunities for improvement and educate commercial entities about the call volume generated

## 03 Event Assessment

Assess public safety needs after severe weather events

## 04 Mobile Integrated Health

Provide patient-centered needs-based care in out-of-hospital environments



# HFD Proactive Consumer Needs Team Goals



Assistance to better health, one Houstonian at a time

## IDENTIFY

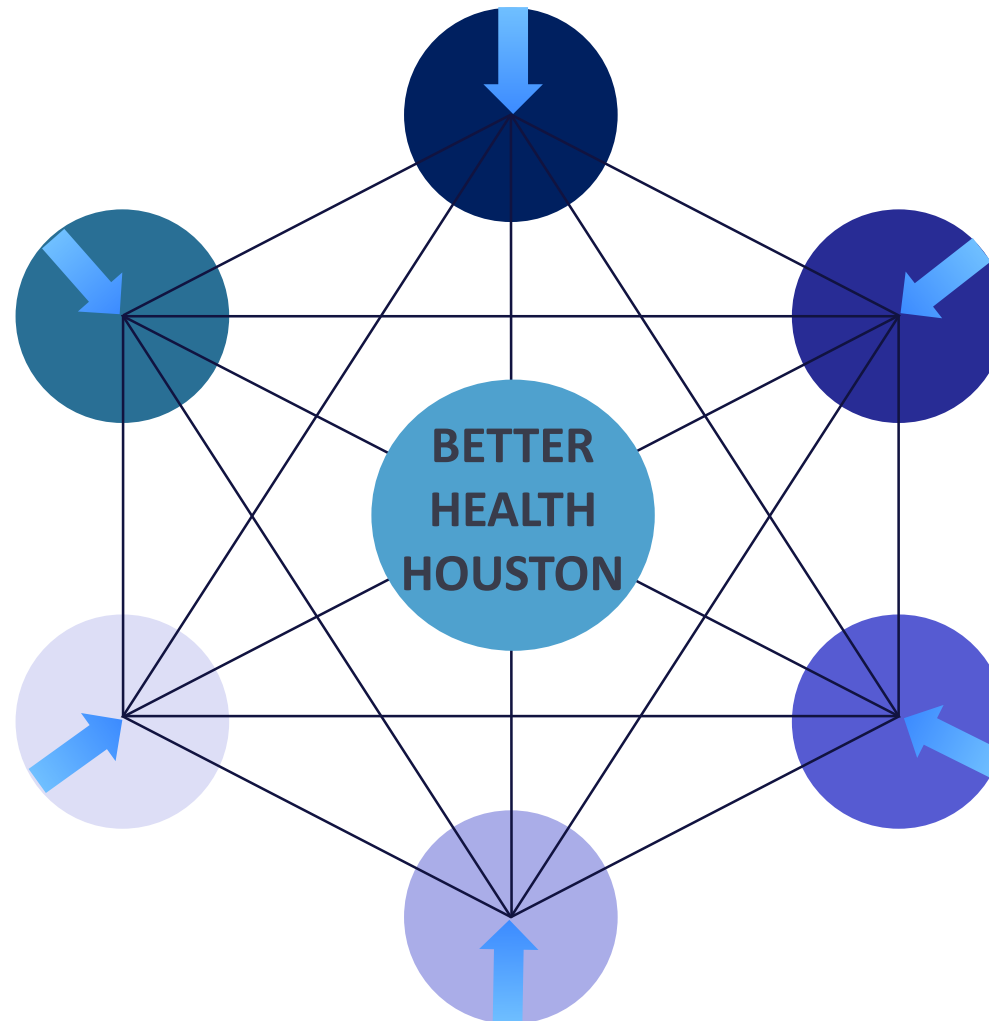
Through analytics, HFD PCNT proactively identifies patients in need.

## COLLABORATE

Partner with public and private entities to deliver a full spectrum of services to Houstonians.

## EMPOWER

Help Houstonians to play an active role in their health and wellness journey.



## ADVOCATE

Assist with improving Houstonians' medical and mental outcomes.

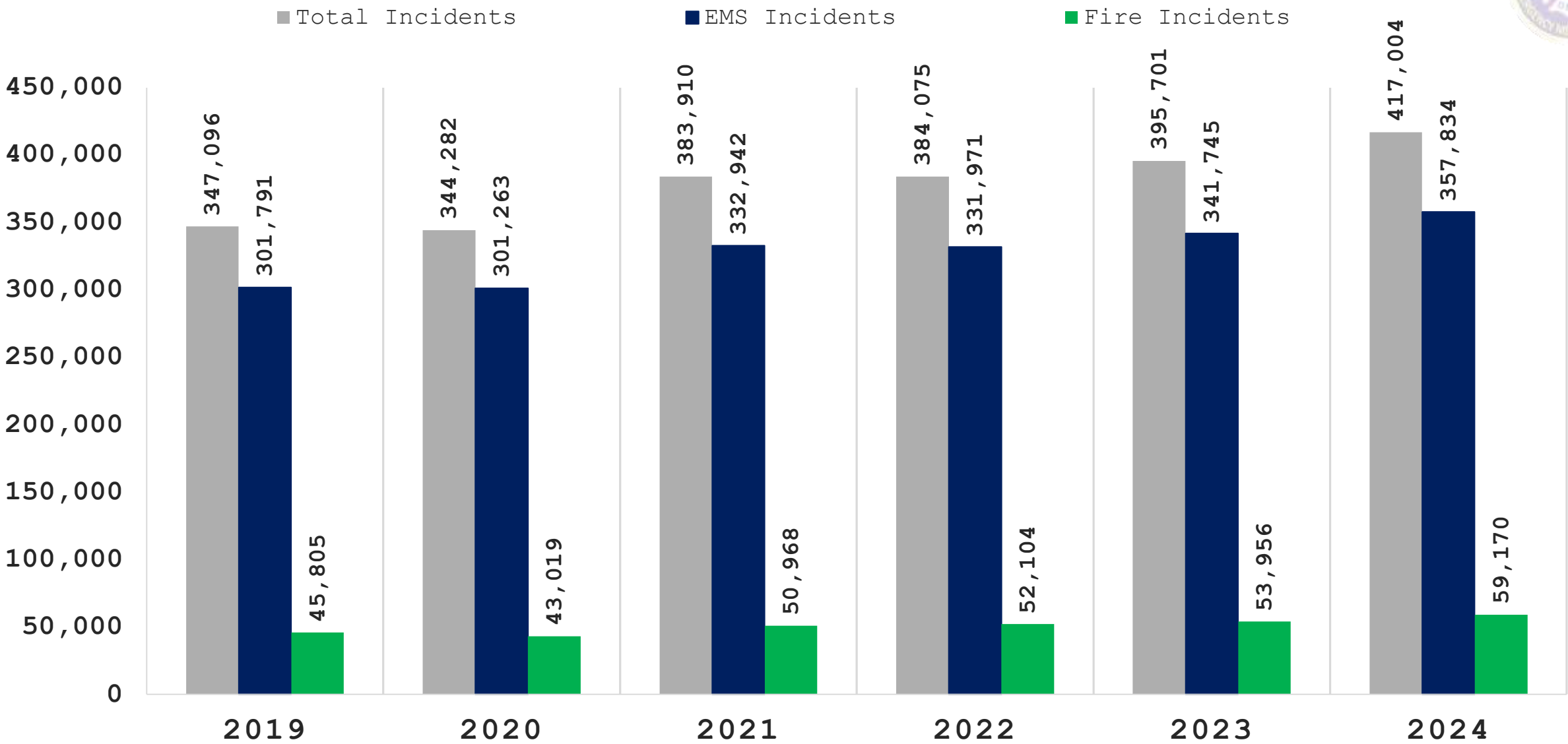
## PREVENTION

Assist with health management to ensure wellbeing over the lifespan.

## DECREASE

Reduce 911 calls, transports, and hospital readmissions.

# HOUSTON FIRE DEPARTMENT RUN VOLUMES 2019-2024



# Houston Fire Department Proactive Consumer Needs Team

By the Numbers



1,855

High utilizers  
of 911 have been  
identified

All City  
Council  
Districts  
Affected

1

Inclusion  
Criteria  
 $\geq 8$  911  
calls made  
per year



12

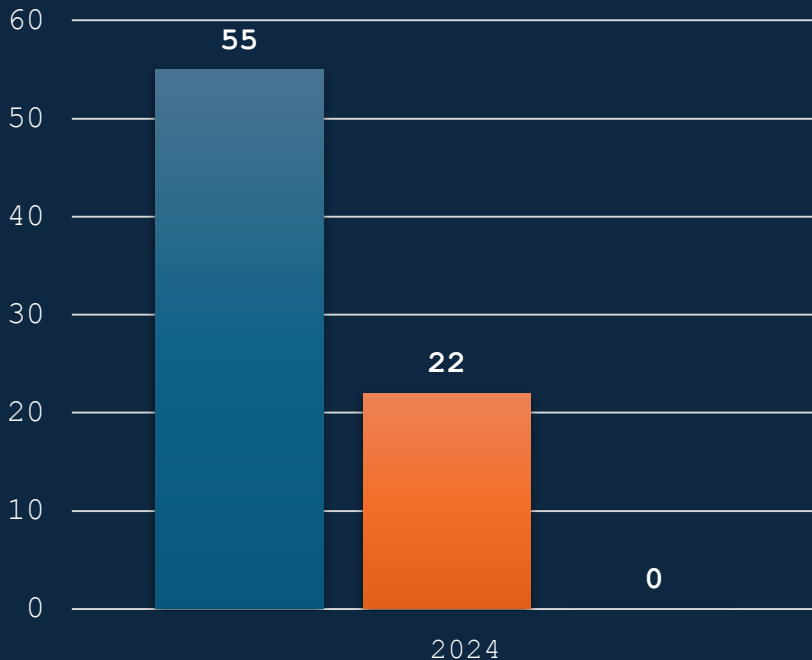
HFD PCN Team  
Members

1 in  
10

911 Calls  
made, is a  
High Utilizer

# Mrs. L's Ongoing Success

Call Volume



30  
DAYS

## Discovery

- Client needs identified
- Insurance verified
- Assertive outreach completed
- MD care advocacy

60  
DAYS

## Plan

- Back surgery to repair issue
- Rehabilitation Facility Stay to increase strength
- Assistive Devices for increased mobility
- MD appointment advocacy to increase client risk awareness

90  
DAYS

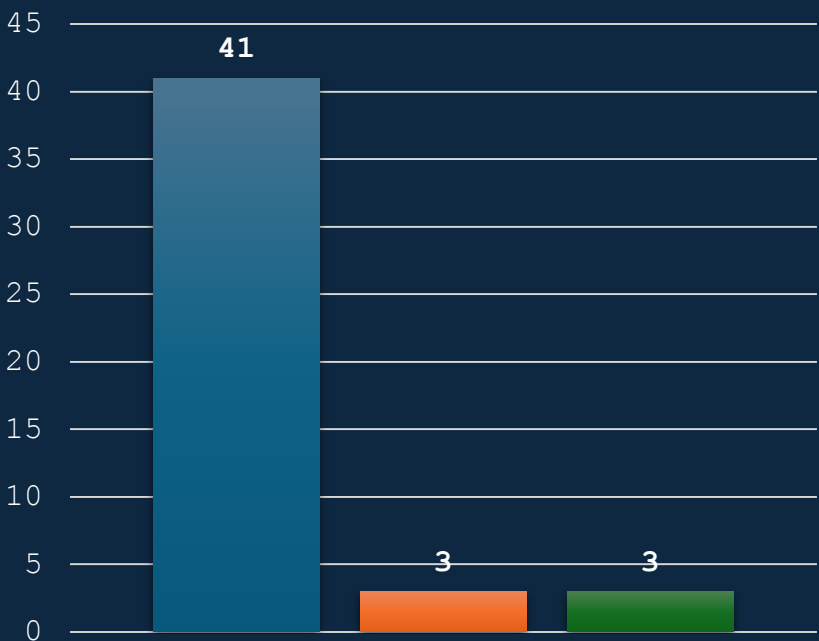
## Ongoing Success

- 911 Calls have decreased
- Surgery Completed
- SNF
- Rehabilitation Facility approval and stay after HFD PNCT advocacy



# Mrs. S's Ongoing Success

Call Volume



Discovery

- Client needs Identified
  - Mobility Assistive Device
  - Smoking Cessation
  - Insufficient Food Supply



Plan

- Assistive devices for increased mobility
- Smoking cessation program enrollment
- Mitigate food insecurity
- MD appointment advocacy to increase client risk awareness

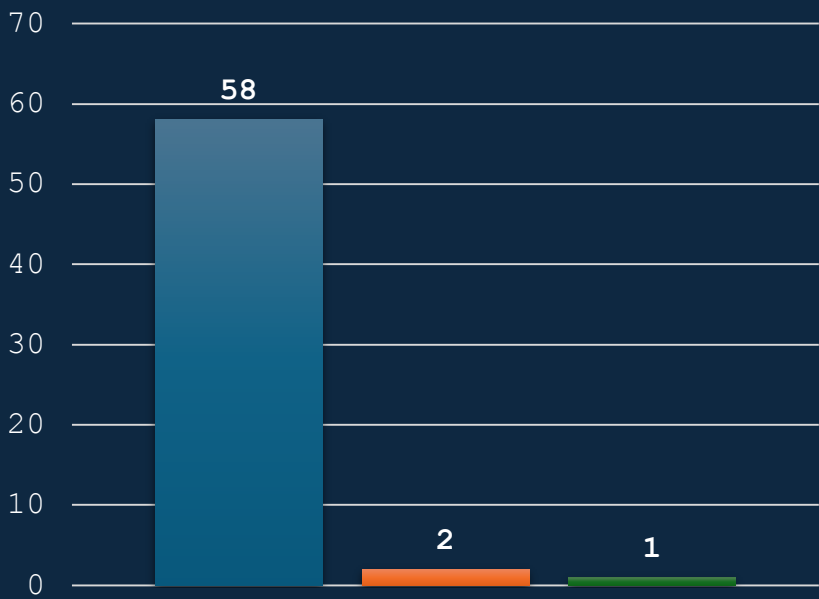


Ongoing Success

- Through PCNT and MD partnership:
  - A walker was ordered and secured
  - Smoking cessation enrollment
  - COPD Treatment by MD

# Miss B's Ongoing Success

Call Volume



Post PCNT Support

30  
DAYS

## Discovery

- Client needs identified by HFD responding members
- A 16-year-old patient suffered from mental health disturbances
- Assertive outreach completed with patient's mother

60  
DAYS

## Plan

- Link patient to Mental Health Services

90  
DAYS

## Ongoing Success

- HFD PCNT linked client to Harris Center's Crisis Care Division
- HFD PCN Team and HC CCD co-responded and treatment was prescribed the same day
- She gets scheduled mental health treatment in-home from a practitioner
- She is thriving in school

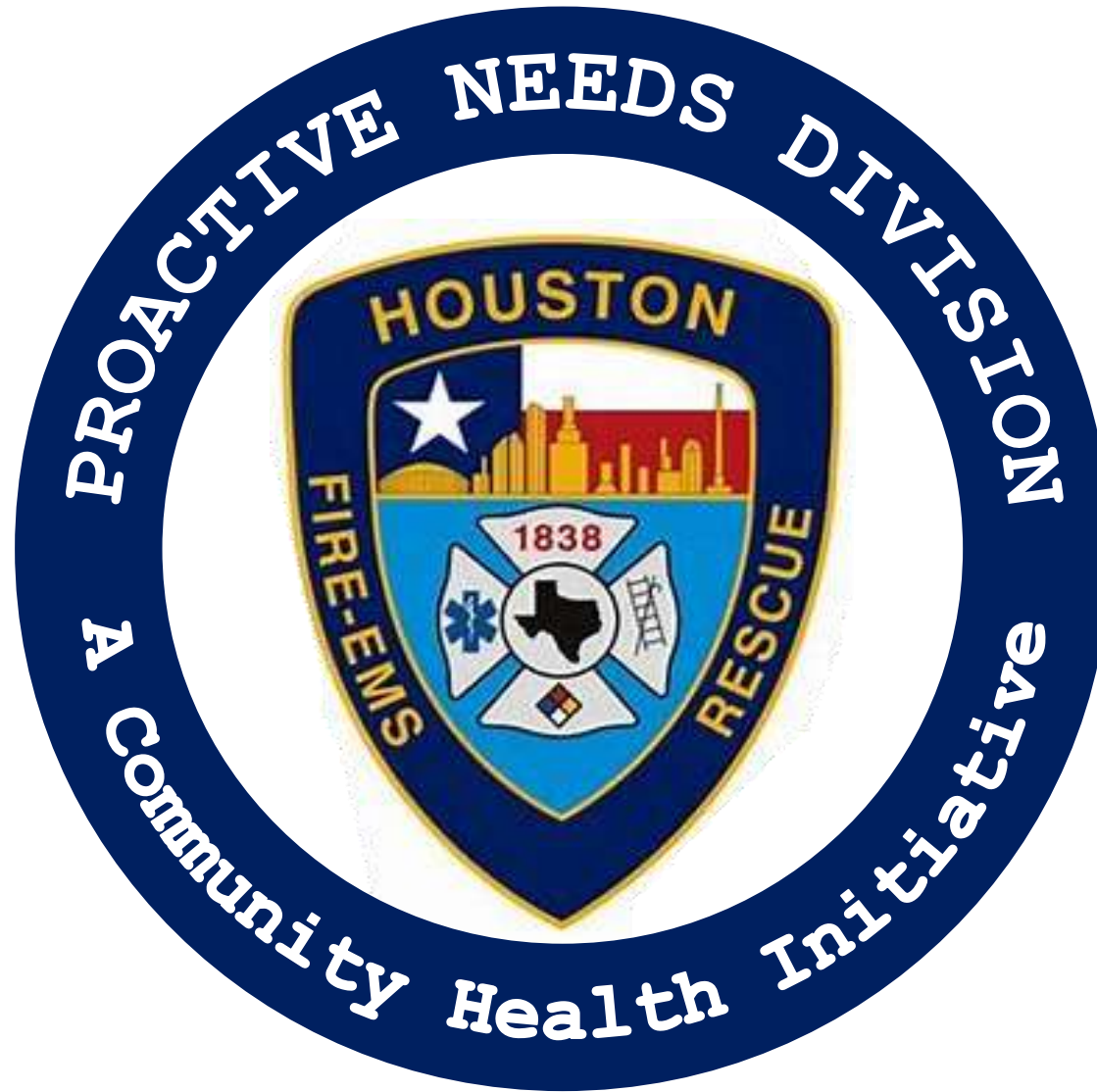
# Proactive Consumer Needs Partners in Care



MAYOR'S OFFICE  
OF VETERANS  
AND MILITARY  
AFFAIRS



Thank you!



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