Overview

City Name	Project Name	Tech Area	Budget for Solution	City Point of Contact
Schenectady	Emergency Medicine Triage	Health Technology	$22,000	John Coluccio, JColuccio@Schenectadyny.gov

Project Briefs

Project 1: Emergency Medicine Triage

- **Project Scope. Please provide project narrative. Outline the problem that needs a solution and include high level timeline and end product. Be clear and succinct.**

The City of Schenectady is looking to pilot a health technology project: Emergency Medicine Triage. *Emergency Medicine Triage* is defined as telehealth communications through a program that includes emergency medicine providers (i.e., emergency physicians or physician assistants and nurse practitioners under the direct supervision of an emergency physician), 911 dispatch, certified emergency medical technicians, and patients for the purpose of triaging a patient's level of severity and appropriate next steps of care when an acute medical problem arises. This can include assessment, diagnosis, e-prescribing medication, and referral for diagnostic testing or treatment, often without transporting the patient to the hospital Emergency Room (ER).

People with acute complaints and exacerbations of chronic disease often seek care in or are being guided to the most expensive setting—the hospital ER—often by ambulance. Our healthcare system has been unable to break the practices that drive ERs being overcrowded with patients that do not need that level of care and ambulances spending their time transporting those patients, rather than be at the ready for true emergencies. This overuse of ERs and ambulances results in delays to emergency care that reduces the quality and efficiency of the healthcare system. The Emergency Medicine Triage project will connect patients to the right care, in the right place, at the right time within the local healthcare system.

The Emergency Medicine Triage project is envisioned as follows: When Schenectady's Fire Department Emergency Medical Services (EMS) is dispatched, paramedics will show up on scene with software connected to a local emergency services telemedicine company and will perform a telehealth consult with the paramedics and the patient. Following the on-site evaluation, EMS will be empowered to deploy numerous options, including treating the patient at home or recommending transport to an alternative setting, such as a primary care provider, a specialist, or an urgent care center, rather than a hospital ER.

We are looking for technology solutions to provide the telemedicine component, including the hardware and software connecting EMS to the telemedicine company.

The ideal solution (or solutions) will be piloted over 150 days, as follows:

- Requirements gathering (30 days): Day 1 – Day 30
- Hardware/software selection process (15 days): Day 31 – Day 45
- Implementation (60 days): Day 46 – Day 106

- Review and evaluation (30 days): Day 90 – Day 120
- Creating procedural guidelines (30 days): Day 120 – 150

- **Ideal Technology Solution**

  The City of Schenectady is looking to leverage hardware and software technology that connects EMS first responders from the Schenectady Fire Department, who are responding on-site to the emergency request, to the telemedicine provider. The City anticipates working with a Technology Company to provide a solution that would track the following anticipated metrics:

  - Reduced repeat ER visits.
  - Health educational opportunities.
  - Reduced overall duration of healthcare events.
  - Improved efficiency of first responders and other medical resources by using information gathered from our Dispatch and Fire Department records management systems to determine reductions in out-of-service statistics for calls as part of the metric evaluated compared to current values.

- **Required Cybersecurity and Privacy Standards**

  Any technology solution must align with the City of Schenectady's cybersecurity and privacy policies. The City of Schenectady follows guidelines set forth by the NYS Department of Criminal Justice for data security. The City also undergoes yearly audits that include the review of individual permissions by each user of our networked software. It should be noted that security of this type of data is extremely important to the City. We will look to the chosen Technology Company to comply with all security and data privacy provisions required by HIPAA in the transmission of information.

- **Project Funding: $22,000**

  We are expecting the project to cost roughly $44,000 to execute over 150 days. We are able to commit $12,000 to the project. ESD is granting $22,000. The City of Schenectady is looking for a contribution of approximately $10,000 from the relevant technology company either through in-kind services or cash match to pilot its solution.

- **Other Considerations & Helpful Info**

  Emergency Medicine Triage starts from one basic premise: with emergency medicine expertise at the very front of the healthcare encounter, we can always navigate people to the appropriate place for the care that they need. Emergency Medicine Triage demonstrations currently underway (see ER Anywhere: https://www.cdphp.com/newsroom/2020/01/01-27-er-anywhere-impressive-results) prove that patients *can* receive the right care in the right setting.

  For more information about Schenectady's smart city projects, see https://www.cityofschenectady.com/505/Smart-City-Project.