

## Introduction

- The Community Referral by Emergency Medical Services (CREMS) program was implemented in January 2015 in Southwestern Ontario
- Program allows Paramedics to directly refer patients in need of home care support to their local Community Care Access Centre (CCAC) for needs assessment
- Referral to community service connects each patient with appropriate, timely care, supporting their individual needs

## Objectives

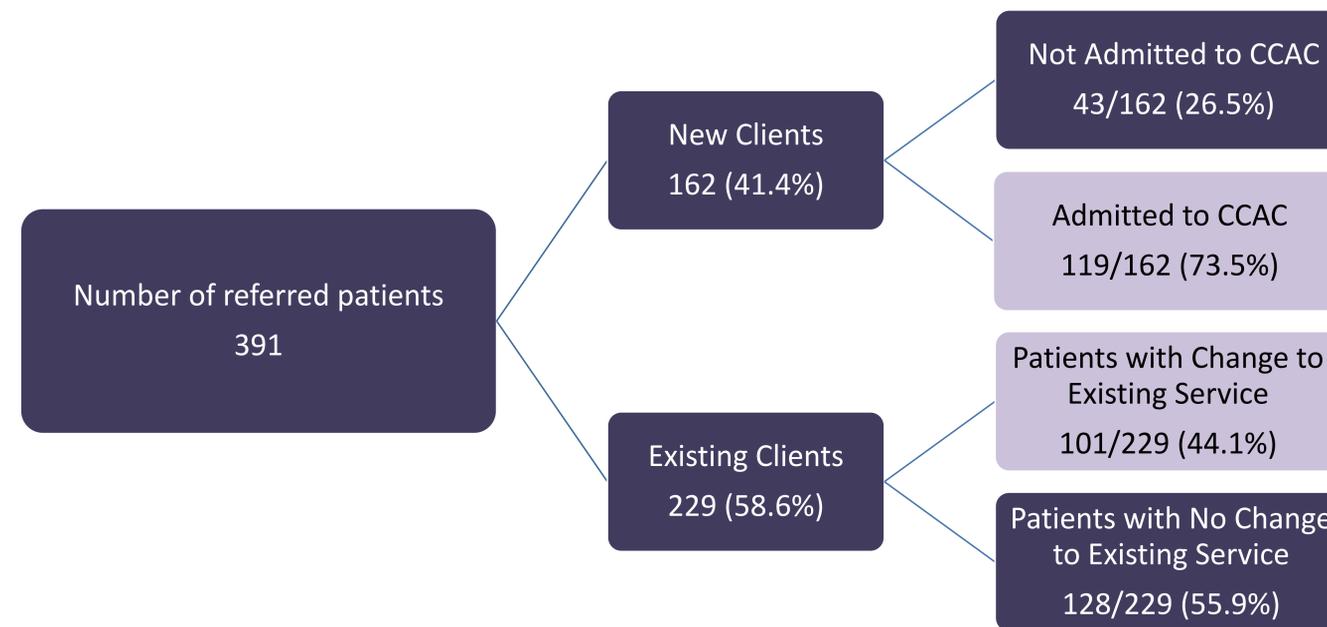
To evaluate the success of the CREMS program by determining :

- The number of referrals made by EMS in London-Middlesex to CCAC since implementation
- The proportion of referred patients receiving a new or increase in service due to EMS referral

## Methods

- Data for all CCAC referrals from London-Middlesex EMS were collected for a thirteen month period (February 2015-February 2016)
- Data were evaluated for quantity of referrals and proportion that led to a patient receiving new or increased home care service

## Results



- 436 referrals made in the study period which represented 391 individuals
- No patients refused a new or increase in service

## Conclusions

- The CREMS program benefited a substantial number of patients, with 56% of the total number referred receiving a new service or a change in existing services
- The positive impact on patient care observed in this project supports a continuation and expansion of the CREMS program
- Future studies will determine if the program reduces patient reliance on 911 requests for paramedic care and Emergency Department transports

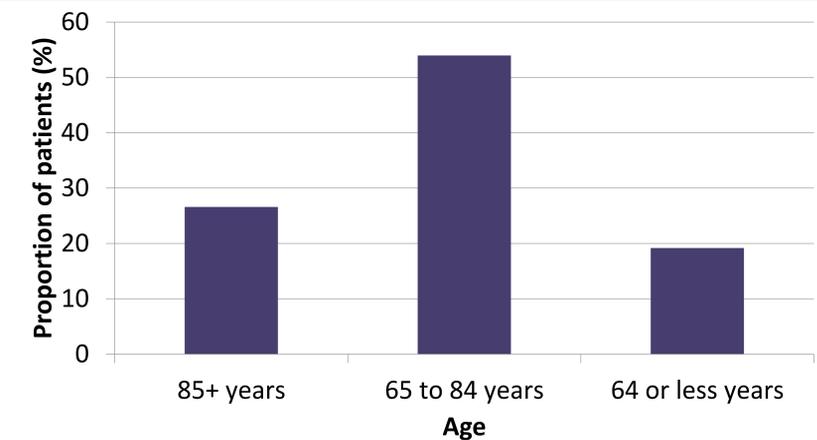


Figure 1. The proportion of patients (%) in each age group.

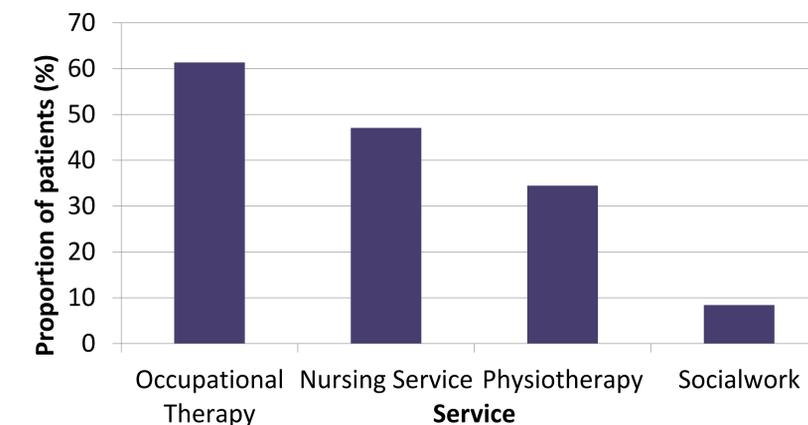


Figure 2. The proportion of patients (%) receiving a new service.