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| **High Frequency Users** | EMS providers perform follow-up checks with patients enrolled in a high utilizer program.  |

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| Benefits: Decrease 911 over use, decrease unnecessary ED visits, navigate to more appropriate care, provide better continuity of care, cost savings / cost avoidance, opportunity for case management for at-risk patients.  |

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| Enabling Factors* EMS availability
* Data supporting the need
* Ability to identify high frequency users
* EMS has some existing relationships with other allied health providers
* Familiarity with healthcare system for navigation
 | Prohibitive Factors* Limited navigation experience
* Limited familiarity with available services
* Potentially working outside of 911 system.
 | Enabling change Required* Need ruling on what “911 system” encompasses
* Additional education for EMS providers.
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