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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. |