

City of Chesapeake



Mobile Integrated Healthcare Program

MIH VISION

Improve the lives of Chesapeake's citizens by providing effective, efficient, and appropriate access to healthcare.

MIH MISSION

Through collaboration with community partners, MIH will provide appropriate and accessible care to Chesapeake's citizens by focusing on individual needs, healthcare education, and navigation of the healthcare system.

Chesapeake MIH Services

MULTI-VISIT PATIENT (MVP) PROGRAM

The MVP Program is intended to support citizens who have called 9-1-1 more than four times in a calendar year. Once identified, an MIH team member will conduct an "At-Home Risk Assessment" to identify any possible physical, psychological, or social needs causing the frequent use of 911 and link the MVP to the appropriate resources. MVPs will be continuously monitored until they meet individual-specific criteria to graduate from the program.



FALL PREVENTION PROGRAM

The MIH Fall Prevention Program is offered to all Chesapeake citizens who are at risk for falls. Once referred into the program, a team of MIH professionals will schedule a fall-risk assessment in the patient's home. If possible, the team will address any immediate safety hazards, or contact our community partners for further intervention.

If you wish to find out more about MIH's Fall Prevention Program, contact the program coordinator at (757) 382-8316. Community education classes are available.

MOBILE CARE CLINIC

In an effort to support Chesapeake's high-risk and medically under-served communities, MIH has partnered with Chesapeake Regional Healthcare and Healthy Chesapeake to support patients in need of chronic disease management.

MIH's Mobile Care Clinic services are available for patients who have been diagnosed with Congestive Heart Failure (CHF) and Chronic Obstructive Pulmonary Disease (COPD) who currently do not have a permanent medical home (no Primary Care Provider or are uninsured). Patients who are referred and meet the criteria for services will be routinely monitored by MIH practitioners until navigated toward a permanent medical home.



REFUSAL OF CARE FOLLOW-UP PROGRAM

The Refusal of Care Follow-up Program is a risk reduction initiative designed to initiate patient contact within 24 hours of an EMS transport refusal. Once contact is made, an MIH team-member will assess for a worsening condition and ensure the patient receives appropriate assistance or provided opportunities for health education.

Chesapeake Mobile Integrated Healthcare (MIH) Program Q&A

1. When did Mobile Integrated Healthcare (MIH) programs begin?

MIH emerged in rural Canada in the late 1990s to serve populations where medical needs were high, but doctors were few and far between. The concept was described in a U.S. publication in 1996 as a way to “decrease emergency department utilization, save healthcare dollars and improve patient outcomes.” In the United States, Fort Worth became an early adopter after discovering that it had a small population of residents who disproportionately used 911 when they needed non-emergency care. Today, MIH programs are being developed in countries around the world, from the United Kingdom to Australia to the Maldives.

2. Why does the City of Chesapeake need an MIH program?

A call placed to 911 triggers an automatic series of responses potentially involving a Fire Engine, an ambulance, a crew of paramedics and a transport to the hospital. This response is often excessive and could delay responders from attending to severe emergencies. ***Nation-wide, one in every three 911 calls does not require an ER visit.***

3. Who better to address the root causes of ER visits than the people who interact face-to-face with patients in their own homes?

The Chesapeake Fire Department MIH model requires a shift in how an entire sector of the medical system views its job. Our goal is to not be the patients’ medical home or their primary provider, but rather determine gaps in services and link our citizens to the appropriate resources in our community.

4. What will MIH do for Chesapeake?

MIH programs are designed to serve the specific needs of a community and Chesapeake’s MIH program aligns with Chesapeake Regional Hospital’s 2018 Community Needs Assessment that addresses a 73% increase in our 65+ population by 2040. Our program aims to accomplish the following: 1) Reduce the over-utilization of E-911 by Multi-visit Patients (MVPs), 2) Reduce the risk for falls, 3) Improve the management of COPD & CHF in patients experiencing difficulty with on-going care, and 4) Reduce risk by following-up on transport refusals and provide alternative resources.

5. Who benefits from MIH?

Everyone! Healthcare has been changing and evolving from quantity to quality, and we see ourselves as a provider of healthcare services by providing higher quality and more cost-effective care by coordinating resources with all of our partners.



Community Partners



Mobile Integrated Healthcare Program

304 Albemarle Drive
Chesapeake, Virginia 23320
Phone: (757) 382-8316
E-mail: MIH@cityofchesapeake.net
