**Memorandum**

Date: May 9, 2016

To: **Larry Thompson**

**Executive Director of WAHA**

From: Mallory Dudley

Community Outreach Coordinator

Subject: Collaborate with Community Paramedic

In this memo, I will make the case for WAHA to collaborate with the Bellingham Community Paramedic to design a joint outreach program for Bellingham members with chronic health conditions.

**Purpose:**

Bellingham community members that have limited resources and healthcare can have a difficult time seeking health and social services. Without connections or care, people with chronic health needs often “slip through the cracks,” and do not receive the attention and care that they need in order to live a healthy lifestyle. As WAHA serves similar clients as the Bellingham community paramedic, time and resources can be utilized more efficiently if WAHA were to collaborate and communicate with the community paramedic regularly. Through collaboration and regular meetings, case managers and the community paramedic can communicate needed client information, identify similar clients, and seek the best possible way to reach them thus reducing time and money to track down the same clients.

**Background:**

Bellingham has incorporated a community paramedic within the Bellingham Fire Department emergency services to act as a case manager, linking people with chronic and complex medical issues with the pertinent community resources. In Bellingham, as EMS 911 calls have been a high cost, with 70-80% of calls being non-emergent. There has been a need to cut down 911 calls, and connect these high utilizers with doctors and health services (Stevenson & Moore, 2015). As the community paramedic acts as an outreach case manager, they have found there is a lot of miscommunication between health clinics that work with the same clients, and therefore do not always meet the client’s needs in the most effective way. When organizations do not collaborate with each other, clients can also feel as if they are not being taken care of, as they have to seek multiple forms of healthcare on their own. Through closer partnerships among resources with a shared mission, our client needs will be addressed in a successful and timely manner (Corbin, 2016).

**Mission:**

WAHA’s mission, to improve the health of the community by directly reaching out to connect clients with healthcare aligns with the work of the community paramedic and the Bellingham Fire Department. As the fire department works within the community to cater to any health care needs, whether emergent or non-emergent, there is continuing work to improve the health of the Bellingham community. This partnership will improve our client care and increase community outreach by pairing case managers with the community paramedic and will reach a common goal (Heyman, 2011).

**Next Steps:**

To start this new partnership, a meeting will be held with the community paramedic, the WAHA intensive case manager and outreach coordinator to start the process of identifying clients and building connections. To implement community outreach with the Bellingham Fire Department, I propose pairing the WAHA intensive case manager with the community paramedic to communicate daily about identifying and tracking down high utilizer clients. This will be followed up with weekly meetings to establish any new plans for improvement and finding new prospective clients. I look forward to the opportunity to help enact this partnership and thank you for considering this idea. I can be reached at [maldudley@gmail.com](mailto:maldudley@gmail.com).

References

Corbin, H. (2016, April 20). *Bergen Model of Collaborative Functioning*. Lecture presented in Western Washington University, Bellingham.

Heyman, D. R. (2011). *Nonprofit management 101: A complete and practical guide for leaders and professionals: Essential resources, tools, and hard-earned wisdom from fifty leading experts*. San Francisco, CA: Jossey-Bass.

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