

## CAMBRIDGE RECOVERY COACH ACCESS PROGRAM

In late 2015 several agencies worked together to develop a recovery coach program to target High Utilizers of Emergency Services (HUES) within the city. The pilot is a multi-disciplinary effort conjoining the skills, infrastructure and expertise of public safety, public health and healthcare to provide unique and critical support to a select cohort of Cambridge's highest utilizers of healthcare and social services, including those struggling with homelessness.

A collaboration between myriad of Cambridge based partners and organizations led by steering committee comprised of the Cambridge Public Health Department, Cambridge Police Department, Cambridge Health Alliance and Pro EMS was organized to develop a program to provide these critical support services in a more coordinated manner. Clients will be identified by CHA Healthcare for the Homeless, the CHA Emergency Department, the Cambridge Police Department, and city's partner EMS provider Pro EMS. These clients will be referred to the program to be connected with a Recovery Coach and focus will be on the highest users of emergency services (HUES) who are now seeking recovery services.

A community based approach has been shown to be the most effective in assisting these individuals. These trained Recovery Coaches can connect with clients in the Cambridge Hospital Emergency Department, shelters, and other community locations, including the streets. The Recovery Coaches will assist clients and advocate on their behalf, leveraging the resources and support of community partners. The recovery coaches will maintain consistent contact with clients in an effort to keep them on track and help them navigate a complex system. Coaches work to assist clients with obtaining health insurance, identification, disability or veteran's benefits, recovery services and transitional housing.

In October 2015 eight recovery coaches, including six Pro EMS paramedics, were trained through the Connecticut Community for Addiction Recovery (CCAR) Recovery Coach Academy over five (5) days and completed Ethical Considerations for Recovery Coaching over two (2) days. These courses are widely recognized as the "gold standard" for Recovery Coach training.

Supervision related to client interactions will be provided by a Cambridge Hospital Emergency Department RN experienced in substance abuse and behavioral issues who was also trained as a Recovery Coach. This team member will provide much needed experience and supervision to this new group as they continue to gain experience. Pro EMS has been providing administrative and financial support, resources and infrastructure as needed.

The Cambridge Recovery Coach Project began in October 2015 and is currently functioning under the 501-C-3 METI project.

## DATA SURVEILLANCE FOR OPIATE USE-

Pro EMS utilizes the advanced technology FirstWatch. FirstWatch overlays both our Computer Aided Dispatch (CAD) system and our electronic patient care reporting system (ePCR) to collect selected data elements and provide situational awareness and event notifications. This technology has become invaluable in the development of truly integrated systems of care through de-identified data sharing with community partners, hospitals, public health officials and regional improvement projects.

Pro EMS has used the [First Watch](#) data surveillance and early warning software system since 2009 to increase situational awareness in the Communications Center, within Operations and throughout our Organization. The system is configured to monitor multiple internal information systems (CAD, ePCR, etc.) and warn of emerging health threats or possible WMD/Bioterrorism activity by monitoring real-time data for statistically significant occurrences or trends. The software is easily customizable, and can automatically monitor multiple trends or threats from disparate data sources or agencies. When a possible threat or other qualifying trend is detected, the system alerts by sending messages, maps showing the distribution of suspicious events, and other details, via e-mail, pager, SMS or fax. The information is used to determine the nature and significance of the trend and, if necessary, take appropriate steps to protect the public.

Helping to fight the opioid crisis with strong community collaborations and data collection and sharing has been helping Cambridge Public Health since 2009 by providing city epidemiologists with overdose and opiate use information. This information is analyzed by public health epidemiologists to provide valuable non-specific prevention information including geocoded locations, age and other pertinent demographic information and allowing analysis to better target prevention and treatment efforts. This information sharing becomes pivotal in engaging multiple agencies, disciplines and efforts toward common lifesaving goals to reduce deaths from overdose.