

# Mobile Integrated Health Care & Community EMS Programs

Department of Public Health  
Bureau of Health Care Safety & Quality  
Office of Emergency Medical Services  
www.mass.gov/MIH

Mobile Integrated Health Care (MIH) is a new program that utilizes mobile resources to deliver care and services to patients in an out-of-hospital environment in coordination with healthcare facilities or other healthcare providers.

## WHAT TO KNOW

Three programs have been created to address gaps in illness prevention and health care service delivery.

	Community EMS (CEMS)	MIH	MIH with ED Avoidance
Program Description	A collaborative system that addresses illness or injury prevention through high value public health services in the community.	A system of pre- and post-hospital services that utilizes mobile resources, including EMS Personnel, community paramedics, and other providers to deliver a coordinated continuum of care that supports patients' needs in the community.	An additional component of an approved MIH Program that allows for management of 9-1-1 patients in alternative settings, including outpatient clinics, psychiatric facilities, and the patient's home.
Operations	CEMS programs are operated by a local public health authority in partnership with a primary ambulance service's EMS Personnel.	MIH programs are operated by healthcare entities together with operational partners such as ambulance services, hospitals, health plans/insurers, or physician practices/medical homes.	MIH with ED Avoidance programs are operated by a DPH-approved MIH Program and utilize the primary ambulance service and paramedics with advanced training.
Services Provided	CEMS program applicants may apply to operate one or more evidence-based, illness and injury prevention services from the DPH-approved service list based on the needs of their community.  Applicants may also petition to add a new service to the DPH-approved service list.	MIH program applicants may propose services that will address identified service delivery gaps in their community.  The services should improve quality, access, and cost effectiveness; increase patient satisfaction; improve patients' quality of life; and increase interventions that promote health equity.	MIH with ED Avoidance applicants propose services that are in line with the DPH ED Avoidance Protocol to address identified service delivery gaps in their community.  ED Avoidance encounters follow a primary ambulance service response (9-1-1), patient assessment, and consultation with on-line medical direction.
Oversight	Designated primary ambulance service's affiliated hospital medical director.	Medical director designated by the MIH Program.	Designated primary ambulance service's affiliated hospital medical director.



# Mobile Integrated Health Care & Community EMS Programs

Department of Public Health  
Bureau of Health Care Safety & Quality  
Office of Emergency Medical Services  
[www.mass.gov/MIH](http://www.mass.gov/MIH)

## APPLICATION INFORMATION

---

The Department of Public Health will begin to accept applications for Community EMS, MIH, and MIH with ED Avoidance programs in late fall 2018. More information about the requirements for each application will be available on the MIH Program website in mid-September.

The Department of Public Health will offer educational webinars on Community EMS, MIH, and MIH with ED Avoidance to help potential applicants learn more about each program.

To register for a webinar, view previously recorded webinars, or access materials shared during each webinar, please visit the MIH website at [www.mass.gov/MIH](http://www.mass.gov/MIH).

## ADDITIONAL RESOURCES

---

The MIH website is your best resource to learn more about the Program. Information will be posted online as it becomes available, including:

- Upcoming webinars and in-person informational sessions
- Recorded DPH webinars and training materials
- Application information, forms, resources, and instructions for each program type
- MIH Program regulations and Guidance documents

To learn more, visit [www.mass.gov/MIH](http://www.mass.gov/MIH).

## CONTACT

---

If you have questions about Community EMS, MIH, or MIH with ED Avoidance, please contact the MIH Program at [MIH@state.ma.us](mailto:MIH@state.ma.us) or 617-753-8000.



August 2018