

# **Naperville Fire Department** **Community Advocate Response Team**



**Car 47**

# CART's Purpose

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- The CART program was designed to minimize or eliminate mental health or quality-of-life emergencies before they escalate to life-threatening events
- The CART program identifies root causes of patients' issues & connects patients with long-term solutions
- The CART program reduces the non-emergency workload from other EMS units within the department

# CART Launched Full Time in 2024

**CART is running full time, and the team consists of the following:**

- 1 Dedicated Unit
- 2 Paramedics
- 3 Shifts
- Operating 24 hours a day

## The Response Model

Acute Medical Need



Community Advocate Response



Treat on-scene / Alternative Transportation



Care Partners Connected



Patient Follow up / Preventative Care



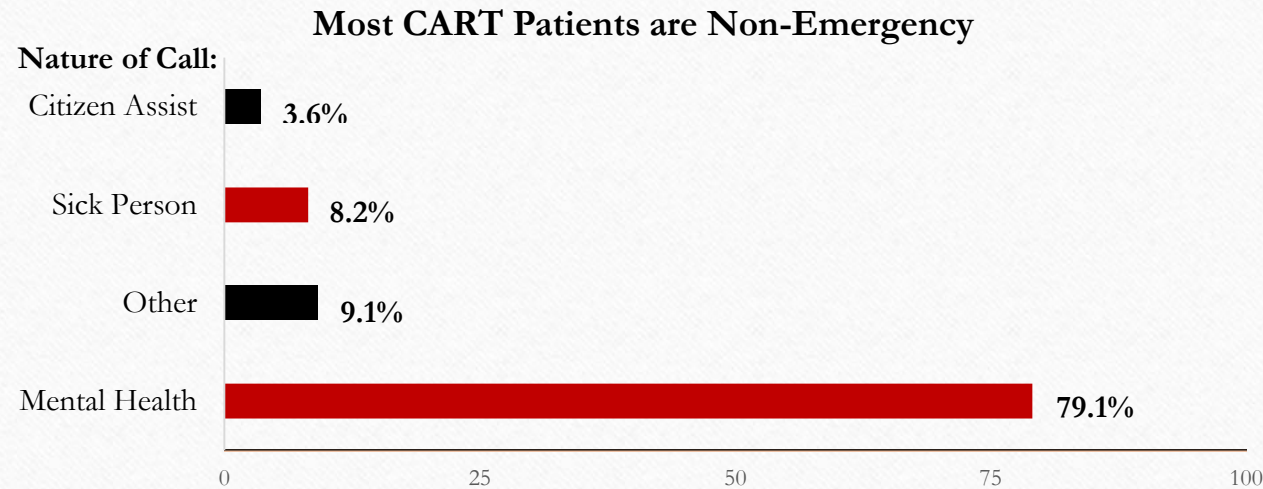
# CART is Relieving EMS units

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- CART has responded to **285** incidents in the 1<sup>st</sup> quarter of 2024
- This has freed up EMS units for other emergency calls
- Of the 285 incidents that CART responded to, **178** patients did not require transport to the hospital

# Types of Incidents CART Responds To

- Over **80%** of patients handled by CART are **non-emergency**, which allows the EMS units to respond to emergency calls



# CART has allowed for the billing of Treat No Transport Incidents

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- The CART program is allowing for the billing of Treat No Transport incidents to IL Medicaid, which were previously unbillable incidents
- 1/1/2024 through 5/31/2024 the Fire Department has billed **107** Treat No Transport incidents
- 1/1/2024 through 5/31/2024 the Fire Department billed **\$295,664** for Treat No Transport Incidents
- Analysis of incremental revenue and cost currently underway

# CART is successful in solving patients' problems

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- The average time spent on scene with a Treat No Transport incident is 20 minutes
- CART has spent up to 3 hours on scene with a patient as they try to find solutions to patients' problems
- On average, CART is spending 25% more time with patients compared to other units as they seek out root issues during non-emergency calls



# Citizen Feedback

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- The CART team is making a huge difference in the community
- Since its inception, CART has performed 302 follow ups with patients to ensure that they are finding long-term solutions for their issues
- One Naperville resident expressed their appreciation for the program with the following words:  
“The CART Program reached out to invite me to a group discussion on behalf of my son, who lives with mental illness. At times it is a lonely and frustrating struggle. The CAR 47 personnel, who responded to my address, listened to my ideas and suggestions. I felt great emotional relief as a single mother to have a group of trained first responders taking interest in my son’s mental health history and offering practical solutions. The CART program has offered me a conduit for discussion, safety and healing.”