

Crisis to Care: Integrated Response and Coordination

Redefining emergency
and trauma response
for rural Kentucky.

The Crisis to Care program works to strengthen emergency medical services (EMS) by expanding training, improving coordination, and extending care beyond the emergency itself.

This is Kentucky's moment to reimagine emergency care in rural Kentucky. The Crisis to Care program coordinates response in real time, when every second counts. And community paramedicine alongside community health workers ensures care continues after a crisis.

Here's what that looks like in practice:

- ▶ Expanding the workforce of skilled EMS and paramedic professionals to meet demand in rural Kentucky.
- ▶ Connecting responders and hospital teams in real time using cutting-edge technology.
- ▶ Supporting treatment where you live and transporting each patient to the most appropriate care setting.
- ▶ Integrating community health workers into the care team to ensure follow-up after emergencies.
- ▶ Alerting emergency responders for complex cases to improve coordination.

Nearly half of Kentucky's paramedics are **concentrated in five metro counties**, leaving rural regions with limited coverage.

Increasing responders. Improving coordination. Personal crisis care.

In rural Kentucky, emergency help is at least 25 minutes away. In a city, it's only six minutes. That's because 110 of 120 counties statewide are classified as ambulance deserts.

The Crisis to Care program works to improve EMS and trauma response so every emergency is matched to the care it needs, every time.

▶ During the emergency

EMS providers use enhanced training, protocols, and technology to assess, stabilize, and route patients to the most appropriate level of care.

▶ At the point of care

Shared real-time data connects EMS, emergency departments, and alternative care destinations so crews and receiving teams coordinate before the patient arrives.

▶ After the emergency

Community paramedicine and CHWs support follow-up care, reduce repeat 911 calls, and connect patients to ongoing services in their community.

Program components work together to create a coordinated system of care:

Workforce development and recruitment

- ▶ EMS training is expanding statewide, with simulation labs and hybrid course delivery reaching rural communities.
- ▶ Becoming an EMT, Advanced EMT, or paramedic is more accessible with financial support for initial training.

Case management and treatment in place

- ▶ Ambulance crews in rural areas deliver telemedicine services, including diagnoses and treatment plans.
- ▶ Agencies transport patients to the facility best suited to their needs, instead of a traditional emergency department.

Statewide emergency care coordination

- ▶ Coordination centers give EMS teams real-time visibility into which trauma facilities can receive patients, reducing critical delays.
- ▶ Before they arrive on scene, first responders access critical information about children with complex conditions.

Connected care means faster treatment and better outcomes for rural Kentuckians.



Kentucky Rural Health Transformation
Five programs. One promise.

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