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## **Brio Living Services Announces Community Paramedics Partnership with TANDEM365**

### *Pilot Program Helps Brio Residents Receive Care In-Home, Avoid ER Visits*

**Grand Rapids, MI, Jul. 6, 2026** – Senior living organization [Brio Living Services](#) is proud to announce a Community Paramedics program in partnership with [TANDEM365](#) for its residents of [Porter Hills Village](#) and [Cook Valley Estates](#) in Grand Rapids, effective July 1, 2026. This pilot program, the first of its kind in West Michigan, will provide professional care in the home for residents who experience urgent health needs, but for whom an emergency department visit is unnecessary.

“At Brio, our residents’ health and independence come first,” said Nicole Maag, Chief of Residential Services for Brio Living Services. “Often the older adults we serve will experience an urgent health need that is more serious than a routine primary care visit but not a true emergency need. However, there has not always been any other option than to go to the ER, when the need could have been managed at home. These unnecessary ER visits place undue strain on hospital systems, create avoidable transportation and medical costs for individuals, and undermine the dignity and comfort of older adults. Brio is delighted to be able to provide the Community Paramedics program with our partner, TANDEM365, to offer the care and peace of mind, right at home, that helps our residents live as safely and independently as possible.”

The Community Paramedics program offers services, in the home, such as:

- Advanced patient assessments and treatment planning
- IV fluids, medications, and blood draws
- EKGs and cardiac monitoring
- Wound care
- Onsite testing, including blood glucose and urinalysis
- Medication review and post-acute care support
- Home safety assessments

In 2024, Brio piloted this program at its east-side communities, including [Chelsea Retirement Community](#) and [The Cedars of Dexter](#), partnering with [Huron Valley Ambulance](#) (Emergent Health Partners) based in Ann Arbor. Because of the great success of this program, Maag says they

wanted to extend it to Brio’s Grand Rapids communities as well. “Our residents on the east love this program because it helps them avoid unnecessary emergency room visits,” said Maag. “Since its inception, more than 340 emergency room visits have been prevented in the Chelsea area thanks to this program.”

Maag added, “This partnership will give each of our residents full access to TANDEM365’s nationally recognized 24/7 Integrated Care Paramedics program at no cost.”

“This model extends beyond episodic response, providing ongoing care coordination, follow-up, and connection to community-based supports through a multidisciplinary team that includes nursing, social work, medical assistants, and community paramedics,” said Jason Fair, Director of Clinical Services for TANDEM365. “This structure enables in-home treatment and stabilization of urgent medical needs, 24/7 access to a clinical team, coordination with primary care providers and Brio care teams, falls and safety assessments, chronic condition support, and clinical evaluation.”

“Avoiding unnecessary ER visits allows residents to avoid direct out-of-pocket expenses such as copays, ambulance bills, and post-hospital costs not covered by insurance, while Medicare and Medicaid avoid the substantially higher costs associated with emergency and inpatient care,” said Maag. “Most importantly, the Community Paramedics program supports better health outcomes over time for our residents. It truly is a win-win.”

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*Building on a foundation of serving older adults since 1906, **Brio Living Services**, formerly UMRC & Porter Hills, is a faith-based, nonprofit organization whose mission is: Welcoming all, partnering together, enriching lives. Its vision is: A world in which all are empowered to age well. Brio Living Services represents the second largest nonprofit senior living organization in Michigan and serves the most economically diverse population of older adults. With a tradition of exceptional quality and a commitment to cutting-edge care, Brio Living Services and its affiliates serve approximately 9,000 older adults each year, from 23 locations and service lines, across 22 counties in Michigan’s lower peninsula. 734.433.1000 | 616.949.4975 | MyBrio.org*

***TANDEM365** is a free service in partnership with Brio Living Services. Celebrating twelve years, TANDEM365 is a community collaboration empowering others to achieve better health, reduce costs, and improve quality. At TANDEM365, we utilize highly skilled nurses, social workers, medical assistants, and community paramedics to assist those who require frequent hospital visits. Our participants are medically complex and often elderly. Our services help them to remain in their homes and manage their conditions more appropriately. Our model provides intense, high-touch, patient-centered methods of care delivery to assist our participants to better navigate the often fragmented, complex, and costly healthcare system. 616.588.5290 | [TANDEM365.com](http://TANDEM365.com)*

