

# Innovative Ground Ambulance Services

SAN BERNARDINO COUNTY  
BOARD OF SUPERVISORS

RFP# ICEMA23-ICEMA-4811  
December 5th, 2023

*Yesterday. Today. Tomorrow.*

**AMR**<sup>®</sup>  
A Global Medical Response Solution

# Speaking with you today . . .



**Donald Wharton**

Vice President

American Medical Response



# Introduction

*Our value proposition:  
Stability, performance,  
and clinical excellence.*







# We are prepared to deliver on our promises

**Depth of  
Resources**

**History of  
Performance**

**Expertise  
&  
Experience**

**Disaster  
Response  
Capabilities**

**Lower Risk  
to  
Cities/County**



MONTH	June '22	July '22	Aug '22	Sept '22	Oct '22	Nov '22	Dec '22	Jan '23	Feb '23	Mar '23	Apr '23	May '23	June '23	July '23	Aug '23	Sept '23	Average
EOA 1	92.84%	93.06%	91.86%	93.64%	94.16%	94.36%	94.73%	94.68%	94.51%	93.89%	93.20%	94.56%	94.57%	95.13%	94.53%	94.17%	94.14%
EOA 2	94.56%	92.96%	93.82%	95.11%	95.03%	96.27%	95.32%	94.80%	97.42%	94.62%	95.70%	95.30%	97.15%	96.18%	94.29%	93.83%	95.35%
EOA 3	93.58%	92.00%	91.56%	94.27%	94.02%	92.79%	93.60%	94.02%	93.99%	92.74%	94.06%	93.52%	94.38%	94.00%	93.64%	92.76%	93.53%
EOA 4	92.61%	91.58%	91.48%	94.38%	93.43%	94.30%	94.49%	93.31%	93.90%	92.23%	92.34%	92.28%	94.27%	93.81%	93.23%	92.41%	93.28%
EOA 5b	93.75%	93.75%	93.75%	93.07%	93.07%	93.07%	93.07%	96.55%	96.55%	96.55%	96.55%	96.55%	96.55%	97.80%	97.80%	97.80%	95.62%
EOA 6/11	93.65%	92.81%	92.05%	92.12%	93.16%	92.96%	94.94%	94.85%	94.90%	94.68%	96.38%	95.47%	95.42%	96.43%	95.93%	94.97%	94.59%
EOA 7	94.65%	93.26%	92.77%	93.64%	95.54%	94.99%	96.55%	94.92%	95.84%	95.34%	97.59%	96.97%	97.48%	98.51%	97.28%	95.08%	95.89%
EOA 8	95.56%	95.89%	94.24%	96.03%	95.67%	96.76%	96.33%	96.97%	97.15%	97.18%	96.95%	97.52%	97.78%	97.68%	97.28%	97.12%	96.76%
EOA 9	98.40%	96.31%	96.02%	94.59%	95.52%	98.46%	96.73%	97.38%	98.62%	96.31%	97.99%	96.31%	96.83%	97.73%	97.47%	97.81%	96.98%
EOA 12a	93.20%	90.87%	90.46%	92.87%	91.70%	92.28%	92.91%	93.08%	91.83%	93.68%	93.32%	93.29%	94.09%	92.63%	92.82%	90.78%	92.55%
STANDARD	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%

**All compliance calculations audited and approved by ICEMA**



# The tenets of our solution

Equity of care



Evidence-based clinical excellence



Innovation



Community Engagement



Collaboration



# Outcome-focused clinical care

HIGH QUALITY CARE  
THROUGH TRAINING,  
INNOVATION, & QUALITY



**Low acuity  
systems of care –  
integrated with  
existing fire  
services**





# Best Practices for Mental Health Clients



*Hometown Caregivers*

# Our Commitment to Employees & the Community





# Our homegrown team

Dedicated field  
professionals, supported  
by experienced and  
capable managers



# 1,000+

Paramedics, EMTs, nurses,  
management and support staff



# Community Based Recruitment

- AMR's **Earn While you Learn Program** creates career paths by hiring diverse and talented people from our local communities
- Students are hired and paid to attend EMT school
- In 2023, **75** Individuals from our community have entered or completed their EMT certification
- After completion, personnel are placed on ambulances responding and gaining experience for their next career step....**Paramedic School**

*This innovative program ensures we remain staffed with the next generation of local caregivers*



*Our in-house, accredited Paramedic Program, has graduated over 40 Paramedics in 2023. Currently there are another 70 enrolled throughout various Paramedic Programs.*



A photograph of two paramedics standing in front of an ambulance. The paramedic on the right is a Black man with his arms crossed, wearing a dark blue uniform with an AMR Paramedic patch. The paramedic on the left is a white man, also in uniform. The ambulance has red and blue lights on top.

# Cultural Diversity & Care Equity

**AMR's methods address upstream and downstream concerns.**

- Recruitment and hiring
- Targeted training
- Treatment disparities review
- Care equity assurance
- Community education

**AMR**  
A Global Medical Response Solution

AMR's ethos is to ensure that as a local employer and provider of healthcare, we demonstrate equity and leadership in advancing a culturally engaged approach to emergency medical services.

# Push for Positive Outcomes

**Diversity and inclusion are critical for business innovation and service improvement.**

- Recruitment rooted in mirroring the population
- Engagement with local organizations aligned with missions of diversity and inclusion
- Support for personnel mistreated by patients
- Skills development in critical conversations, difficult situations, and empathy

Positive impact on the quality of care delivered and the accessibility of services to historically underserved populations.



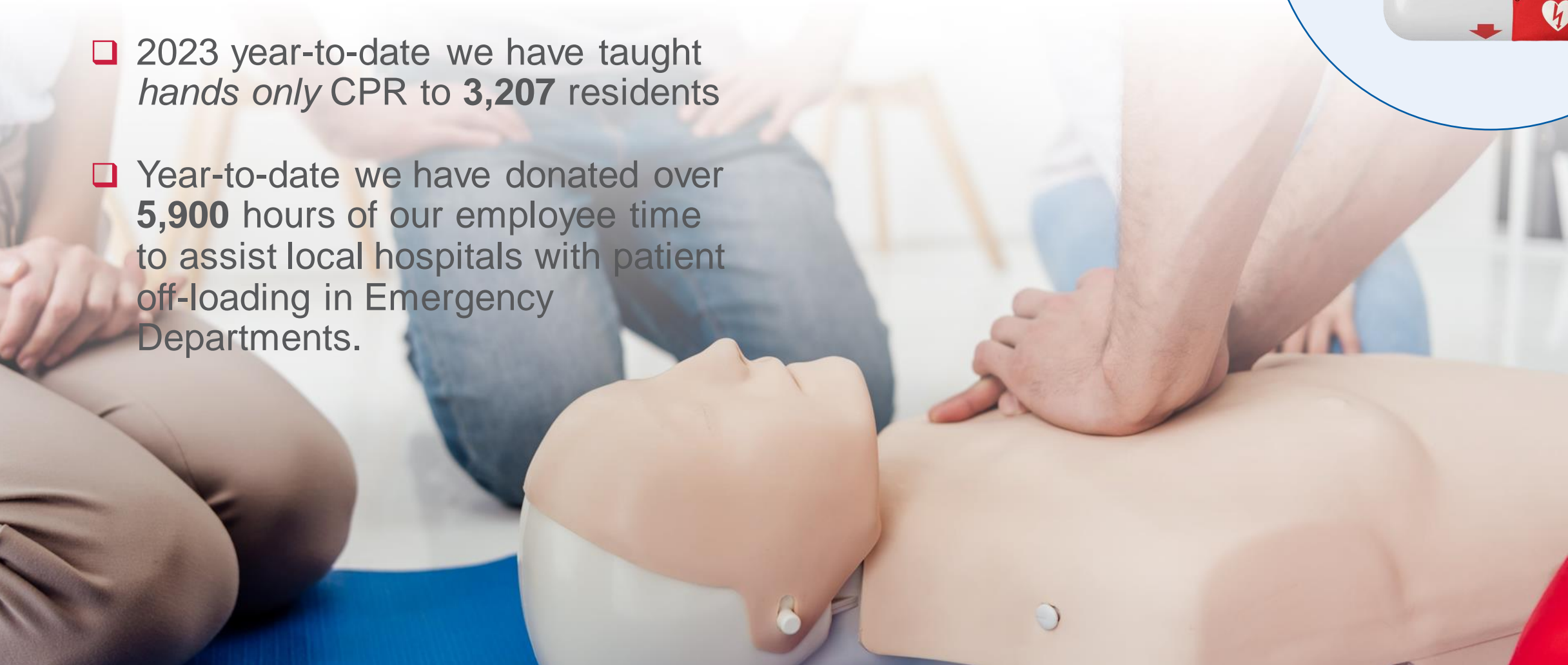


# AMR: the employer of choice

Career paths, Earn While You Learn, school sponsorships, competitive wages, and benefits

# An engaged community partner

- ❑ 2023 year-to-date we have taught *hands only* CPR to **3,207** residents
- ❑ Year-to-date we have donated over **5,900** hours of our employee time to assist local hospitals with patient off-loading in Emergency Departments.





*Exclusive Expertise*

# Unique Operational Strength





# Robust & proven deployment plan



## UP TO 150 AMBULANCES

111 ambulances across  
the EOAs – 150 available  
to surge



## DAILY REVIEW & REFINEMENT

Constant performance  
analysis & dynamic  
adjustments



## PROVEN PERFORMANCE

Consistent success  
meeting current response  
times & coverage needs



# Recent Enhancements

## NEW EQUIPMENT & AMBULANCES

- TYPE 3 - 911 AMBULANCES
- TYPE 1 4X4 VEHICLES
- MENTAL HEALTH UNITS
- DISASTER COMMAND VEHICLE





# Disaster Preparedness & Response

*Protecting San Bernardino County at a Moment's Notice*







# Public safety support

SUPPORTING SYSTEM PARTNERS  
DURING HAZARDS, THREATS &  
OTHER CONDITIONS



# Sustainable Financial Approach

UNIQUE BACKING & LOCAL KNOWLEDGE



# GMR In Action 2020 - 2023



## National GMR COVID-19 Response



**350K**  
COVID-19 Patient  
Transports



**3,500**  
Employees  
Self-Isolated



**640**  
COVID-19  
Positive Employees



**25 Million**  
Medical and N95  
Masks Procured



**55 Million**  
Gloves & Gowns  
Procured

## Department of Homeland Security and Corporate Responses: Airports, FedEx, State COVID-19 Missions, Wildfires, Southern Border



**300K**  
Passengers  
Screened



**15**  
Airports



**11**  
FedEx  
Facilities



**82**  
Wildfire  
Ground Assets



**874**  
Wildfire Patient  
Missions

## GMR Office of Emergency Management Responses 2020-2023 35 States, Tribes, and Territories



**124K**  
Patient  
Missions



**4,131**  
Employees  
Deployed



**1,180**  
Transport  
Vehicles



**90**  
Command  
Posts



**685 days**  
Total Deployment

## GMR Office of Emergency Management Storm Responses 2020-2023



**17,863**  
Patient  
Missions



**3,950**  
Employees  
Deployed



**1,661**  
Transport  
Vehicles



**142**  
Air  
Ambulances



**23**  
Command  
Posts



**152 days**  
Total  
Deployment



**Global Medical  
Response**



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# Looking Forward

