



County Administrative Office

Emergency Medical Services Ambulance Workshop, Part II

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- Background of the EMS assessment project
- Priorities for the EMS system
- EMS stakeholder engagement process
- Investing in the future
- Innovative Public Private Partnership
- Benefits of a partnership
- Staff recommendation

On August 18, 2020, the Board of Supervisors facilitated a study session on the provision of emergency and non-emergency ground ambulance service in the (8) eight exclusive operating areas currently under contract with American Medical Response based on the following goals of EMS Assessment currently being conducted by EndPoint EMS Consulting, LLC:

1. Improve service delivery to our customers and external partners
2. Establish a more efficient system
3. Make investment back into the system

1. 911- Integrated Dispatch system
 - a. CAD to CAD & Co-located
2. Innovations in Pre-hospital care
 - a. Priority EMD
 - b. Nurse Line at dispatch
 - c. Community Paramedicine
 - d. Alternate Destination
 - e. Telemedicine
3. APOD and Inter-facility transport
4. Strengthen emergency medical coverage in underserved areas
5. Reinvest in the EMS system
6. Private/Public Partnerships

- August 31 – AMR presented their investment into the system
- September 14 – County Fire Chiefs to discuss Public/Private model
- September 14 – County Fire Chiefs and AMR shared each perspective for the system
- September 17 – EMS discussion- Innovations in Pre-hospital care
- September 18 – Hospital stakeholder discussion regarding APOD and Inter-facility transfers (IFT)
- September 21 – County Fire Chiefs, AMR, ICEMA, EndPoint Collaborative Session 1
- September 23 – County Fire Chiefs, AMR, ICEMA, EndPoint Collaborative Session 2
- October 2 – County Fire Chiefs, AMR, ICEMA, EndPoint Collaborative Session 3
- October 2 – IEHP, AMR, County Fire Chiefs, ICEMA, ConFire – Opportunities to Innovate
- October 5 - County Fire Chiefs, AMR, ICEMA, EndPoint Collaborative Session 4

Investing in the Future

Priority Items & Investing in the Future	Specific Information	Pathway	Current	In Progress within 1 year	In Progress within 2 years
911- Integrated Dispatch system	<ul style="list-style-type: none"> CAD to CAD Co-Locate 	<p>AMR invested for new CAD to integrate with all dispatch systems</p> <p>ConFire and SBCOG with UASI funding to begin regional public safety integration</p> <p>AMR to move to Valley Communication Center when built</p>	<p>X</p> <p>X</p>		When Completed
Innovations in Pre-hospital care	<ul style="list-style-type: none"> Priority EMD Nurse Line (ECNS) at dispatch Alternate Destination Telemedicine 	EMD Ad Hoc Stakeholder Group Project	X	<p>X</p> <p>X</p> <p>X</p>	
Pre-hospital care	<ul style="list-style-type: none"> Community Paramedicine 	Assess and transport to sobering centers and behavioral health facilities			X
Hospital APOD & IFT	<ul style="list-style-type: none"> Performance Measures 	<p>Reduced unnecessary transports</p> <p>Increased accountability</p>		<p>X</p> <p>X</p>	
Partnerships	<ul style="list-style-type: none"> Joint Venture for 911 EMS Response 	Fire Departments and AMR collaborate in new EMS agreement		X	

Following the previous EMS Workshop, our goal was to continue the assessment of the EMS system and address the Boards priorities and provide an overall recommendation for the Board to consider:

- Directly negotiate with AMR
- Develop a Request for Proposal for Emergency Ambulance Services

Through this process, the stakeholders have come together to recommend a third option, to explore the opportunity of developing an innovative partnership that consists of Fire and American Medical Response for the delivery of emergency medical services in the eight (8) EOAs currently under contact with American Medical Response.

Together, County Fire Chiefs and AMR acknowledged the benefits of working together.

Discussed the strengths of each organization

How we can improve system effectiveness and improve patient care

How can we capture revenue opportunities only available for transport

How do we maximize revenue only available to public transport provider

Shared risk with shared benefits

Imagine a system of US and not you and me

Change from transactional, move to transformational

We collectively have a vision to create an EMS system that is *Innovative, Sustainable, Reliable, and Integrated*.

We believe in exploring a Joint Public/Private venture that formalizes a legal partnership for Advance Life Support Emergency Medical Services for the 8 EOAs.

A Public/Private Partnership could maximize reinvestment opportunities, explore options for shared revenue to support system enhancements, and provides for better customer service for our communities.

- Working together to improve integrated patient care
- Shared governance of pre-hospital system
- Fiscal transparency with shared revenue
- Increased revenue through federal funding and/or other mechanisms
- Standardized medical equipment with group purchasing
- Standardized shared clinical quality improvement program
- Standardized training with shared staff
- Protects and maintains local control
- Avoids the arduous process associated with a RFP

How do we get there?

Currently researching California Department of Health Services opinion on partnership requirements to access federal funds

Currently researching California Emergency Medical Services Authority opinion on partnership requirements to maintain exclusivity in the 8 EOAs

Formalize partnership roles and responsibilities

New County Contract with Joint Venture Partnership (Fire & AMR)



Research and explore the possibility of forming an innovative partnership by securing an industry expert to guide the County, County Fire Chiefs and American Medical Response through the process that will require:

- Guidance and approval from Department of Health Care Services
- Guidance and approval from the California Emergency Medical Services Authority to ensure exclusivity is maintained for the 8 EOAs
- Legal and Fiscal considerations

Questions & Comments