

2016 Annual Performance Evaluation Emergency Medical Services (EMS)

Contractor: Contra Costa Fire Protection District

Subcontractor: American Medical Response

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Contra Costa County Fire Protection District

Pat Frost, EMS Director

Contra Costa County EMS Agency

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Performance Evaluation 2016

- * **Performance Based Contract:** Operationally and Clinically measured with strong medical and quality oversight
- * **Performance Report**
 - * Response times
 - * Clinical Performance
 - * Innovation
 - * Workforce Stability
 - * Pricing & Revenue Recovery
 - * Reporting Compliance
 - * Fiscal Stability & Sustainability



Ambulance Service Model

- * **On January 1, 2016,**

Contra Costa County Fire Protection District assumed Emergency Ambulance Services for Exclusive Operating Areas (EOAs) I, II and V covering West, Central and East County

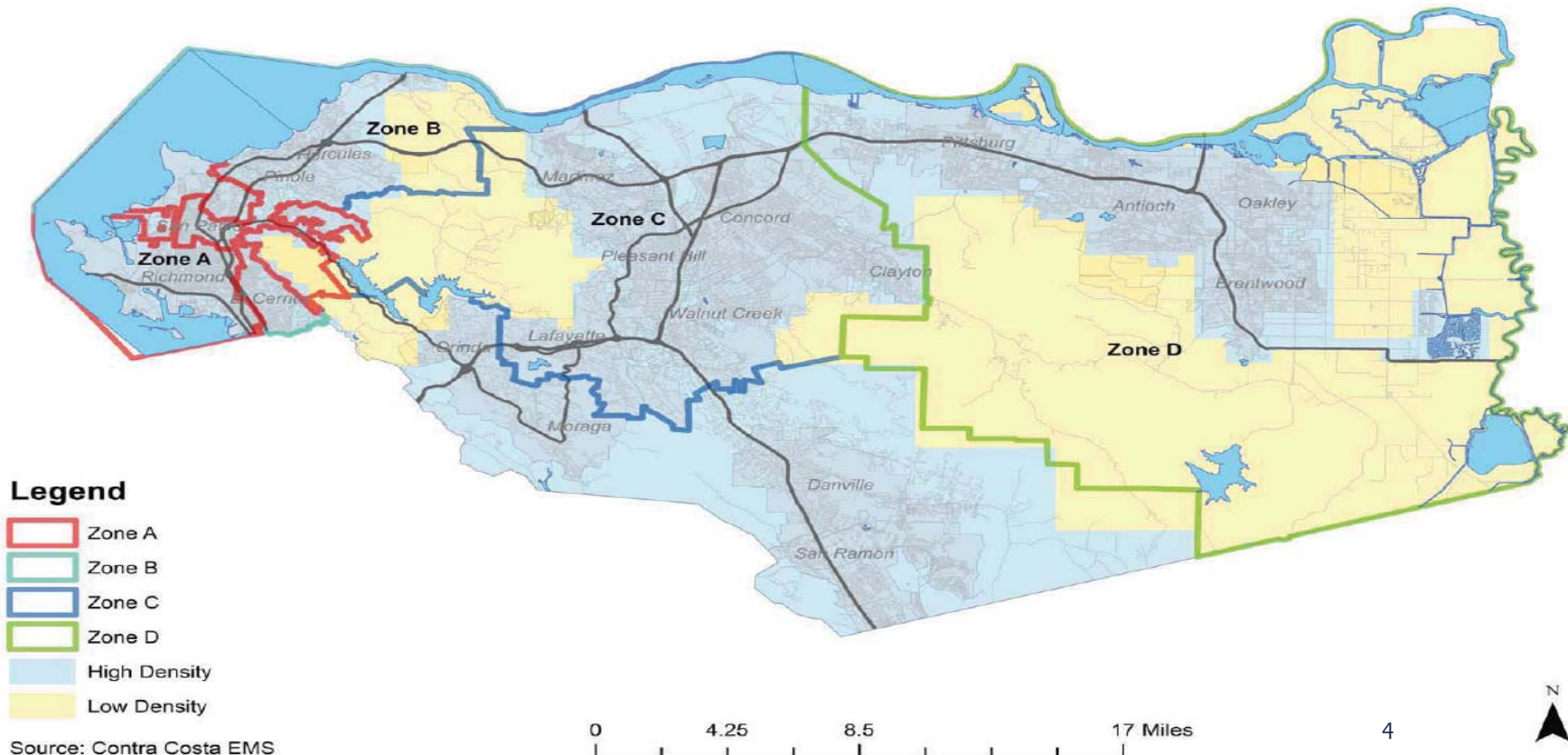
- * **Alliance Model:** A unique emergency ambulance service delivery model.

- * Contra Costa County Fire Protection District, as the contractor, is responsible for the subcontractor performance provided by American Medical Response (AMR).

EMS Response Re-designed 4 New Response Zones

Contra Costa County

High Density/Low Density Response Zones - Plan A



Source: Contra Costa EMS
December 2014

EMS System Volume 2016

Responsible for 92% of Countywide Service

	All Providers	Alliance
Total Dispatches	94,731	90,153
Transported	73,987	71,083
Canceled	20,744	19,070
Total Patient Transports	73,987	71,083
Transported Code 3	3,428	3,267
Transported Code 2	69,559	67,060
Transport Code Not Reported	1,000	756
Total Canceled	20,744	19,070
Enroute	6,264	5,836
On Scene	14,480	13,234

Response Time Performance

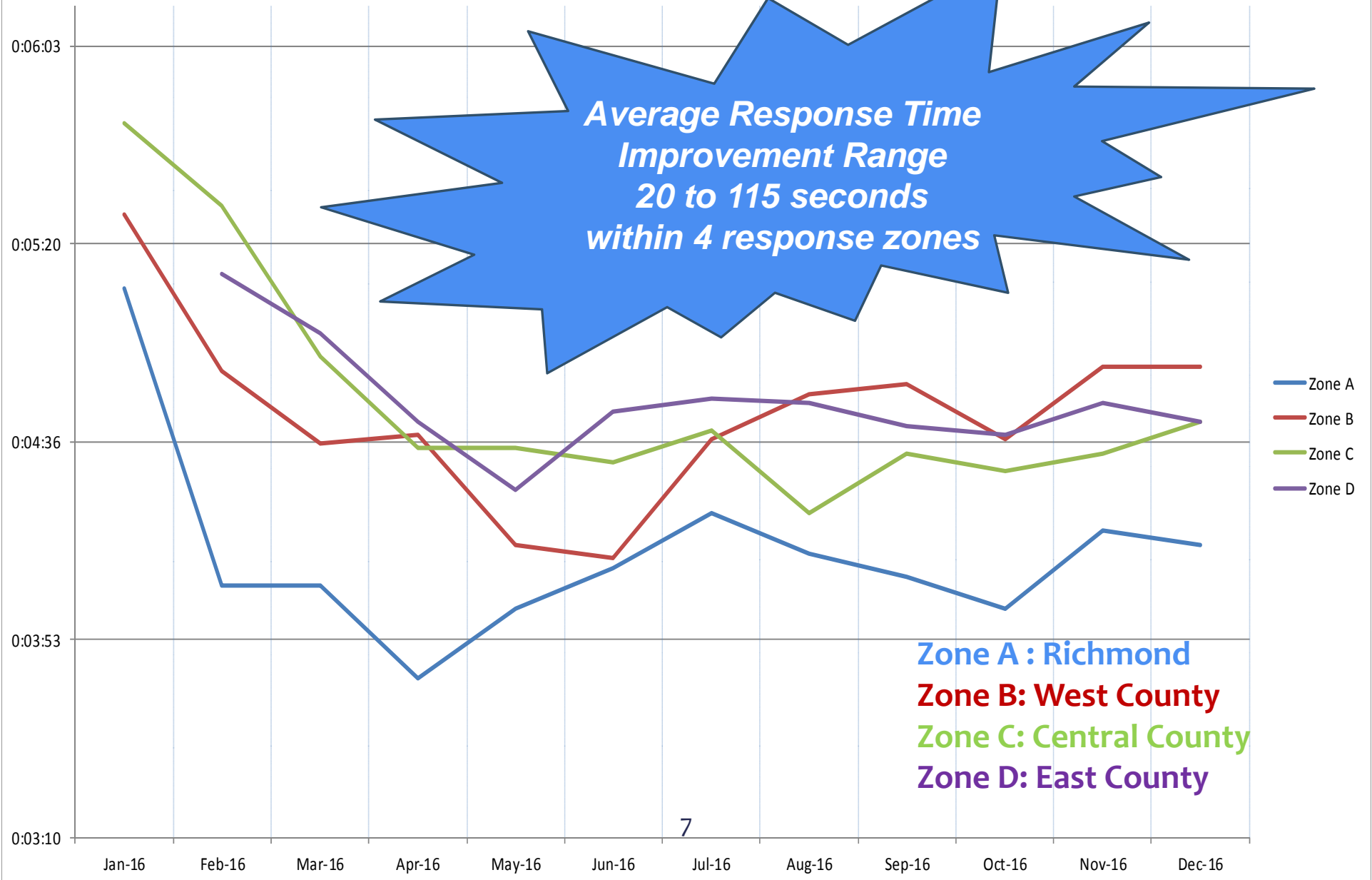
Response Area	Response Time Performance Requirement High Density (Code 3)	Alliance Performance 2016	Average Response Time 2016	2015 Prior Contract Averages
Zone A (Richmond)	10:00 minutes 90% of the time	93.73%	4:07	4:41
Zone B (West)	11:45 minutes 90% of the time	94.52%	4:38	5:03
Zone C (Central)	11:45 minutes 90% of the time	94.34%	4:40	5:31
Zone D** (East)	11:45 minutes 90% of the time	93.92%	4:45	5:05** 6:40***

** Re-defined Zone D includes Antioch/Bay Point/Pittsburg

*** East County

Alliance - 2016
Priority 1 (Lights/Sirens) Response
Average Response Time by Response Zone

*Average Response Time
Improvement Range
20 to 115 seconds
within 4 response zones*



Zone A : Richmond
Zone B: West County
Zone C: Central County
Zone D: East County

Partners in System Optimization

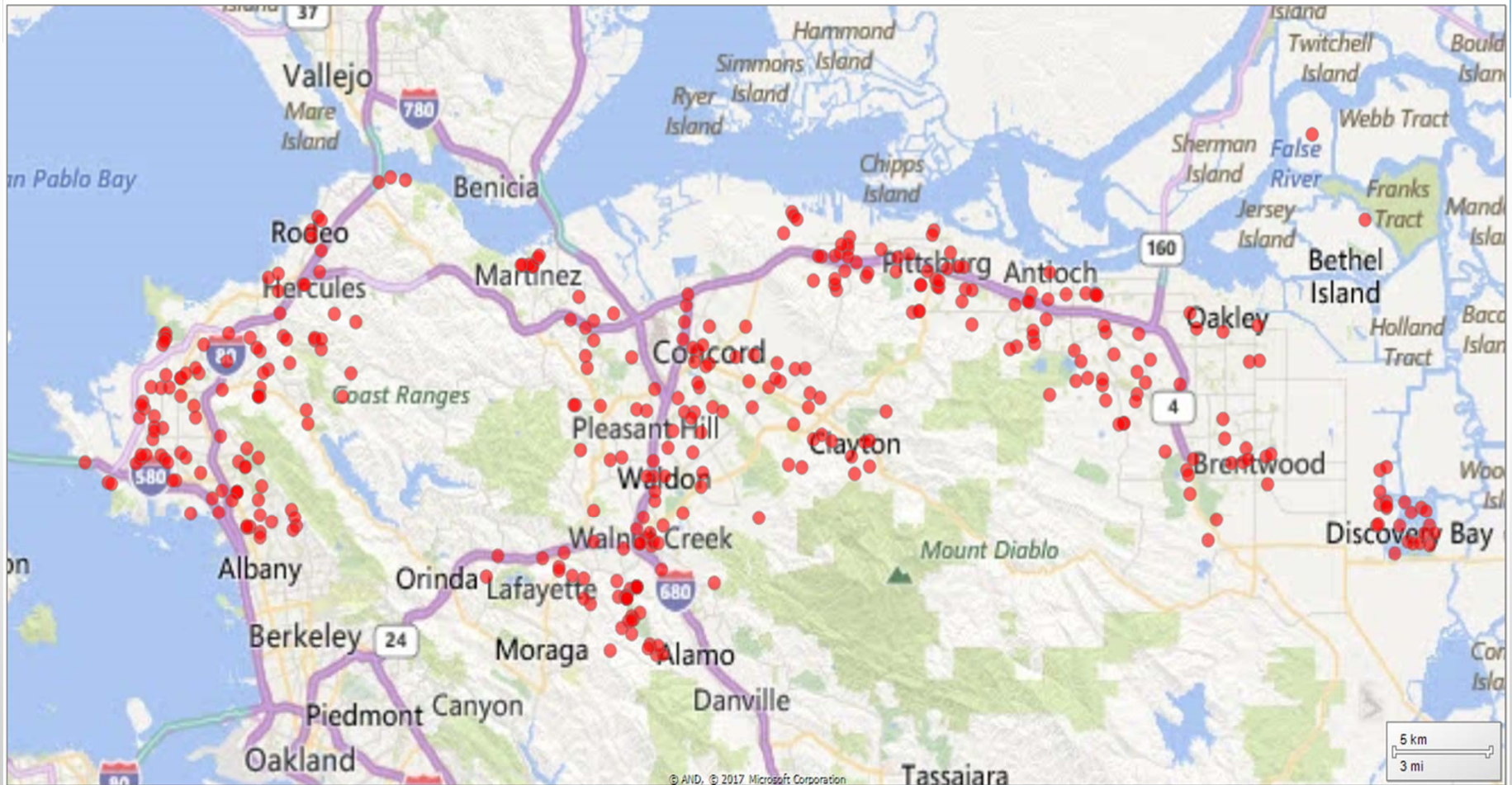
2017 Focus: Improve Uniformity in Response

- * Even with excellent contract compliance EMS ambulance response **delays** occur in **all** EMS Systems
- * EMS Modernization Study Findings: Delays A Public Concern
 - * Fire stations closures
 - * Population Growth
 - * Hospital Closures
- * Contract Outlier Goals
 - * Improve Reliability in Response
 - * Reduce risk in vulnerable communities



Performance Expectation: Reduce Outliers Optimizing Uniform Service Delivery

Incident Location (RED = Outlier / YELLOW = Late)



Cardiac Arrest System of Care

Clinical Performance: CPR Compression Rates

Measure and Improve!

- * Clinical Initiative
 - * High Performance CPR
- * Optimal CPR Compression Rate
 - * **Standard: 100-120/minute**
 - * **Alliance: 104.2/minute**



104.2 (101.5,111.4) /minute

**2016 Alliance
Performance**



EMS System Innovation

Data Driven Prehospital Care



EMS HIE

**MISSION:
LIFELINE**



CARES
Cardiac Arrest Registry
to Enhance Survival

POLST
CALIFORNIA

PHYSICIAN ORDERS FOR LIFE-SUSTAINING TREATMENT



CALIFORNIA
STROKE
REGISTRY



EMS COMPASS

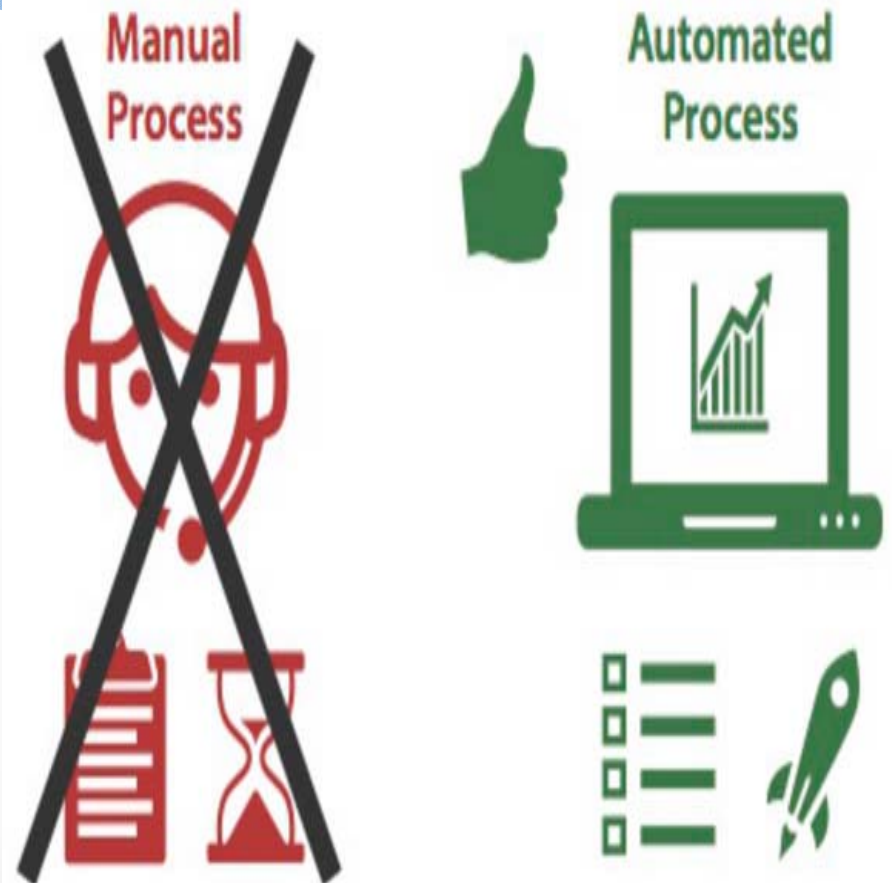


Reporting Compliance



Optimizing Contract Reporting Workflows

* Reports

- * Response Compliance
- * System Utilization
- * Medical Oversight
- * Quality Improvement
- * Patient & Provider Safety
- * Workforce Competency
- * Fiscal



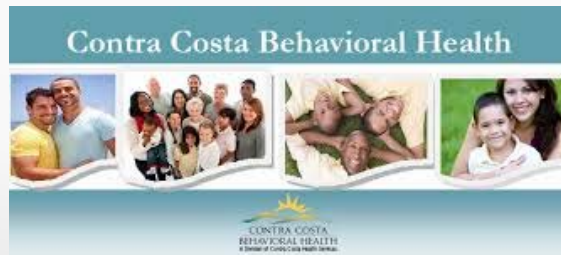
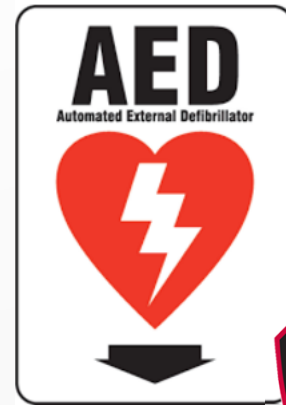
EMS as Health Care Provider Innovation through EMS System Partnerships



**Contra Costa County
Emergency Medical
Services 5150 Summit**

After Action Summary

On February 22, 2017 Contra Costa Emergency Medical Services held the first 5150 Summit in collaboration with the Contra Costa County Emergency Medical Care Committee and Contra Costa Behavioral Health Services bringing together stakeholders, patient advocates and subject matter experts to support a greater collective awareness.



Dedicated Workforce

- * Vibrant personnel
- * AMR (full and part time)
 - * Paramedics - 161
 - * EMT – 173
- * CCCFPD
 - * Paramedics – 114
 - * EMT - 127



Operational System

- * Fire and Ambulance personnel in the field work seamlessly together to provide professional and prompt service.
- * Operating out of the same dispatch center, sharing the same radio frequency which allows crews to communicate effectively and efficiently.



Workforce Stability 2016

- * Labor and management working together
- * Attrition rate– 10% (EMS average 12%)
- * New full time employees
 - * Paramedic – 7
 - * EMT – 54
- * Internal career advancements
 - * EMT to Paramedic – 7



Revenue and Recovery

- * CCCFPD works closely with Intermedix (third party billing company) to ensure billing policies are adhered to.
- * Intermedix, along with CCCFPD, adheres to the Center for Medicare and Medicaid (CMS) regulations for ambulance billing reimbursement.
- * These are federal regulations and guidelines that direct all patient care billing processes.
- * Gross collection rate – 1st quarter 2016 = 22%



Customer Payer Mix

Year	Medi-Cal	Medi-Care	Third Party/Private/Contracted Insurance	Self Pay
2010	17.8%	40.7%	20.2%	21.3%
2011	20.0%	39.4%	20.3%	20.3%
2012	21.9%	39.9%	18.5%	19.7%
2013	21.9%	42.9%	17.0%	18.2%
2014	27.0%	43.3%	16.8%	12.9%
2015	26.8%	39.1%	24.5%	9.6%
2016	27.0%	41.0%	17.0%	14.0%

New Contract



EMS System Improvements

- * Intergraded 911 dispatching operations
 - * Decrease of call processing time by 51 seconds
- * Increase of over 100 ambulance unit hours/week
- * IPAD based Electric Patient Care Reporting System
- * Continuous Quality Improvement (CQI) process – enhanced review and feedback from the CQI RNs and Medical Directors



2016 Public Education

- * **World CPR day** – **4000** middle school students taught hands only CPR
- * **Partnered with Supervisor Gioia** – information after the closure of Doctors Medical Center.
- * **Heart Screening Program Partnership**
 - * Goal of the program is to detect potential heart abnormalities
- * **Stand by ambulance services and demonstrations**
 - * Over **300** hours donated



Financial Stability

- * **Factors impacting the EMS system**
 - * Affordable Care Act
 - * Hospital Emergency Room overcrowding
 - * Increasing request for 911 EMS services
 - * These factors are continually being evaluated
 - * Goal – Ensure high quality and efficient patient care continue to be delivered.
 - * System costs to revenues will continue to be monitored to ensure sustainability.



On the Horizon

- * Inter-facility (IFT) Advanced Life Support (ALS) transport
 - * By January 2018, this service will be offered by the Alliance
- * Exploring ambulances only to Alpha and Bravo EMS calls
- * Mobile Integrated Healthcare





EMS Partnerships Taking Great Strides Together



CCCFPD-AMR-CCEMS