



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: August 14, 2018

Subject: 2017 Annual Performance Report of Alliance Emergency Ambulance Medical Services

RECOMMENDATION(S):

ACCEPT the 2017 Annual Performance Evaluation Report of Alliance Emergency Medical Services presented by the County EMS Director and the Contra Costa County Fire Protection District Fire Chief.

ACKNOWLEDGE that the Fire District's purchase of \$439,592 in fixed assets benefits the County EMS System and satisfies all outlier response penalty fee accruals for 2016 and 2017.

FISCAL IMPACT:

None.

BACKGROUND:

The Contra Costa County Fire Protection District was awarded the contract for Emergency Ambulance Services for Exclusive Operating Areas I, II and V, covering approximately 92% of Contra Costa County. The contract went into effect on January 1, 2016. Emergency ambulance services covered under this agreement perform these services utilizing the unique emergency ambulance service delivery model known as the Alliance. The Contra

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **08/14/2018** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

ABSENT: John Gioia, District I
Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: August 14, 2018

David Twa, County Administrator and Clerk of the Board of Supervisors

Contact: Patricia Frost,
925-646-4690, Jeff Carman

By: June McHuen, Deputy

Costa Fire Protection District is responsible for the subcontractor performance provided by American Medical Response.

This is the second annual performance evaluation report presented to the Board of Supervisors. The joint presentation by the EMS Agency and Contra Costa County Fire Protection District will describe emergency ambulance services delivered during 2017.

The performance evaluation reports on the following:

1. Response Time performance standards assessed with reference to the minimum requirements in the contract.
2. Clinical performance standards assessed with reference to the minimum requirements in the contract.
3. Initiation of innovative programs to improve system performance.
4. Workforce stability.
5. Compliance of pricing and revenue recovery efforts with rules and regulations.
6. Compliance with information reporting requirements.
7. Financial stability and sustainability.

Under the contract, the EMS Agency may impose penalty fees if Code 2 outlier responses do not meet standards specified in the contract. In 2016 and 2017, approximately \$424,500 in penalty fees were accrued. During performance year 2017, the EMS Agency Director and Fire Chief implemented a data driven analysis and improvement process to reduce Code 2 outlier response time delays. As part of the process, the EMS Agency Director and Fire Chief resolved the issue of outstanding outlier penalty fees by agreeing that the following fixed asset purchases satisfy all outlier response fee accruals for 2016 and 2017 by benefiting the County EMS system:

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BACKGROUND:
(CONT'D)

Year	Code 2 Outliers Total Number/Fee**	Code 2 Outlier Optimization Re-investment
2016	174 (\$240,000)	DECCAN System Status Management Dispatch Platform (Total Cost \$235,000)
2017	139 (\$199,500)	4 Motorola Dispatch Radio Consoles (Total Cost \$204,592)

** Outlier within reasonable control of the provider

CONSEQUENCE OF NEGATIVE ACTION: The Board will not receive the Alliance performance evaluation report.
CLERK'S ADDENDUM

Speakers: Rebecca Rozen, Hospital Council.

ATTACHMENTS Outlier FAQ Alliance 2017 Annual Report