



Contra  
Costa  
County

To: Board of Supervisors  
From: Anna Roth, Health Services Director  
Date: March 12, 2019

Subject: Report on the 2018 Annual Performance of Alliance Emergency Ambulance Services

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**RECOMMENDATION(S):**

CONSIDER accepting the report from County EMS Director and Contra Costa County Fire Chief providing the 2018 Annual Performance Evaluation Report of Alliance Emergency Ambulance Medical Services; and

ACKNOWLEDGE that the 2018 Code 2 outlier fees are assigned as partial cost recovery for ambulance patient offload delays.

**FISCAL IMPACT:**

Outlier fees associated with Code two ambulance responses totaling \$117,000 were accumulated during 2018.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

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Action of Board On: **03/12/2019** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I  
Supervisor  
Candace Andersen, District II  
Supervisor  
Karen Mitchoff, District IV  
Supervisor  
Federal D. Glover, District V  
Supervisor

ABSENT: Diane Burgis, District III  
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: March 12, 2019

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

By: June McHuen, Deputy

Contact: Patricia Frost,  
925-608-5454

cc: Patricia Weisinger, Marcy Wilhelm

## FISCAL IMPACT: (CONT'D)

### BACKGROUND:

Contra Costa Fire Protection District was awarded the contract for Emergency Ambulance Services for Exclusive Areas I, II and V covering approximately 92% of county 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 with Contra Costa Fire Protection District being responsible for the subcontractor performance provided by American Medical Response. The Alliance model emergency ambulance service agreement has provided exemplary service.

This is the third annual performance evaluation report to the Board of Supervisors of this contract. The joint presentation by the EMS Agency and Contractor (Contra Costa Fire Protection District) will describe Emergency Ambulance Services delivered during 2017. The performance evaluation specifies a report 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, including documented efforts to minimize employee turnover;
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. During performance year 2017 the EMS Agency Director and Contra Costa Fire Chief established a data driven analysis and improvement process for providing uniform service delivery by managing delays in Code 2 responses countywide. Similar to last year, they recommended that outlier fees for 2018 serve as partial cost recovery.

<b>Year</b>	<b>Code 2 Outliers Total Number/Fee**</b>	<b>Code 2 Outlier Optimization Re-investment</b>
2018	103 (\$117,000)	Partial Cost Recovery for Hospital Ambulance Patient Offload Delays of > 60 minutes in 2018

\*\* Outlier Responses  
determined within  
reasonable control of the

provider.

### CONSEQUENCE OF NEGATIVE ACTION:

The Board will not receive the Alliance performance evaluation report as required under the emergency ambulance contract. The Code 2 outlier annual appeals resolution negotiated through the contract dispute resolution process will not be approved.

#### CLERK'S ADDENDUM

*Speaker: Rebecca Rozen.*

#### ATTACHMENTS

Report