



**Contra
Costa
County**

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: August 11, 2020

Subject: Alliance Emergency Ambulance Medical Services 2019 Annual Performance Report

RECOMMENDATION(S):

ACCEPT the 2019 Annual Performance Evaluation Report of Alliance Emergency Ambulance Medical Services provided by the County Emergency Medical Services (EMS) Interim Director and Contra Costa County Fire Chief.

FISCAL IMPACT:

There is no fiscal impact for this item.

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 the 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. Attached you will find the 2019 annual performance evaluation report.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **08/11/2020** ☐ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

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 11, 2020

Contact: David Goldstein,
925-608-5454

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

By: , Deputy

cc: L Walker, M Wilhelm, D Goldstein

The EMS Agency process for evaluating emergency ambulance contractor performance is based on the terms and conditions of the agreement. It includes:

1. Monthly Central California Emergency Medical Services Agency (CCEMSA) and the Alliance Collaboration Meetings since January 1, 2016. During the meetings performance is reviewed and discussed

BACKGROUND: (CONT'D)

as specified in the contract and Request for Proposal (RFP) compliance associated with services provided by the Alliance (Contractor Contra Costa Fire and Subcontractor American Medical Response). These meetings are attended by decision makers from Contra Costa Fire and American Medical Response. EMS system challenges, service delivery and performance are addressed in that forum.

2. As of 2017 the EMS Agency conducts annual operational and on-site audits and ambulance inspections to assure all agreement provisions are met.

The performance-based agreement requires detailed monthly clinical and operational data reports. These reports are received and reviewed by the EMS Agency per the terms of the agreement as specified on Page 38 of the service plan at

<https://cchealth.org/ems/pdf/cfdcontract.pdf>. Monthly reports include.

- Patient Satisfaction and Customer Service Metrics
- Billing Complaints and Feedback
- Workforce Satisfaction and Turnover
- Vehicle, Personnel and Equipment Safety
- Strategic plan and clinical quality improvement
- Community Education and program metrics

3. The EMS Agency conducts response time compliance using a third-party online compliance system to accurately and objectively measure ambulance response time data for each emergency response area. Public posting of response time contract compliance is reported at <https://cchealth.org/ems/cfd.php> and presented to the Board of Supervisors as part of the annual Alliance Report.

CONSEQUENCE OF NEGATIVE ACTION:

The Board of Supervisors will not receive the Alliance performance evaluation report.

ATTACHMENTS

Alliance 2019 Report