



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: August 10, 2021

Subject: "Alliance" Emergency Ambulance Medical Services 2020 Annual Performance Report

RECOMMENDATION(S):

ACCEPT the report from the County EMS Director and Contra Costa County Fire Chief providing the 2020 Annual Performance Evaluation Report of Contra Costa County Fire Protection District (Contractor) Emergency Ambulance Medical Services.

FISCAL IMPACT:

No fiscal impact.

BACKGROUND:

The Contra Costa County Fire Protection District and American Medical Response ("Alliance") 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 with a five year extension awarded on May 12, 2020 that started January 1, 2021. Emergency Ambulance Services covered under this agreement perform these services utilizing the unique emergency ambulance service delivery model by "the Alliance" with the contractor being responsible for the performance provided by American Medical Response (subcontractor).

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **08/10/2021** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V 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 10, 2021

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: Stacey M. Boyd, Deputy

Contact: Marshall Benett,
925-608-5454

Attached you will find the 2020 annual performance evaluation report.

The Contra Costa County EMS Agency (CCCEMSA) process for evaluating emergency ambulance contractor performance is based on the terms and conditions of the agreement. It includes:

BACKGROUND: (CONT'D)

1. Monthly CCCEMSA and “the Alliance” Collaboration Meetings since January 1, 2016. During these meetings, agency representatives discuss Contractor and Subcontractor performance, contract and RFP/RFP-R deliverables, and EMS system challenges in a forum designed to promote collaboration between all stakeholders. These meetings are attended by CCCEMSA representatives and decision makers from “the Alliance”.

2. As of 2017 CCCEMSA conducts annual contract audits and in-person ambulance inspections to assure all agreement provisions are met. Attached is the 2020 audit that was performed by CCCEMSA.

3. The performance-based agreement requires detailed monthly clinical and operational data reports. These reports are received and reviewed by CCCEMSA 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:

- a. Patient Satisfaction and Customer Service Metrics
- b. Billing Complaints and Feedback
- c. Workforce Satisfaction and Turnover
- d. Vehicle, Personnel and Equipment Safety
- e. Strategic plan and clinical quality improvement
- f. Community Education and program metrics

4. CCCEMSA 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 BOS as part of the annual “Alliance” Report.

CONSEQUENCE OF NEGATIVE ACTION:

The Board will not receive “the Alliance” performance evaluation report as required under the emergency ambulance contract.

ATTACHMENTS

Alliance Annual performance summary 2020

Alliance Audit 2020