



CONTRA COSTA COUNTY FIRE PROTECTION DISTRICT FIRE • RESCUE • EMS



SANTA ROSA EMS

DECEMBER 3, 2018

Michael Johnson and Terence Carey



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SYSTEM OVERVIEW



- Effective January 1, 2016, the Fire District became the exclusive operator of emergency ambulance service in Contra Costa County except for the San Ramon and Moraga-Orinda Fire Districts.
- AMR provides emergency ambulance service on behalf of the Fire District, as the ambulance service sub-contractor.
- Effective February 1, 2016, the dispatching of ambulance resources was transitioned from AMR to the Fire District.
- Provide ambulance service throughout all of CCC with the exception of MOFD and SRVFPD



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KEY GOALS OF THE ALLIANCE

- **Efficient use of emergency resources**
 - Five legs of the **SYSTEM** working together: LEMSA, Dispatch, Fire, Ambulances and Hospitals
 - Fire and ambulance resources working collaboratively
 - Training, medical direction, and quality control staff synergy
- **Potential revenue/ savings**
 - Financial sustainability without GEMT/ IGT
 - Consideration for possible county subsidy in RFP
 - Additional revenue for reinvestment back into the EMS system
 - Efficiency adds “capacity” to an already burdened fire response system
- **Improved service levels**
 - Response times exceed county requirements
 - Dispatch times improved





HISTORY OF THE ALLIANCE

- * **On January 1, 2016**

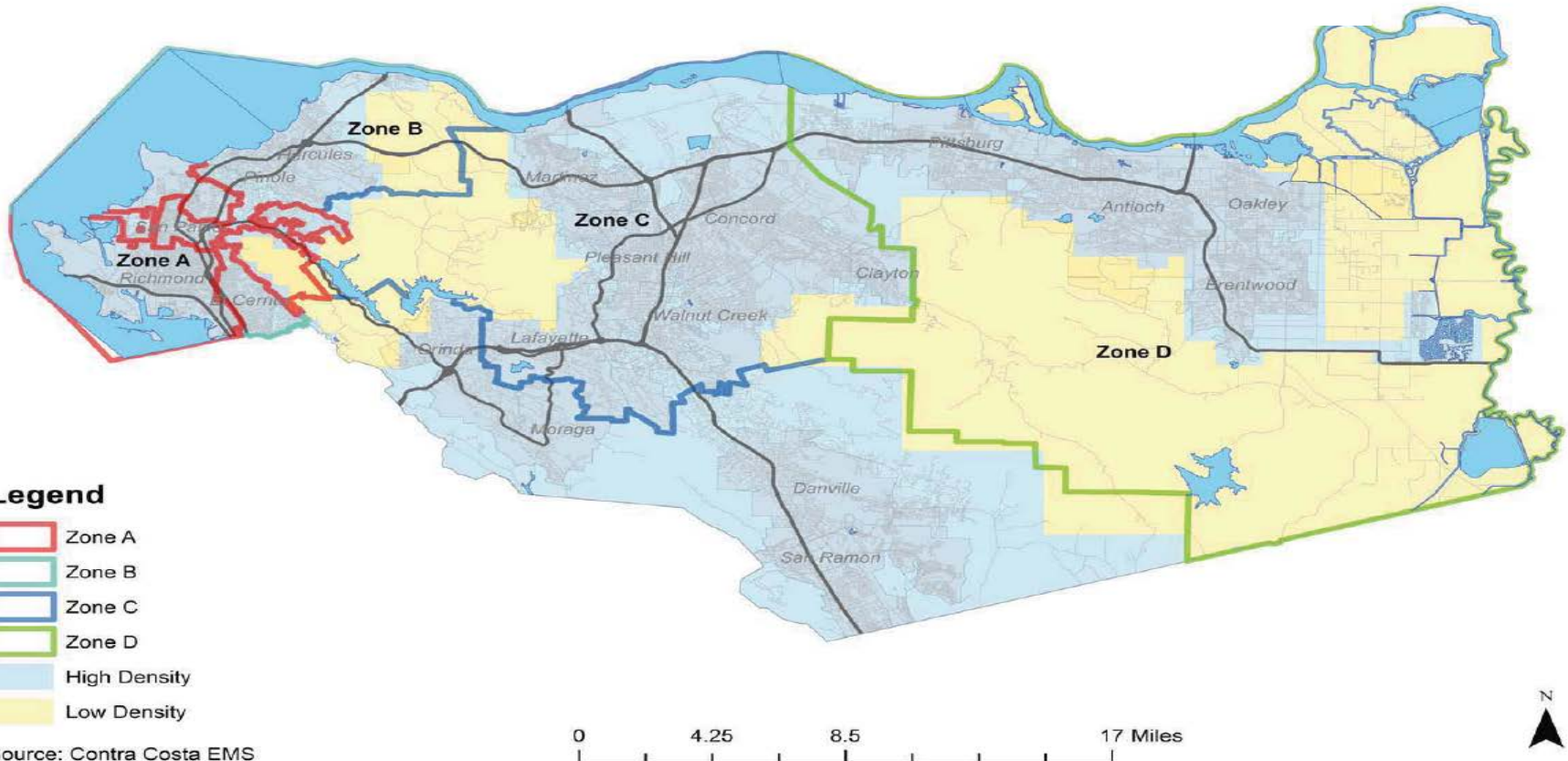
Contra Costa County Fire Protection District assumed Emergency Ambulance Services for Exclusive Operating Areas (EOAs) I, II and V covering West, Central and East County

- * **Alliance Model:** A unique emergency ambulance service delivery model.
 - * Contra Costa County Fire Protection District being responsible for the subcontractor performance provided by American Medical Response (AMR).



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EMS RESPONSE RE-DESIGNED 4 NEW RESPONSE ZONES



Source: Contra Costa EMS
December 2014



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COUNTYWIDE EMS AMBULANCE VOLUME

A POWERHOUSE OF 9-1-1 EMS SYSTEM DELIVERY

	All Providers		Contra Costa County Fire	
	#	%	#	%
Total Dispatches	103617	100.0%	93389	100.0%
Transported	80585	77.8%	74111	79.4%
Canceled	23032	22.2%	19278	20.6%
Total Patient Transports	80585	100.0%	74111	100.0%
Transported Code 3	4196	5.2%	3723	5.0%
Transported Code 2	75430	93.6%	69429	93.7%
Transport Code Not Reported	959	1.2%	959	1.3%
Total Canceled	23032	100.0%	19278	100.0%
Enroute	6581	28.6%	5511	28.6%
On Scene	16451	71.4%	13767	71.4%



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RESPONSE TIME PERFORMANCE HIGHLY RELIABLE SERVICE

Response Area	Response Time Requirement High Density (Code 3)	Alliance Performance 2017	Alliance Performance 2016	Average Response Time (in minutes) 2017	Average Response Time (in minutes) 2016
Zone A (Richmond)	10:00 minutes 90% of the time	96%	93.73%	4:05	4:07
Zone B (West)	11:45 minutes 90% of the time	96%	94.52%	4:31	4:38
Zone C (Central)	11:45 minutes 90% of the time	95%	94.34%	4:38	4:40
Zone D** (East)	11:45 minutes 90% of the time	95%	93.92%	4:34	4:45

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



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SERVICE LINE EXPANSION

PARAMEDIC INTER-FACILITY TRANSPORT



- Advanced Life Support Inter-facility Transport
- Launched March 6, 2018
- Community Hospital Need
- RFP Requirement
- Revenue Opportunity
- Improves Ambulance Service Fiscal Sustainability



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RIGHT RESOURCES TO THE RIGHT PATIENT



- After extensive study, in collaboration, the LEMSA and Alliance adjusted response configurations for a certain component of call types. The goals are:
 - Introduce flexibility into the EMS system
 - Introduce added safety into our EMS response
 - Introduce efficiency into our EMS response
 - Understand that there is no “one size fits all”





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FINANCIAL STABILITY AND TRANSPARENCY

AT THE CURRENT PAYER MIX, COLLECTIONS RATE, AND CONTRACT EXPENSES, ALLIANCE MODEL IS FINANCIALLY SUSTAINABLE

- **The Contra Costa County Fire Protection District established a separate fund and budget (EMS Transport Fund) associated with Alliance ambulance service delivery.**
 - Allows tracking of revenue from different payer groups and expenditures associated with the provision of ambulance services.
- **The EOY fund balance in the EMS Transport Fund for FY 2016-17 was \$10.5 million.**
- **In November 2015, the Board authorized the Auditor-Controller to transfer funds as necessary from the District's General Operating Fund to the EMS Transport Fund to pay expenditures in anticipation of future revenue.**
 - The District "borrowed" \$3 million to fund those start-up costs.
 - In January 2018, the District repaid the \$3 million and still had fund balance remaining.
- **The District continues to build appropriate reserves and to prepare for future uncertainties in the health care system and payer plans.**
 - It is the District's goal to set aside six months of operating expenses as reserves





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EMS AGENCY/SYSTEM STAKEHOLDER

“SYSTEM OF CARE” ACHIEVEMENT

BECAUSE TIME MATTERS.



**Mission:
Lifeline[®]**
EMS

2018 Mission: Lifeline[®] EMS Recognition

The American Heart Association proudly recognizes

Contra Costa County EMS Martinez, CA

Team Organizations: East Contra Costa Fire Protection District, Richmond Fire, El Cerrito Fire, Rodeo-Hercules Fire, Pinole Fire, Moraga-Orinda Fire District, San Ramon Valley Fire Protection District, American Medical Response, Contra Costa County Fire Protection District

**Mission: Lifeline[®]-EMS – GOLD PLUS
Achievement Award – EMS Agency**

The American Heart Association/American Stroke Associations recognizes this EMS provider organization, and the EMS provider organizations it supports, as an integrated EMS team. The EMS team has demonstrated continued success in using the Mission Lifeline[®]-EMS program. Thank you for applying the most up-to-date evidence-based treatment guidelines to improve patient care and outcomes in the community you serve.*



Nancy Brown
Chief Executive Officer
American Heart Association

Eric Smith, MD
Chairperson, Get With The Guidelines[®]
Steering Committee

John Warner, MD
President American Heart Association



*For more information, please visit Heart.org/MLQualityAwards.



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THE ALLIANCE MODEL

INNOVATIVE YET CONTROVERSIAL

- **Evolved from a Robust EMS System Redesign**
 - Responsive to Public & Stakeholder Input
- **First of its Kind Service Delivery Model**
 - Focus on EMS System Optimization
 - Positioned to be fiscally resilient
 - Building systems of EMS patient-centric service
- **Focus of Statewide and National interest**
 - Not duplicated in California





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COLLABORATIVE PARTNERSHIPS

#STRONGER TOGETHER!



CCFPD-AMR-CCEMS



Service • Leadership • Teamwork • Safety and Preparedness • Professionalism • Integrity



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