

To: Board of Supervisors
From: William Walker, M.D., Health Services Director
Date: September 10, 2009



Contra
Costa
County

Subject: Accept Findings with Respect to American Medical Response Ambulance Contract (#23-024-24) compliance

RECOMMENDATION(S):

ACCEPT findings of American Medical Response (AMR) in substantial compliance to date with the Contract #23-024-24 for Emergency Ambulance Services covering the period July 1, 2005 through June 30, 2010 to waive the unit-hour requirement of the contract so long as AMR remains compliant with response time requirements. and to extend the automatic extension through June 30, 2014.

FISCAL IMPACT:

None.

BACKGROUND:

On June 28, 2005, the Board authorized the Health Services Director to enter into an agreement with American Medical Response to provide emergency ambulance services to all areas of Contra Costa County except those served by the San Ramon Valley and the Moraga-Orinda Fire Protection Districts. The agreement, which followed a competitive selection process, is for a five-year term July 1, 2005 through June 30, 2010 with an automatic extension through June 30, 2014 upon a finding by the Board of Supervisors that AMR is in "substantial compliance" with contract provisions.

RECEIVED

OCT 01 2009

CONTRA COSTA
EMERGENCY MEDICAL SERVICES

APPROVE

OTHER

RECOMMENDATION OF CNTY ADMINISTRATOR

RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: 09/22/2009

APPROVED AS RECOMMENDED

OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYES NOES
ABSENT ABSTAIN
RECUSE

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: September 22, 2009

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

By: June McHuen, Deputy

Contact: Art Lathrop, 646-4690

BACKGROUND: (CONT'D)

The Contra Costa Emergency Medical Services (EMS) Agency has established a model monitoring program requiring AMR to report monthly on 216 items of contract compliance. Meetings are held with AMR to review each month's compliance report, and these reports are placed on EMS's public website with EMS comments with respect to any compliance issues. Except in one area, discussed below, AMR's contract compliance has been excellent. AMR has continued to prove itself a capable, responsible, and cooperative partner with the County and with other emergency responders. AMR has continuously met monthly emergency response time requirements for each of its five response areas as shown in Table 1 attached.

AMR has met its commitment to provide community outreach through a full-time Community Outreach Coordinator, CPR classes for the public held at locations throughout the county, and placement of 25 automated external defibrillators (AEDs) annually for community use as part of the County's Public Access Defibrillation program. AMR proactively responds to large-scale incidents and incidents with potential for escalation by readying resources at AMR's expense without waiting for a formal request. AMR has been an active participant in fire service EMS training hosting a sophisticated training manikin for use in fire EMS training classes and by making online EMS training and paramedic training scholarships available to firefighters in Contra Costa County. AMR cooperates with and participates in the County continuous quality improvement program and has fully cooperated with changes in the County EMS system as they occur.

A provision of the AMR contract added to assure the company's good faith in presenting its "initial deployment plan" as required in the Request for Proposal was that the contractor maintain throughout the term of the contract the number of weekly ambulance unit hours identified in the proposal. AMR's proposal identified 4,024 weekly unit hours in its initial deployment plan. During the 41-month period from July 2005 through November 2008, AMR did adhere to 4,024 weekly unit hour requirement. However, beginning in December 2008, implemented scheduling changes that resulting in a reduction in unit hours to an average of 3,932 unit hours per week (December 2008 through July 2009), about 113 hours per week (2.9%) below the initial deployment plan. AMR did notify the EMS Agency in advance of the company's intent to reduce unit hours citing (1) the need to adopt a more efficient staffing plan that included the elimination of some 24-hour shifts, (2) a reduction in unit-hour requirements as a result of the opening of the new Kaiser Antioch Medical Center, and (3) AMR's response time performance exceeding requirements. Since making the staffing change in December 2008, AMR's response times, already fully compliant, have in fact improved in each of the company's five response zones as shown in Table 1 attached.