

**THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
BOARD ACTION SUMMARY**

DEPT: Health Services Agency

BOARD AGENDA:7.3  
AGENDA DATE: October 9, 2018

**SUBJECT:**

Approval to Accept the Update on Emergency Medical Service Response Compliance and Request for Proposals Process for Emergency Medical Service Providers

**BOARD ACTION AS FOLLOWS:**

**RESOLUTION NO. 2018-0515**

On motion of Supervisor Withrow , Seconded by Supervisor Olsen  
and approved by the following vote,

Ayes: Supervisors: Olsen, Chiesa, Withrow, Monteith, and Chairman DeMartini

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1)        Approved as recommended

2)        Denied

3)  X  Approved as amended

4)        Other:

**MOTION:** Approved the Staff Recommendation; **corrected** the typographical error located on page one of the Response Time Compliance Table for Zone 1 Urban Code 2 to reflect the correct percentage of 93% (not 73%); and, **amended** the item to direct staff to provide another update to the Board in 6 months.

ATTEST:   
ELIZABETH A. KING, Clerk of the Board of Supervisors

File No.

**THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
AGENDA ITEM**

DEPT: Health Services Agency

BOARD AGENDA:7.3  
AGENDA DATE: October 9, 2018

CONSENT

CEO CONCURRENCE: YES

4/5 Vote Required: No

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**SUBJECT:**

Approval to Accept the Update on Emergency Medical Service Response Compliance and Request for Proposals Process for Emergency Medical Service Providers

**STAFF RECOMMENDATION:**

1. Accept the update from Mountain Valley Emergency Medical Services Agency (MVEMSA) regarding Cumulative Response Compliance by Emergency Medical Service (EMS) Providers between January 1, 2018 through July 2018.

**DISCUSSION:**

Under the Health and Safety Code, Division 2.5, Chapter 4, Article 1, Section 1797.200, "Each county may develop an emergency medical services (EMS) program. Each county developing such a program shall designate a local EMS agency which shall be the county health department, an agency established and operated by the county, an entity with which the county contracts for the purposes of local emergency medical services administration, or a joint powers agency created for the administration of emergency medical services by agreement between counties or cities and counties pursuant to the provisions of Government Code Section 6500. Stanislaus County has designated Mountain Valley Emergency Medical Services Agency (MVEMSA) as the local EMS agency and participates in Joint Powers Agency (JPA) for the unified planning and coordination of the emergency medical system.

Response Compliance Report

On April 17, 2018, the Stanislaus County Board of Supervisors directed MVEMSA to extend the ambulance provider agreements with existing EMS providers beginning May 1, 2018 through April 30, 2019. Previously the Board of Supervisors and the MVEMSA JPA Board of Directors had approved five-year Ambulance Provider Agreements for Stanislaus County in April of 2013. To complete the extensions, it was agreed that Exhibit D, Non-Compliance Fine Amounts for the term of the extension only would not be enforced. Specifically, Section 10.4 A was modified with the following: The ambulance providers will still be liable for all the monitoring costs provided for in Exhibit H. All other references to non-compliance fines in the Agreement extension were modified accordingly.

Although the Board of Supervisors approved the contract extension with the elimination of non-compliance fines, the Board of Supervisors directed that MVEMSA continue

compliance monitoring and report back to the Board of Supervisors in six months or sooner if there were issues with response times.

MVEMSA has provided the Board of Supervisors a Cumulative Response Compliance Performance Summary that is attached to this agenda item. MVEMSA monitors ambulance provider responses times monthly. The contractual standard requires 90% response time compliance in any response area. The summary report reviews contractually defined response compliance period for each provider. The summary report identifies the compliance period(s), compliance, non-compliance and zero calls. The summary identifies:

- The overall system call volume has been consistent throughout this reporting period.
- The Stanislaus County ambulance providers have maintained consistent unit hours since May 1, 2018
- American Medical Response's compliance has improved in high volume Zone 1.
- American Medical Response had 7 instances of non-compliance overall from January 2018 thru April 2018; and 2 instances of non-compliance from May 2018 through July 2018.
- Oak Valley Ambulance has struggled to maintain compliance throughout the period reviewed.
- Patterson District Ambulance, Westside Ambulance and Pro-Transport have largely maintained compliance throughout 2018.

The Agency has taken the following corrective actions:

- A public report is being posted to the Agency website that documents ambulance response time compliance.
- The Agency will be meeting with Oak Valley Ambulance to develop a corrective action plan to improve compliance. The Agency will monitor August compliance and if the provider is non-compliant, will issue a formal corrective action.
- Per the ground ambulance agreement, the Agency will immediately begin meeting with any provider who is non-compliant in any zone to develop a corrective action plan.

The Stanislaus County EMS Strategic Plan adopted by the Board of Supervisors recommended that a request for proposal for ambulance provider services be developed, issued and awarded. On April 17, 2018 the Board of Supervisors authorized MVEMSA to contract with expert consulting professional services to support the development of a Request for Qualifications and Proposal (RFQP) process, financial evaluation and the entire strategic effort to establish a new platform for the provision of EMS with Stanislaus County. The Board of Supervisors also approved the use of System Enhancement Funds for this effort.

Two efforts were undertaken to obtain expert consulting services for this work; and as a result has slightly delayed the RFP process. With the challenges of finding an expert consultant to write the RFP, MVEMSA and the ambulance providers negotiated adding

another six months to the current extension under the same terms. The extension was approved by the MVEMSA JPA Board on August 8, 2018 and the term ends October 30, 2019.

The expert consultant work is well underway including additional stakeholders meeting to develop the RFP process.

Once the State EMS Authority and MVEMSA have a final draft, the RFP will be presented to the Board of Supervisors and MVEMSA JPA Board prior to its release. Staff anticipate having the RFP before the Board in December of 2018 or January of 2019.

**POLICY ISSUE:**

Under the Health and Safety Code each county develops an EMS program. MVEMSA is the designated local EMS agency and manages EMS on behalf of the Board of Supervisors. The information presented in this item is to inform the Board members regarding the current response compliance and status of the RFP project.

**FISCAL IMPACT:**

Acceptance of these reports will not have a direct fiscal impact on the County's budget.

**BOARD OF SUPERVISORS' PRIORITY:**

The recommendations are consistent with the Boards' priorities of *Supporting Community Health* and *Delivering Efficient Public Services and Community Infrastructure* by monitoring the EMS response times and supporting the preparation of a Request for Proposal for ambulance services in Stanislaus County.

**STAFFING IMPACT:**

Existing county and MVEMSA staff is responsible for preparing all reports associated with this request and there are no staffing impacts associated with this item.

**CONTACT PERSON:**

Mary Ann Lee, Health Services Agency Director. Telephone: 209-558-7163

Lance Doyle, MVEMSA Executive Director. Telephone: 209-529-5085

Patricia Hill Thomas, Chief Operations Officer. Telephone: 209-525-6333

**ATTACHMENT(S):**

1. Attachment\_MVEMSA\_Cumulative Response Compliance



TO: Stanislaus County Board of Supervisors  
FROM: Lance Doyle, Executive Director  
DATE: September 26, 2018  
SUBJECT: Cumulative Response Compliance Performance Summary

The enclosed report summarizes the cumulative response compliance for each of the emergency ground ambulance providers in Stanislaus County for the period of January 2018 thru July 2018.

The contractual agreement with each provider is in a Board-approved extension period which began on May 1, 2018. It was agreed that during the extension period, the contractual response compliance standards would be enforced, but the associated fines and penalties calculated for non-compliant periods would not be invoiced or collected.

To maintain accountability, however, Mountain-Valley EMS Agency continues to monitor response time compliance and is committed to public reporting of the summary results. Monthly public reports by provider are posted on the Agency website. Summary public reporting is provided to the Agency's JPA Board of Directors, the Stanislaus County Board of Supervisors, and the Stanislaus County Emergency Medical Services Committee.

The contractual standard requires 90% response time compliance in any response area. Fines and penalties for non-compliance are only calculated on completed response time compliance periods.

The summary report contains the contractually defined response compliance period for each provider. As the legend depicts, the summary report is also color-coded to easily reflect the following four factors:

- Incomplete Compliance Period
- Complete Compliance Period that is Compliant
- Complete Compliance Period that is Non-Compliant
- Zero Calls

In review of the reporting periods from January 2018 thru July 2018, Mountain-Valley EMS Agency identifies:

- The overall system call volume has been consistent throughout this reporting period.
- The Stanislaus County ambulance providers have maintained consistent unit hours since May 1, 2018.
- American Medical Response's compliance has improved in the high volume Zone 1.

- American Medical Response had 7 instances of non-compliance overall from January 2018 thru April 2018; and 2 instances of non-compliance from May 2018 thru July 2018.
- Oak Valley Ambulance has struggled to maintain compliance throughout the period reviewed.
- Patterson District Ambulance, Westside Ambulance and ProTransport have largely maintained compliance throughout 2018.

The Agency has taken the following corrective actions:

- A public report is being posted to the Agency website that documents ambulance response time compliance.
- The Agency will be meeting with Oak Valley Ambulance to develop a corrective action plan to improve compliance. The Agency will monitor August compliance and if the provider is non-compliant, will issue a formal corrective action.
- Per the ground ambulance agreement, the Agency will immediately begin meeting with any provider who is non-compliant in any zone to develop a corrective action plan.

**Fiscal Impact: Unassessed fines and penalties for May 2018 thru July 2018 total \$489,588.00**





**Cumulative Response Compliance Performance Summary  
January 2018 thru July 2018**

**American Medical Response**

**Response Time Compliance Period:** A measurement period defined as any complete month, or accumulation of months in which the total number of calls in a response area (i.e. Zone 1 Suburban) equals or exceeds 100 or a twelve month period whichever is first. Measurement will be calculated separately for Code Two and Code Three calls.

<b>LEGEND:</b>	
<span style="background-color: #e0f0ff; border: 1px solid black; display: inline-block; width: 20px; height: 10px;"></span>	Incomplete Compliance Period
<span style="background-color: #e0ffe0; border: 1px solid black; display: inline-block; width: 20px; height: 10px;"></span>	Complete Compliance Period that is Compliant
<span style="background-color: #ffe0e0; border: 1px solid black; display: inline-block; width: 20px; height: 10px;"></span>	Complete Compliance Period that is Non-Compliant
<span style="background-color: #fff0e0; border: 1px solid black; display: inline-block; width: 20px; height: 10px;"></span>	Zero Calls

		<b>Response Time Compliance</b>						
<b>Zone</b>		<b>Jan-18</b>	<b>Feb-18</b>	<b>Mar-18</b>	<b>Apr-18</b>	<b>May-18</b>	<b>Jun-18</b>	<b>Jul-18</b>
1 Urban	Code 3	90%	89%	90%	92%	91%	91%	90%
	Code2	93%	94%	73%	100%	94%	96%	94%
1 Suburban	Code 3	98%	98%	97%	95%	97%	97%	96%
	Code2	100%	100%	100%	100%	100%	100%	95%
1 Rural	Code 3	98%	98%	98%	98%	99%	99%	99%
	Code2	100%	100%	100%	100%	100%	100%	100%
1 Wilderness	Code 3	100%	100%	100%	100%		100%	100%
	Code2	100%	100%	100%	100%	100%	100%	100%
3 Urban	Code 3	89%	91%	91%	91%	93%	91%	89%
	Code2	89%	94%	93%	95%	96%	94%	94%
3 Suburban	Code 3	90%	91%	91%	92%	100%	100%	100%
	Code2	100%	100%	100%	100%		100%	100%
3 Rural	Code 3	100%	100%	100%	100%	100%	100%	100%
	Code2	75%	75%	83%	83%			100%
8 Urban	Code 3	91%	91%	90%	92%	93%	93%	90%
	Code2	94%	94%	93%	96%	94%	97%	94%
8 Suburban	Code 3	77%	77%	77%	78%	79%	91%	80%
	Code2	94%	95%	93%	94%	100%	100%	100%
8 Wilderness	Code 3	100%	100%	100%	100%			
	Code2	100%	100%	100%	100%			
8 Rural and B	Code 3	83%	83%	83%	82%	50%	75%	75%
	Code2	75%	79%	76%	77%	100%	100%	100%





## Cumulative Response Compliance Performance Summary January 2018 thru July 2018

### Oak Valley District Ambulance

**Response Time Compliance Period:** A measurement period defined as any complete month, or accumulation of months in which the total number of calls in a response area (i.e. Zone 1 Suburban) equals or exceeds 250 or a twelve month period whichever is first. Measurement will be calculated separately for Code Two and Code Three calls.

LEGEND:	
	Incomplete Compliance Period
	Complete Compliance Period that is Compliant
	Complete Compliance Period that is Non-Compliant
	Zero Calls

Response Time Compliance								
Zone		Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Zone 4 Urban	Code 3	86%	87%	88%	87%	90%	88%	83%
	Code2	92%	93%	96%	95%	93%	94%	95%
Zone 4 Suburban	Code 3	88%	89%	90%	91%	83%	89%	85%
	Code2	100%	94%	94%	94%	100%	100%	100%
Zone 4 Rural	Code 3	96%	95%	96%	96%	100%	97%	98%
	Code2	94%	94%	94%	95%	86%	92%	95%
Zone 4 Wilderness	Code 3	100%	100%	100%	100%	100%	100%	100%
	Code2	100%	100%	100%	100%			
Zone D Urban	Code 3	90%	92%	93%	93%	92%	93%	96%
	Code2	96%	95%	96%	96%	100%	100%	99%
Zone D Suburban	Code 3	97%	98%	97%	97%	92%	94%	89%
	Code2	100%	100%	100%	100%	100%	100%	100%
Zone D Rural	Code 3	100%	100%	100%	100%	100%	100%	100%
	Code2	90%	91%	92%	94%		100%	100%
Zone D Wilderness	Code 3	100%	100%	100%	100%	100%	100%	100%
	Code2	100%	100%	100%	100%	100%	100%	100%





**Cumulative Response Compliance Performance Summary  
January 2018 thru July 2018**

**Patterson District Ambulance**

**Response Time Compliance Period:** A measurement period defined as any complete month, or accumulation of months in which the total number of calls in a response area (i.e. Zone 1 Suburban) equals or exceeds 250 or a twelve month period whichever is first. Measurement will be calculated separately for Code Two and Code Three calls.

<b>LEGEND:</b>	
	Incomplete Compliance Period
	Complete Compliance Period that is Compliant
	Complete Compliance Period that is Non-Compliant
	Zero Calls

<b>Response Time Compliance</b>								
<b>Zone</b>		<b>Jan-18</b>	<b>Feb-18</b>	<b>Mar-18</b>	<b>Apr-18</b>	<b>May-18</b>	<b>Jun-18</b>	<b>Jul-18</b>
Zone 5 Urban	Code 3	94%	94%	93%	95%	95%	92%	95%
	Code2	97%	96%	96%	96%	100%	94%	95%
Zone 5 Suburban	Code 3	98%	98%	98%	98%	75%	88%	88%
	Code2	100%	100%	100%	100%	100%	100%	100%
Zone 5 Rural	Code 3	99%	99%	99%	99%	100%	97%	98%
	Code2	97%	97%	97%	98%	100%	100%	100%
Zone 5 Wilderness	Code 3	100%	100%	100%	100%	100%	100%	100%
	Code2	100%	100%	100%	100%	100%	100%	100%
Zone B Rural Pat	Code 3	100%	100%	100%	100%	100%	100%	100%
	Code2	100%	100%	100%	100%	100%	100%	100%



**Cumulative Response Compliance Performance Summary  
January 2018 thru July 2018**

**ProTransport**

**Response Time Compliance Period:** A measurement period defined as any complete month, or accumulation of months in which the total number of calls in a response area (i.e. Zone 1 Suburban) equals or exceeds 250 or a twelve month period whichever is first. Measurement will be calculated separately for Code Two and Code Three calls.

<b>LEGEND:</b>	
	Incomplete Compliance Period
	Complete Compliance Period that is Compliant
	Complete Compliance Period that is Non-Compliant
	Zero Calls

<b>Response Time Compliance</b>								
<b>Zone</b>		<b>Jan-18</b>	<b>Feb-18</b>	<b>Mar-18</b>	<b>Apr-18</b>	<b>May-18</b>	<b>Jun-18</b>	<b>Jul-18</b>
Zone C Urban	Code 3	98%	93%	93%	91%	92%	91%	90%
	Code2	98%	98%	99%	98%	98%	98%	98%
Zone C Suburban	Code 3	100%	100%	100%	100%	100%	100%	100%
	Code2	100%	100%	100%	100%	100%	100%	100%
Zone C Rural	Code 3	100%	100%	100%	100%	100%	100%	100%
	Code2	100%	100%	100%	100%	100%	100%	100%





**Cumulative Response Compliance Performance Summary  
January 2018 thru July 2018**

**Westside Community District Ambulance**

**Response Time Compliance Period:** A measurement period defined as any complete month, or accumulation of months in which the total number of calls in a response area (i.e. Zone 1 Suburban) equals or exceeds 250 or a twelve month period whichever is first. Measurement will be calculated separately for Code Two and Code Three calls.

<b>LEGEND:</b>	
	Incomplete Compliance Period
	Complete Compliance Period that is Compliant
	Complete Compliance Period that is Non-Compliant
	Zero Calls

<b>Response Time Compliance</b>								
<b>Zone</b>		<b>Jan-18</b>	<b>Feb-18</b>	<b>Mar-18</b>	<b>Apr-18</b>	<b>May-18</b>	<b>Jun-18</b>	<b>Jul-18</b>
<b>Zone A Urban</b>	<b>Code 3</b>	82%	82%	83%	83%	91%	90%	89%
	<b>Code2</b>	90%	92%	89%	90%	91%	92%	93%
<b>Zone A Suburban</b>	<b>Code 3</b>	100%	100%	100%	100%		100%	100%
	<b>Code2</b>	100%	100%	100%	100%			
<b>Zone A Rural</b>	<b>Code 3</b>	96%	96%	96%	97%	100%	100%	100%
	<b>Code2</b>	100%	100%	100%	100%	100%	100%	100%
<b>Zone A Wilderness</b>	<b>Code 3</b>	100%	100%	100%	100%	100%	100%	100%
	<b>Code2</b>	100%	100%	100%	100%			

# UPDATE ON EMERGENCY MEDICAL SERVICE PROVIDER RESPONSE COMPLIANCE

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Board of Supervisors Agenda Item 7.3  
Tuesday, October 9, 2018



# PATRICIA HILL THOMAS

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Chief Operations Officer  
County of Stanislaus

# Overview - Emergency Medical Response Compliance

- Mountain Valley Emergency Medical Services Agency (MVEMSA) is County's designated local Emergency Medical Services (EMS) Agency
- Stanislaus County EMS Strategic Plan recommended Request for Proposals (RFP) be developed to enhance emergency medical system delivery
- April 17, 2018 Board of Supervisors directed MVEMSA to extend all ambulance provider agreements serving Stanislaus County through April, 2019 to allow time to work with stakeholders, including local fire agencies to hire expert consultant to assist with creation of RFP

# Overview - Emergency Medical Response Compliance

- The Board of Supervisors directed MVEMSA to monitor EMS response time compliance during extension period
- Additional ambulance provider extension period through October 30, 2019 – needed for procurement of expert consultant to assist with RFP
- MVEMSA responsible for EMS ambulance provider response time compliance monitoring – monthly
- MVEMSA directed to report back on EMS response time compliance to Board of Supervisors six (6) months from initial extension date

# LANCE DOYLE

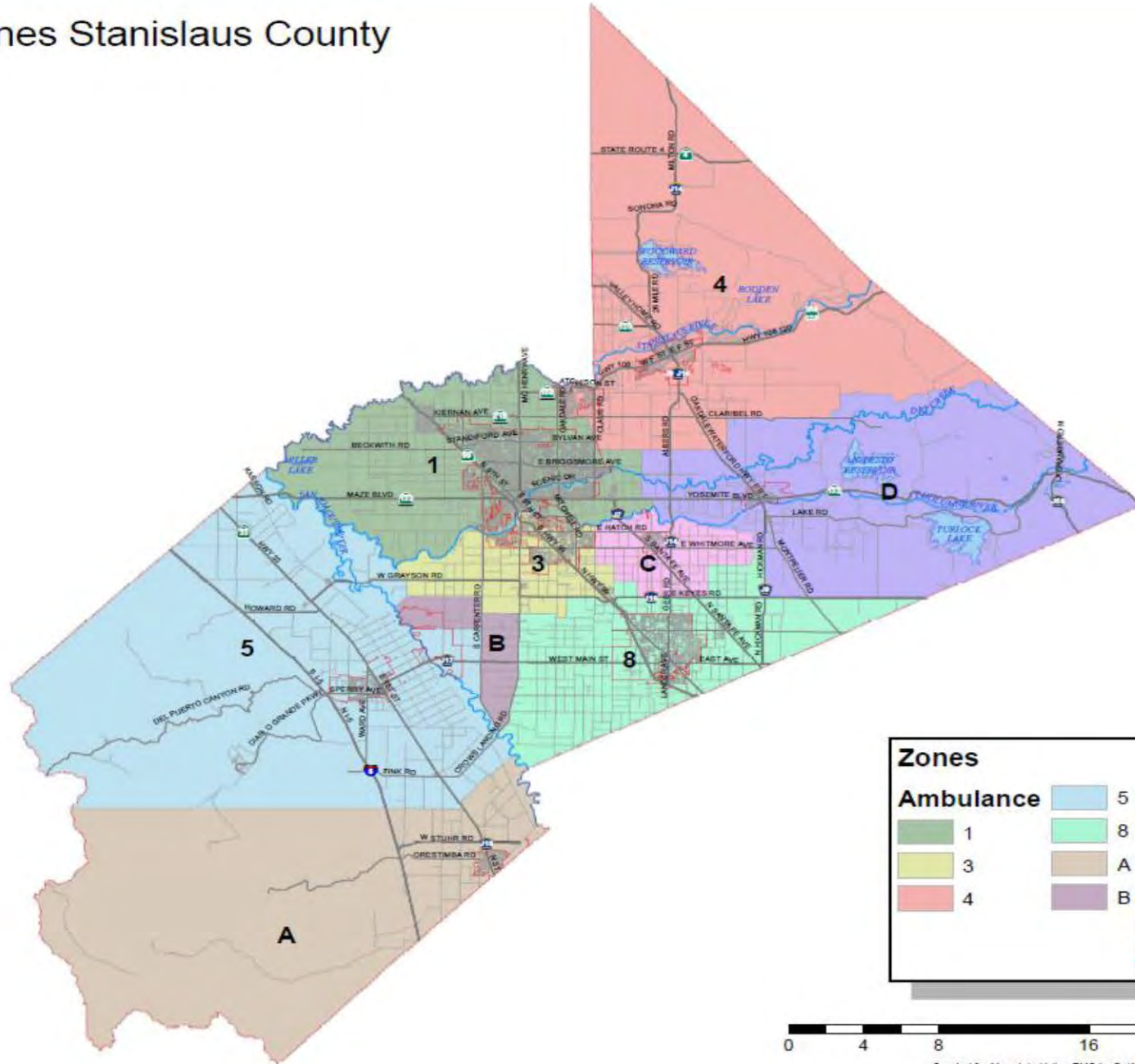
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Executive Director

Mountain Valley Emergency Medical Services Agency



# Ambulance Zones Stanislaus County



# Ambulance Response Time Compliance Reports

- Posted on MVEMSA website
- Emergency Medical Services Committee (EMSC)
- EMS Policy Workgroup
- Board of Supervisors updates
- MVESMSA Joint Powers Authority Board of Directors
- Provider Statements
- No penalty fines assessed during extension period, May 2018 – April 2019

# Ambulance Response Compliance Summary

## January – July 2018

- Call for service volume has remained consistent
- Ambulance providers have maintained consistent unit hours
- American Medical Response (AMR) compliance has remained consistent or improved in most zones
  - Zone 3 July 2018 – dispatch/routing issues
  - Zone 8 May – Improved compliance beginning June 2018
- Oak Valley Ambulance – non-compliant twice since May 2018
- Patterson Ambulance and ProTransport 1 – compliant
- Westside Ambulance – improved compliance beginning May 2018 (management change)

# MVEMSA Actions

- Public posting of compliance reports
- Meeting with Oak Valley Ambulance to develop plan to increase compliance times
- Planned meeting with any ambulance provider after any non-compliant period



# Overview - Summary

- Consultant work underway which included meetings with stakeholders
- State EMS Authority must review final draft EMS RFP
- Board of Supervisors and MVEMSA Joint Powers Authority Board planned review of EMS RFP by January 2019

# QUESTIONS?

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