

# Ambulance Contract Annual Report

June 12, 2017

Vancouver City Council Workshop  
Chief Molina, Vancouver Fire Department

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Dr. Wittwer, Clark County MPD



# Presentation Objectives

- Background
- Update Council and community on the annual results of the ambulance services agreement.
  - City's overview of performance benchmarks
  - Provider's perspective
  - Clinical performance assessment

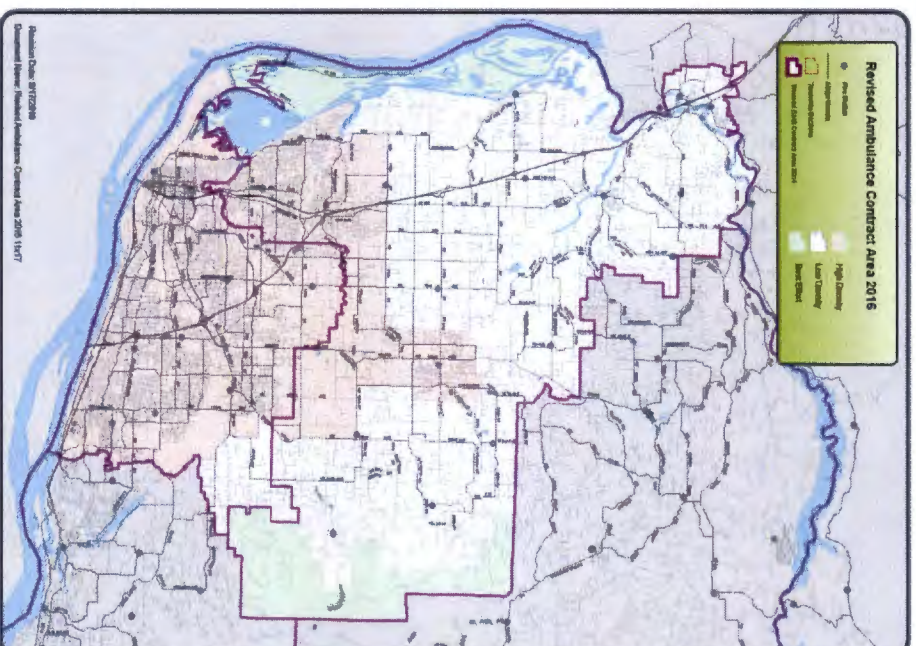
## Prior Council Review

- 2013 – 2014 Council policy direction to establish an ambulance service contract reporting to the City of Vancouver.
- 2015 – First year report on service levels
- 2016 – Report on service levels

# Presentation Overview

- Contract Service Area
- Response time performance standard
- Innovation
- Public Relations & Community Education
- Financial

## Contracted Service Area



# Response Time Performance

Alarm Type	Standard	2016 Actual	2016 Count
Priority 1 and 2 – High Density	9:59	09:52	15,356
Priority 1 and 2 – Low Density	19:59	17:14	1,403
Priority 3 and 4 – High Density	12:59	12:20	11,590
Priority 3 and 4 – Low Density	19:59	17:56	886
Priority 5 and 6 – High Density	17:59	15:39	9,015
Priority 5 and 6 – Low Density	29:59	23:29	539
Routine – EMSD2 Area Only – Scheduled (12 hr pre-scheduled)	≤ 15 mins	06:03	300
Routine – EMSD2 Area Only – Non Scheduled (less than 12 hr pre-scheduled)	≤ 60 mins	36:37	3,598

# Innovation

- Pit Crew CPR
- Stroke Interventions (taking stroke patients right to the CT Scanner)
- First Pass Integration with First Watch
- Identifying frequent users of the 911 system

# Public Relations / Community Education

Topic	Attendance	Hours	County
Community Events Hands Only CPR	1500	144	Clark
Health Fairs	1868	202.5	Clark
Car Seat Installation Clinics	423	208	Clark
Fall Prevention	215	5	Clark
Ambulance Show and Tells	2351	108	Clark
Car Seat Tech Class	44	28	Clark
Safe Kids	96	34.5	Clark
Total	6497	730	

# Financial Review

- Financial Considerations
  - Franchise Fee for Oversight
  - Viable & sustainable
  - Patient Charges
- One Year Results
  - Franchise fee increased by 3% for 2017
  - Financial results for the first two years indicate the contract with the City is financially sustainable for the provider.
  - Patient rates increased by 3% as agreed to in the contract.

# Clinical Performance Assessment – Dr. Wittwer

- Medical Program Director (MPD) – Responsibilities
  - County Medical Control
  - Supervise Training and Audit Performance
  - Certification of Personnel
  - Counseling and Remedial Action
  - QI Program Development and Implementation
- Medical Director's perspective on the City administering the AMR contract

# Cardiac Arrest

## Cardiac Arrest

- WACARES
- Citizen CPR
  - Pulsepoint
- EMD CPR
- AED Program
  - PAD
  - Law Enforcement
- Pit Crew CPR

## Two steps to save a life:



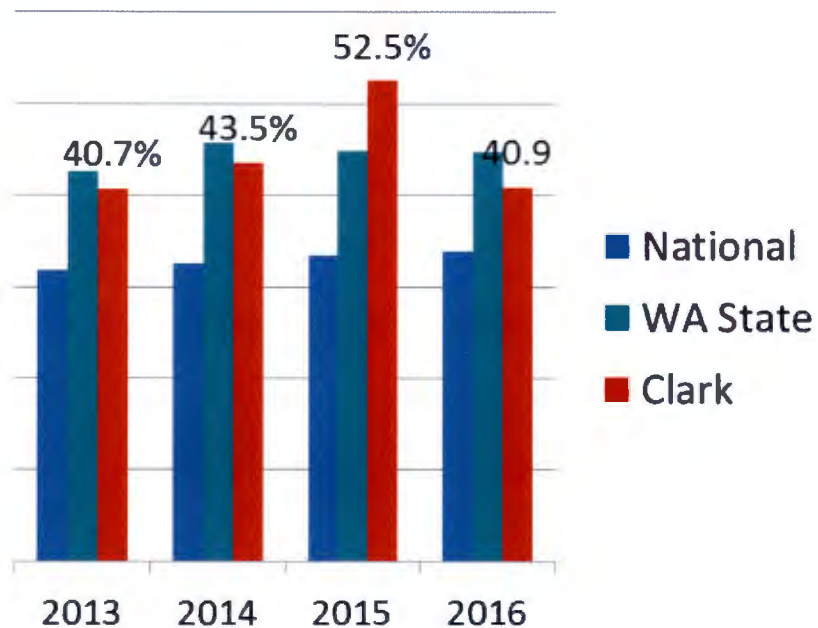
**Call Right Away!**



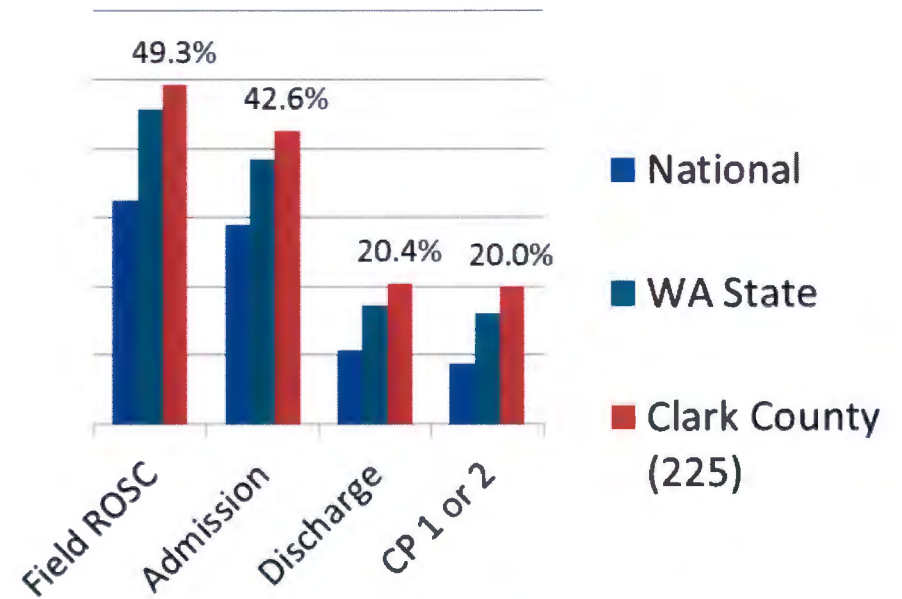
**Push Hard & Fast in  
the Center of the Chest!**

# Cardiac Arrest

UTSTEIN



Overall OHCA Survival 2016



# Clinical Performance Assessment – Conclusion

## Continued Enhancements

- Integrated Data
  - First Response – Transport
  - Dispatch - EMS - Hospital
- PULSARA
- Improved OHCA Survival
- Patient Outcome
- KPI Monitoring
  - STEMI
  - Stroke
  - Trauma
- Integrated Healthcare
  - Alternative transport
  - Partnering resources

## Next Steps/Timeline

- Brief other jurisdictions within the contract service area on contract performance.
- Deliver a published annual report of contract performance to Council.
- Continue the City's approach to working closely with AMR to ensure delivery of the best results for the residents.
- Continue monthly monitoring of performance results.

# Questions and Discussion

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