Inland Counties Emergency Medical Agency

Serving San Bernardino, Inyo and Mono Counties

Inyo

Performance Based Contracts

Annual Report

January 2016 - December 2016

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BACKGROUND INFORMATION

Performance-based contracts or agreements with public and private ambulance providers in the County ensure a more in-depth monitoring of the EMS system. This assists in assuring compliance with standards, policies and procedures designed to provide citizens with the best possible pre-hospital emergency care. Rural, wilderness and underserved areas were given special consideration regarding contract provisions that would otherwise have seriously affected the provider's ability to continue to provide emergency medical services.

Inyo County is divided into 9 total Operating Areas designated as urban, rural, or wilderness areas. Ambulance services are provided by private companies, fire departments, or fire districts. Private providers are required to enter into a performance based contract; public providers are required to enter into a Memorandum Of Understanding (MOU).

Performance based contracts provide for a detailed methodology for assurance of compliance by the contractor with all ICEMA policies and procedures with an emphasis on response time compliance providing for financial penalties for non-compliance.

Term of Agreements:

The term of the agreement is provided in the "ALS Transportation Provider List" with evergreen clauses provided for rural/wilderness and public providers.

Responsibilities of Providers:

Personnel and Equipment:
- Provide all necessary personnel, equipment, and materials to ensure availability and EMS response on a continuous 24-hour basis
- Staffing: ALS units – one paramedic and one EMT per unit; BLS units 2 EMTs per unit; CCT units in accordance with ICEMA policy
- Develop and maintain personnel, including plan for immediate recall of personnel, and patient care policies
- Provide in-service training to employees
- Ensure courteous conduct and professional appearance
- Ensure proper state licensure and ICEMA accreditation/certification
- Ensure all personnel comply with ICEMA QI Plan

Coordination with other providers:

First responders (fire agencies)

- Develop and initiate mutual aid agreements by May 1, 2005

- Develop and maintain a first responder orientation program

- Coordinate and work under the Incident Command System

- Make available to first responder personnel continuing education programs

Police Chiefs and County Fire Chiefs Association:

- Provide an administrative representative or designated to attend meetings upon reasonable request

Mutual Aid:

- Respond to requests from neighboring jurisdictions to the extent resources are available

- During disaster response commit necessary and appropriate resources

Quality Improvement:

Medical Control:

- Adhere to all ICEMA policies, protocols, applicable county ordinances, state and federal laws

- Adhere to standards of medical control established by ICEMA

- Provide a physician medical director to work with ICEMA Medical Director to ensure compliance with established clinical standards (not required of rural/wilderness providers)

Response time standards:

- Compliance measured and calculated monthly based upon user input via electronic Patient Care Record (ePCR) data submission

- Cancelled calls included in determining compliance; supervisory support vehicles are not included for the purpose of determining compliance

- Submit monthly each instance when a call results in exceeding maximum response time standard

Data Collection and Reporting:

- For each patient, an ICEMA approved electronic patient care report (ePCR) form must be completed

- ICEMA now requires all EMS Providers to begin utilizing ImageTrend's ePCR as the only acceptable standard

- Submit accurate and complete data monthly, including CAD data, for each response and patient care data as specified by ICEMA approved electronic data collections and submission format

- <u>IMAGETREND ePCR SOFTWARE - IMPLEMENTION</u>

- Currently, 6 providers are using the ImageTrend software. Providers currently on ImageTrend ePCR:

  - Symons Ambulance - Bishop

  - Big Pine VFD

  - Independence VFD

  - Lone Pine VFD

  - Olancha-Cartago VFD

  - Southern Inyo FPD

  - REACH doing business as Sierra Life Flight (EMS Aircraft)

  - National Parks Service (NPS) is currently not participating in data collection

  - OAs 6 and 7 do not currently have a provider (1st response or transport) and are serviced by means of mutual aid

Emergency Medical Dispatch:

- Inyo County currently does not utilize CAD technology in dispatching EMS resources. Therefore, data used for analysis is queried through ICEMA's data system which relies on provider user input via ePCR.

Deployment Plan:

- Plan reviewed by ICEMA on an annual basis or as any material changes occur

User fee rate adjustments:

- Rates may be adjusted pursuant to process defined in ICEMA policy 5080

Indigent Transport Services:

- Shall provide service pursuant to provider agreements

End Term Provisions:

- Provider to continue to provide service during transition period
- Provider accepts periodic bid competition (urban contracts)

Management / Monitoring Fee:

An annual management/monitoring fee has not been implemented in Inyo County due to financial consideration, i.e. low volumes and volunteer status of most providers.

Liquidated Damages / Assessments:

Liquidated Damages / Assessments has not been implemented in Inyo County due to financial consideration, i.e. low volumes and volunteer status of most providers.

The assessments and expenditures associated with ICEMA's performance based contracts: Management/Monitoring Fee, Liquidated Damages and Critical Failure Fines are included in ICEMA's Governing Board approved annual budget.

ALS TRANSPORTATION PROVIDER LISTING

EOA	Provider	Type of Agreement	Effective	Expiration
1	Symons Ambulance	Exclusive Urban	11/15/2016	11/15/2026
2	Big Pine	Exclusive Wilderness	1797.224	N/A
3	Independence VFD	Exclusive Wilderness	1797.224	N/A
4	[1]	Non-Exclusive	N/A	N/A
5	[2]	Non-Exclusive	N/A	N/A
6	Mutual Aid	N/A	N/A	N/A
7	Mutual Aid	N/A	N/A	N/A
8	[3]	N/A	N/A	N/A
9	Southern Inyo FPD	Wilderness	1797.224	N/A

[1] Note: Lone Pine VFD currently provides 1st responder and transport service; will not commit to providing services

[2] Note: Olancha-Cartago VFD currently provides 1st responder and transport service; will not commit to providing services

[3] Note: National Parks Service (NPS) is exempt from State Authority through implementation of NPS-51 which has now been superseded by (DO-51 & RM-51)

INYO COUNTY
AMBULANCE OPERATING AREAS
Areas 1 to 9

Legend:
- Ambulance OA Boundary
- City Jurisdictions
- National Parks
- Military Installations
- National Forest Boundary
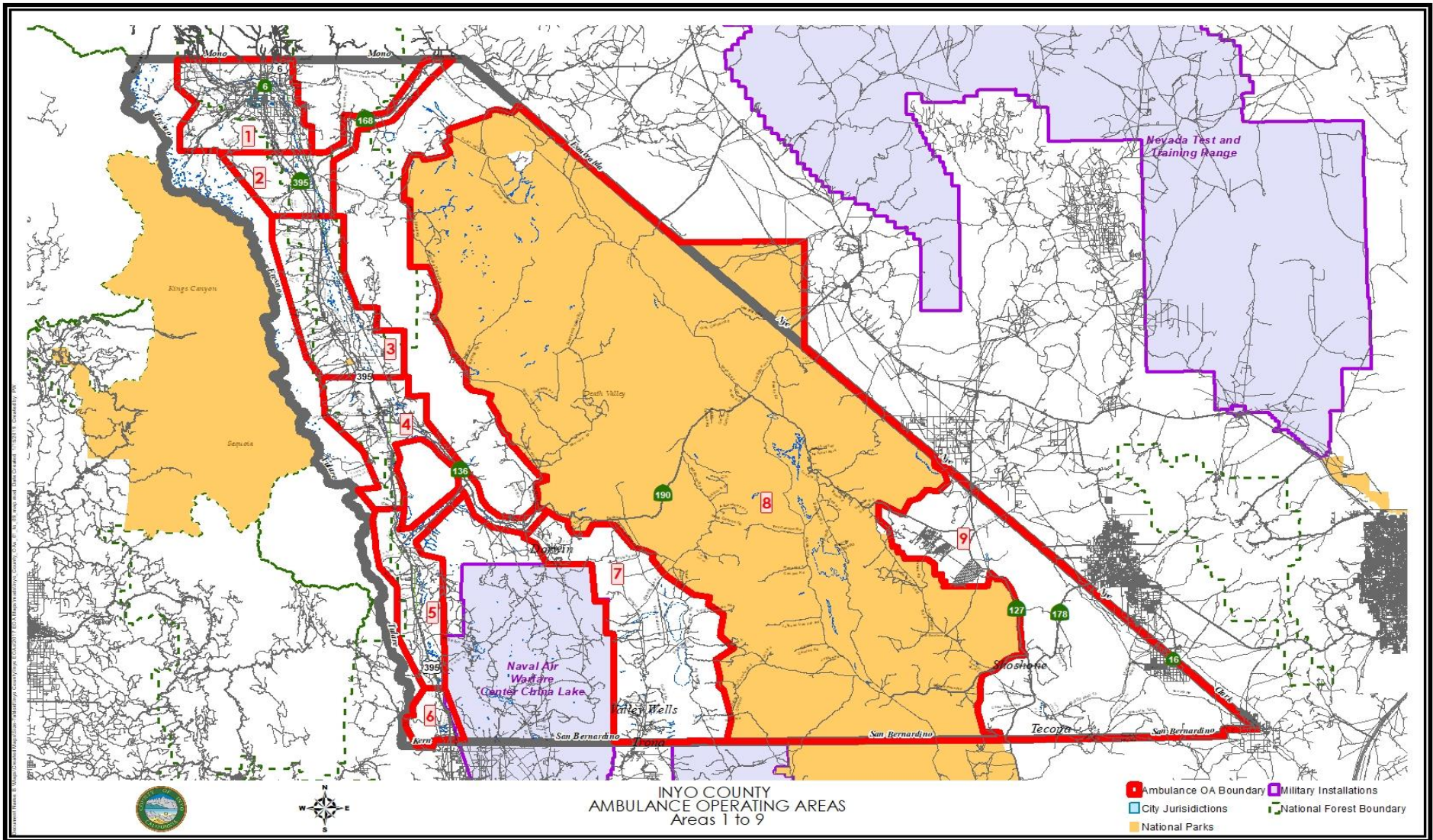
Response Time Compliance by All Providers in All EOA's
All months in 2016

EOA	Provider	2016 January	February	March	April	May	June	July	August	September	October	November	December	Total CY2016	Total Runs*
1	Symons Emergency Specialties - Bishop	82.35%	79.21%	92.63%	87.38%	90.09%	81.30%	87.12%	76.42%	87.74%	74.19%	83.02%	82.05%	**83.68%**	1,256
2	Big Pine Fire Department	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	133
3	Independence Volunteer Fire Department	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	76
4	Lone Pine Fire Department	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	164
5	Olancha Cartago Fire Department	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		**100.00%**	70
6															No Runs
7															No Runs
8	National Park Service														No Runs
9	Southern Inyo Fire Protection District	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	54

* Data includes only runs used in response time calculation.
Runs with approved exemptions are excluded.
Multi-patient and multi-unit runs are counted only once.

White	PBC Contracts currently in effect
Yellow	MOU agreements currently in effect
Orange	Agencies without MOU's
Red	RFP areas Feb 2016 -- no award
Green	NPS-51

All EOA's Exemption		
Month	Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	**0**	**0**	---

ICEMA, ePCR data. Compiled 1/16/2019, PW.

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INYO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 1 - Symons Emergency Specialties - Bishop

Ambulance EOA Boundary
City Jurisidictions
National Forest Boundary

EOA 1 Response Time Performance by Month 2016

Month	Response Time Requirement	Total Runs	Percent On-Time
January	9:59	81	81.48%
	29:59	4	100.00%
	99:59		
	Total	**85**	**82.35%**
February	9:59	96	78.13%
	29:59	5	100.00%
	99:59		
	Total	**101**	**79.21%**
March	9:59	90	92.22%
	29:59	5	100.00%
	99:59		
	Total	**95**	**92.63%**
April	9:59	96	86.46%
	29:59	7	100.00%
	99:59		
	Total	**103**	**87.38%**
May	9:59	109	89.91%
	29:59	2	100.00%
	99:59		
	Total	**111**	**90.09%**
June	9:59	115	80.87%
	29:59	8	87.50%
	99:59		
	Total	**123**	**81.30%**

Month	Response Time Requirement	Total Runs	Percent On-Time
July	9:59	124	87.10%
	29:59	8	87.50%
	99:59		
	Total	**132**	**87.12%**
August	9:59	117	76.07%
	29:59	6	83.33%
	99:59		
	Total	**123**	**76.42%**
September	9:59	100	88.00%
	29:59	6	83.33%
	99:59		
	Total	**106**	**87.74%**
October	9:59	84	72.62%
	29:59	9	88.89%
	99:59		
	Total	**93**	**74.19%**
November	9:59	99	82.83%
	29:59	7	85.71%
	99:59		
	Total	**106**	**83.02%**
December	9:59	71	81.69%
	29:59	7	85.71%
	99:59		
	Total	**78**	**82.05%**

Month	Exemption Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	**0**	**0**	**---**

2016			
	9:59	1,182	83.25%
	29:59	74	90.54%
	99:59	No Runs	
	Total	**1,256**	**83.68%**

Average number of runs per month: **105**

RT compliance of each month did not exceed 90%.
Overall compliance for the year: **83.68%**
The highest compliance rate for the year was:
March at: **92.63%**
The lowest compliance rate for the year was:
October at: **74.19%**

INYO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 2 - Big Pine Fire Department

Ambulance EOA Boundary — National Parks
City Jurisidictions — National Forest Boundary

EOA 2 Response Time Performance by Month 2016

Month	Response Time Requirement	Total Runs	Percent On-Time
January	99:59	22	100.00%
February	99:59	11	100.00%
March	99:59	9	100.00%
April	99:59	7	100.00%
May	99:59	18	100.00%
June	99:59	9	100.00%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	99:59	15	100.00%
August	99:59	10	100.00%
September	99:59	6	100.00%
October	99:59	8	100.00%
November	99:59	11	100.00%
December	99:59	7	100.00%

Month	Exemption Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	0	0	---

2016	99:59	133	100.00%

Average number of runs per month: **12**

RT compliance of each month exceeded 90%.
Overall compliance for the year: **100.00%**
The highest compliance rate for the year was:
        01 to 12 at: **100.00%**
The lowest compliance rate for the year was:
        01 to 12 at: **100.00%**

INYO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 3 - Independence Volunteer Fire Department

Legend:
- Ambulance EOA Boundary
- National Parks
- National Forest Boundary

EOA 3 Response Time Performance by Month 2016

Month	Response Time Requirement	Total Runs	Percent On-Time	Month	Response Time Requirement	Total Runs	Percent On-Time
January	99:59	8	100.00%	July	99:59	8	100.00%
February	99:59	4	100.00%	August	99:59	6	100.00%
March	99:59	5	100.00%	September	99:59	7	100.00%
April	99:59	7	100.00%	October	99:59	2	100.00%
May	99:59	11	100.00%	November	99:59	4	100.00%
June	99:59	11	100.00%	December	99:59	3	100.00%

	Exemption		
Month	Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	**0**	**0**	**---**

2016	**99:59**	**76**	**100.00%**

Average number of runs per month: **7**

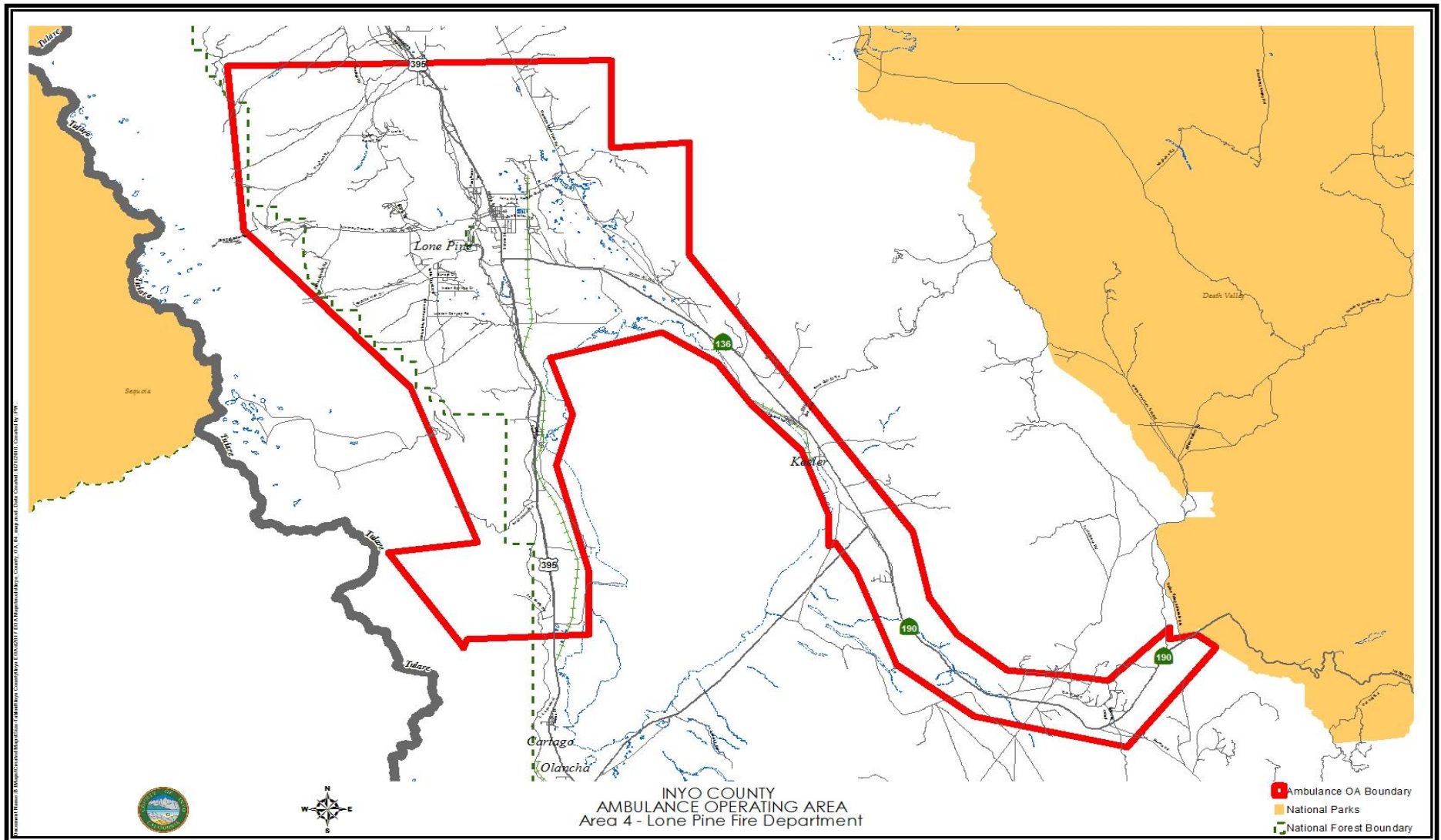RT compliance of each month exceeded 90%.
Overall compliance for the year: **100.00%**
The highest compliance rate for the year was:
        01 to 12 at: **100.00%**
The lowest compliance rate for the year was:
        01 to 12 at: **100.00%**

INYO COUNTY
AMBULANCE OPERATING AREA
Area 4 - Lone Pine Fire Department

Ambulance OA Boundary
National Parks
National Forest Boundary

EOA 4 Response Time Performance by Month
2016

Month	Response Time Requirement	Total Runs	Percent On-Time
January	99:59	13	100.00%
February	99:59	19	100.00%
March	99:59	13	100.00%
April	99:59	4	100.00%
May	99:59	29	100.00%
June	99:59	11	100.00%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	99:59	26	100.00%
August	99:59	8	100.00%
September	99:59	12	100.00%
October	99:59	4	100.00%
November	99:59	12	100.00%
December	99:59	13	100.00%

Month	Exemption		
	Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	0	0	---

2016	99:59	164	100.00%

Average number of runs per month: **14**
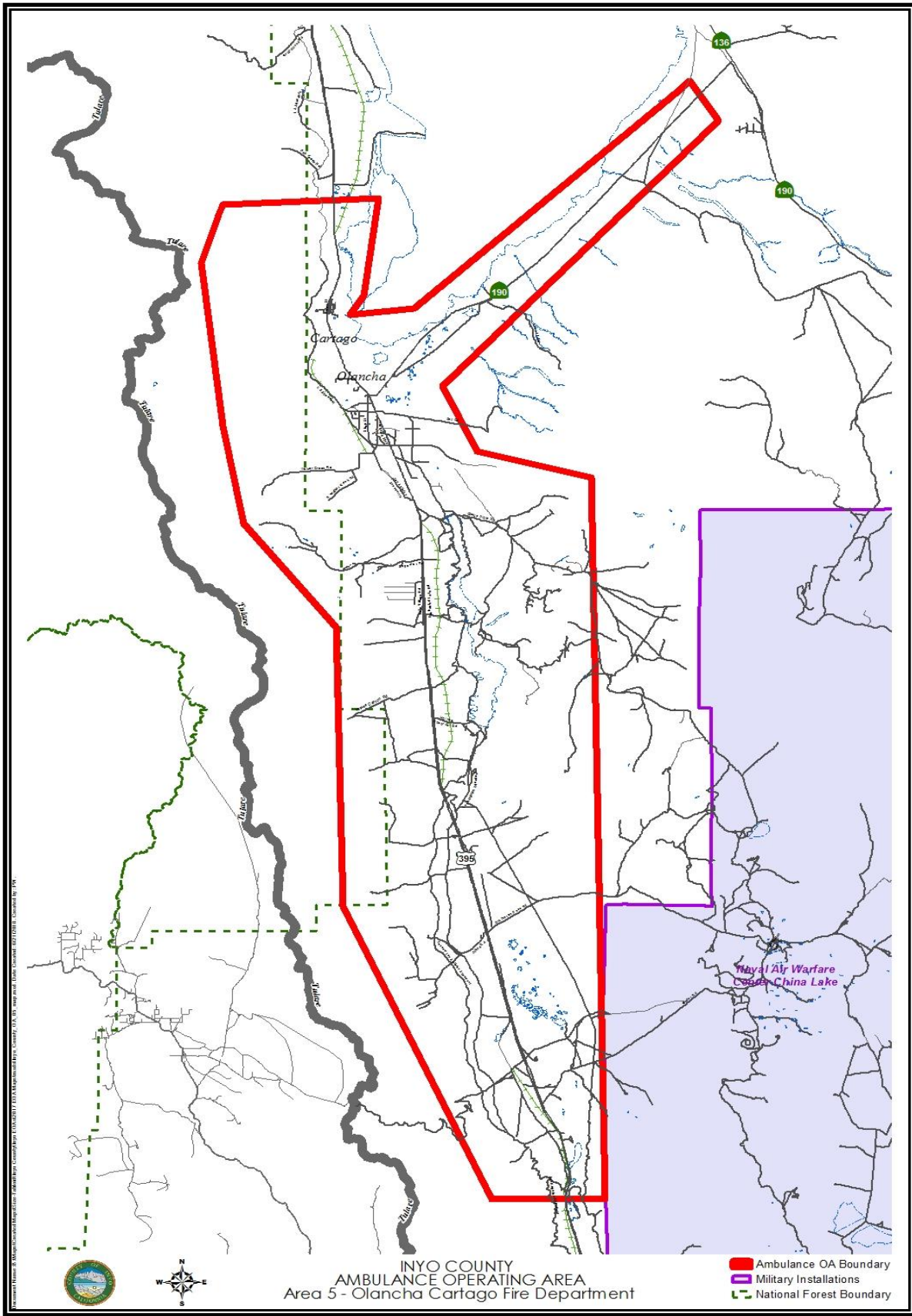
RT compliance of each month exceeded 90%.
Overall compliance for the year: **100.00%**
The highest compliance rate for the year was:
01 to 12 at: 100.00%
The lowest compliance rate for the year was:
01 to 12 at: 100.00%

INYO COUNTY
AMBULANCE OPERATING AREA
Area 5 - Olancha Cartago Fire Department

Ambulance OA Boundary
Military Installations
National Forest Boundary

EOA 5 Response Time Performance by Month 2016

Month	Response Time Requirement	Total Runs	Percent On-Time
January	99:59	6	100.00%
February	99:59	6	100.00%
March	99:59	1	100.00%
April	99:59	7	100.00%
May	99:59	5	100.00%
June	99:59	7	100.00%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	99:59	14	100.00%
August	99:59	13	100.00%
September	99:59	3	100.00%
October	99:59	2	100.00%
November	99:59	6	100.00%
December	99:59		

| Month | Exemption | | |
	Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	0	0	---

2016	99:59	70	100.00%

Average number of runs per month: **6**

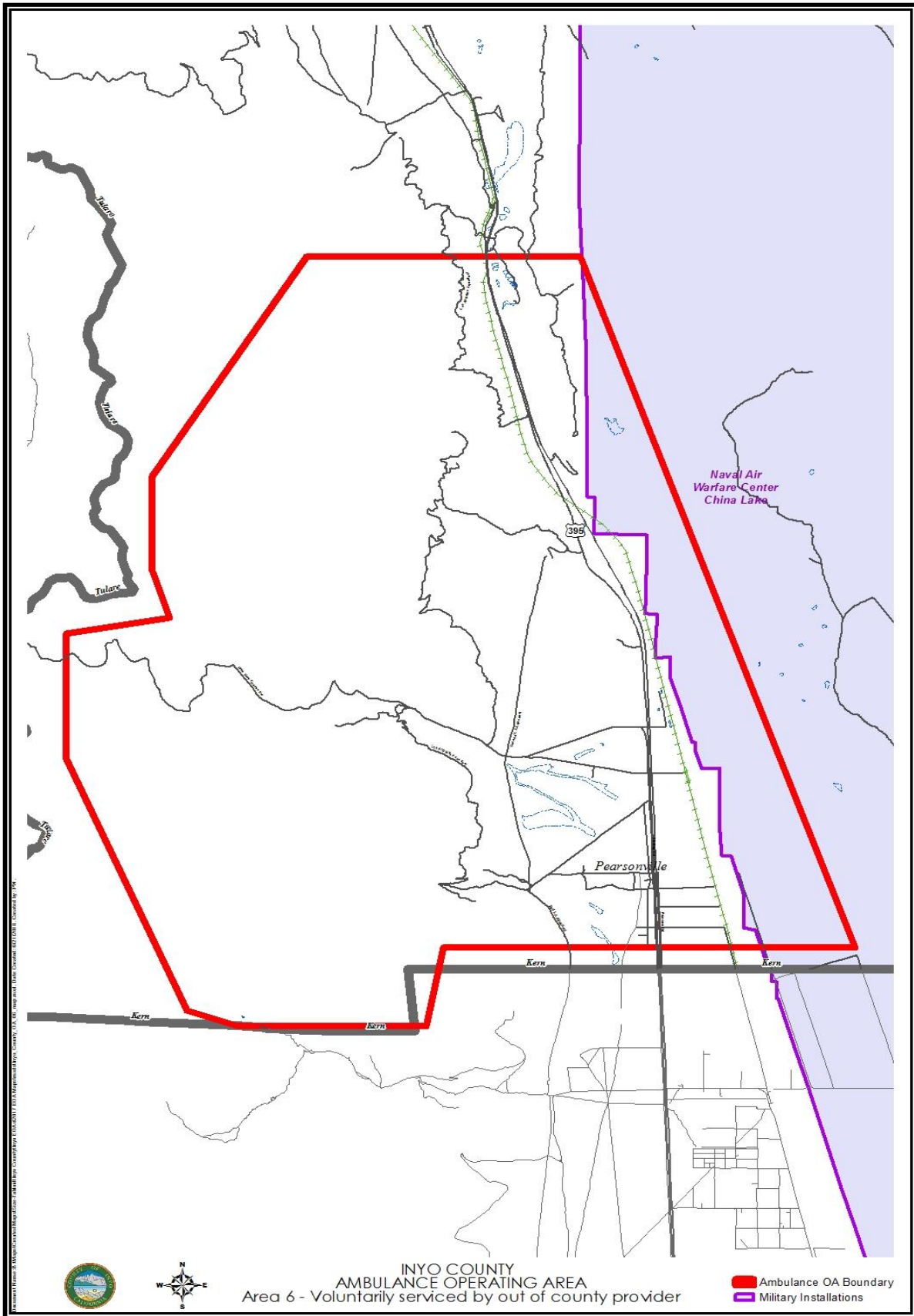RT compliance of each month exceeded 90%.
Overall compliance for the year: **100.00%**
The highest compliance rate for the year was:
01 to 11 at: 100.00%
The lowest compliance rate for the year was:
01 to 11 at: 100.00%

INYO COUNTY
AMBULANCE OPERATING AREA
Area 6 - Voluntarily serviced by out of county provider

Naval Air
Warfare Center
China Lake

Pearsonville

Kern

Legend:
Ambulance OA Boundary
Military Installations

EOA 6 Response Time Performance by Month 2016

Month	Response Time Requirement	Total Runs	Percent On-Time
January	99:59		
February	99:59		
March	99:59		
April	99:59		
May	99:59		
June	99:59		

Month	Response Time Requirement	Total Runs	Percent On-Time
July	99:59		
August	99:59		
September	99:59		
October	99:59		
November	99:59		
December	99:59		

| Month | Exemption | | |
	Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	0	0	---

2016	99:59		

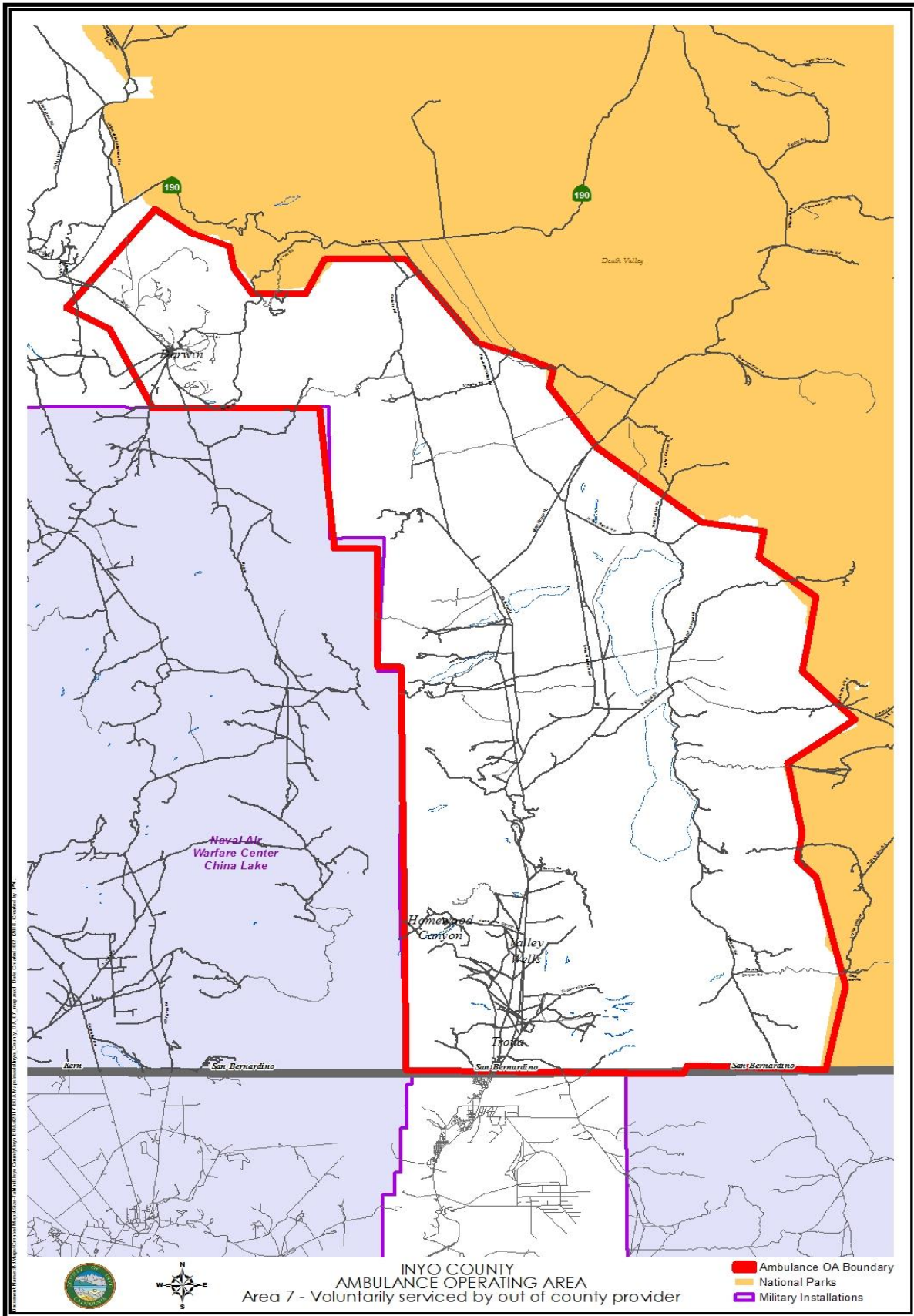Average number of runs per month:

Unavailable due to Mutual Aid status.
Overall compliance for the year:
The highest compliance rate for the year was:
None
The lowest compliance rate for the year was:
None

**INYO COUNTY
AMBULANCE OPERATING AREA**
Area 7 - Voluntarily serviced by out of county provider

Ambulance OA Boundary
National Parks
Military Installations

<u>EOA 7</u> Response Time Performance by Month
2016

Month	Response Time Requirement	Total Runs	Percent On-Time
January	99:59		
February	99:59		
March	99:59		
April	99:59		
May	99:59		
June	99:59		

Month	Response Time Requirement	Total Runs	Percent On-Time
July	99:59		
August	99:59		
September	99:59		
October	99:59		
November	99:59		
December	99:59		

Month	Exemption		
	Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	**0**	**0**	**---**

2016	**99:59**		

Average number of runs per month:

Unavailable due to Mutual Aid status.
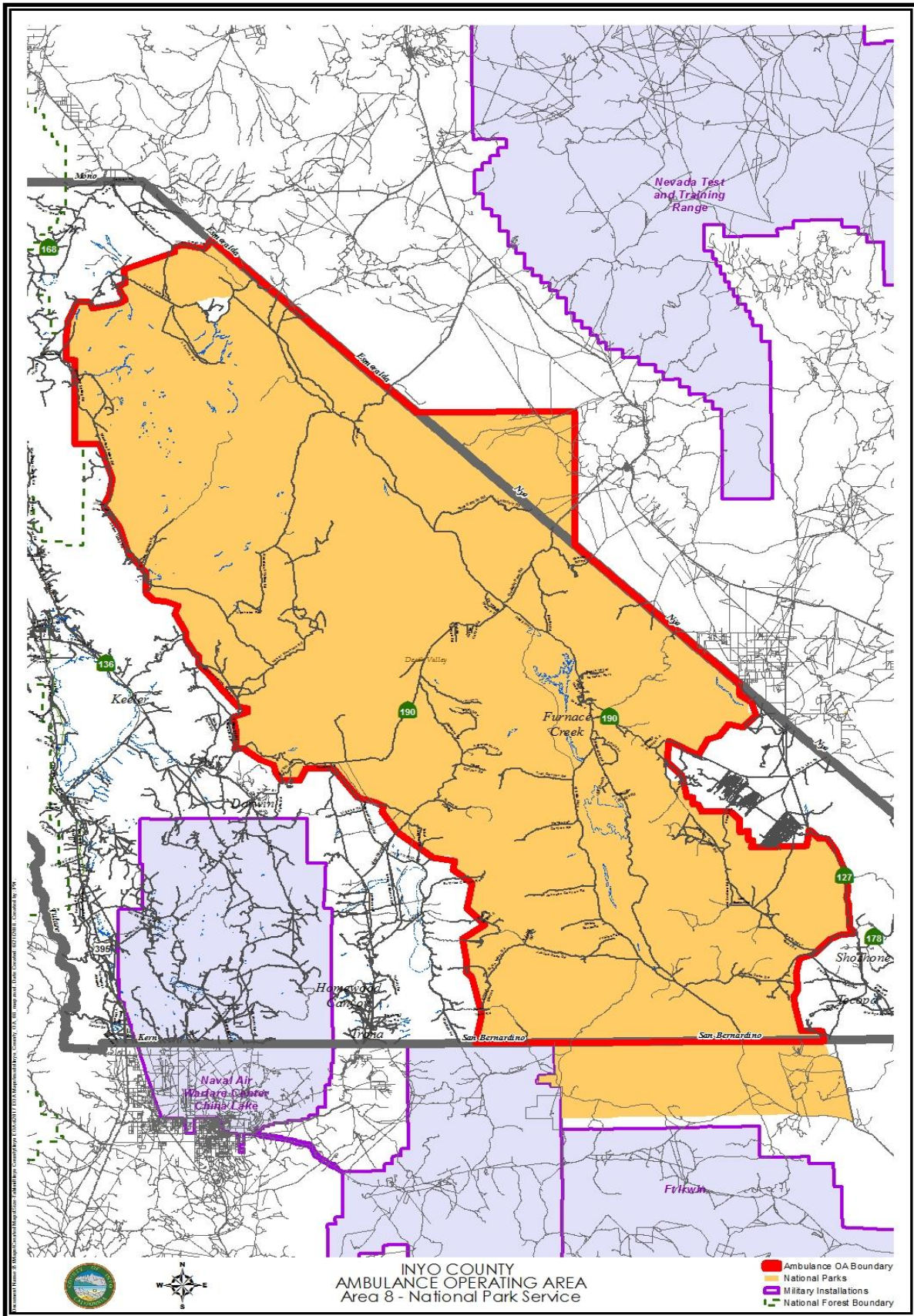Overall compliance for the year:
The highest compliance rate for the year was:
None
The lowest compliance rate for the year was:
None

INYO COUNTY
AMBULANCE OPERATING AREA
Area 8 - National Park Service

Ambulance OA Boundary
National Parks
Military Installations
National Forest Boundary

EOA 8 Response Time Performance by Month 2016

Month	Response Time Requirement	Total Runs	Percent On-Time
January	99:59		
February	99:59		
March	99:59		
April	99:59		
May	99:59		
June	99:59		

Month	Response Time Requirement	Total Runs	Percent On-Time
July	99:59		
August	99:59		
September	99:59		
October	99:59		
November	99:59		
December	99:59		

| Month | Exemption | | |
	Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	0	0	---

2016	99:59		

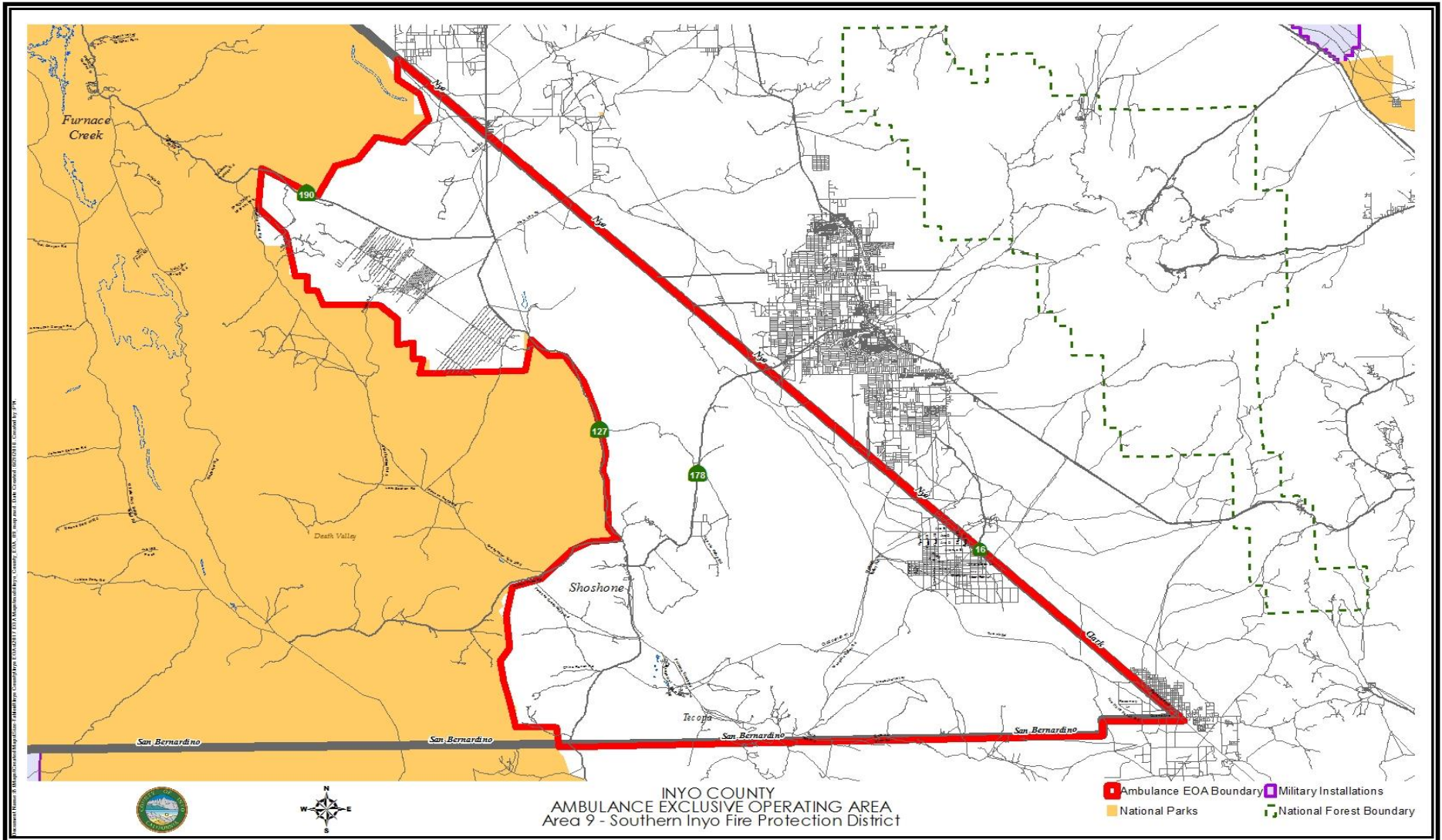Average number of runs per month:

Unavailable due to federal preemption.
Overall compliance for the year:
The highest compliance rate for the year was:
None
The lowest compliance rate for the year was:
None

INYO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 9 - Southern Inyo Fire Protection District

Legend:
- Ambulance EOA Boundary
- National Parks
- Military Installations
- National Forest Boundary

EOA 9 Response Time Performance by Month 2016

Month	Response Time Requirement	Total Runs	Percent On-Time
January	99:59	5	100.00%
February	99:59	1	100.00%
March	99:59	11	100.00%
April*	99:59	8	100.00%
May	99:59	1	100.00%
June	99:59	4	100.00%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	99:59	7	100.00%
August	99:59	6	100.00%
September	99:59	5	100.00%
October	99:59	3	100.00%
November	99:59	1	100.00%
December	99:59	2	100.00%

| | Exemption | | |
Month	Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	0	0	---

2016	99:59	54	100.00%

Average number of runs per month: **5**

RT compliance of each month exceeded 90%.
Overall compliance for the year: **100.00%**
The highest compliance rate for the year was:
01 to 12 at: 100.00%
The lowest compliance rate for the year was:
01 to 12 at: 100.00%

*Note: Patient Care Report 3616141838 excluded for erronous provider input. Information requested from provider; provider did not offer correction.