Inland Counties Emergency Medical Agency

Mono

Performance Based Contracts

Annual Report

January 2016 - December 2016

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BACKGROUND INFORMATION

Mono County is divided into 4 total Operating Areas (EOAs) designated as urban, rural, or wilderness areas. Ambulance services are provided by Mono County EMS (MCEMS). Each EOA is serviced by an ALS unit 24/7.

ICEMA provides a detailed methodology for assurance of compliance by MCEMS with all ICEMA policies and procedures with an emphasis on response time compliance. Response time reporting is by way of MCEMS user data input into ICEMA's data system ImageTrend electronic Patient Care Report (ePCR) software.

Term of Agreements:

MCEMS provides EMS services under 1797.224 which "grandfathered" MCEMS EOAs 1-2 without the requirement for periodic bids for service zone exclusivity.

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 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 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, MCEMS (this only provider) is using the ImageTrend software

Emergency Medical Dispatch:

- Mono 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 Mono County due to financial consideration, i.e. to low volumes and volunteer status of most providers.

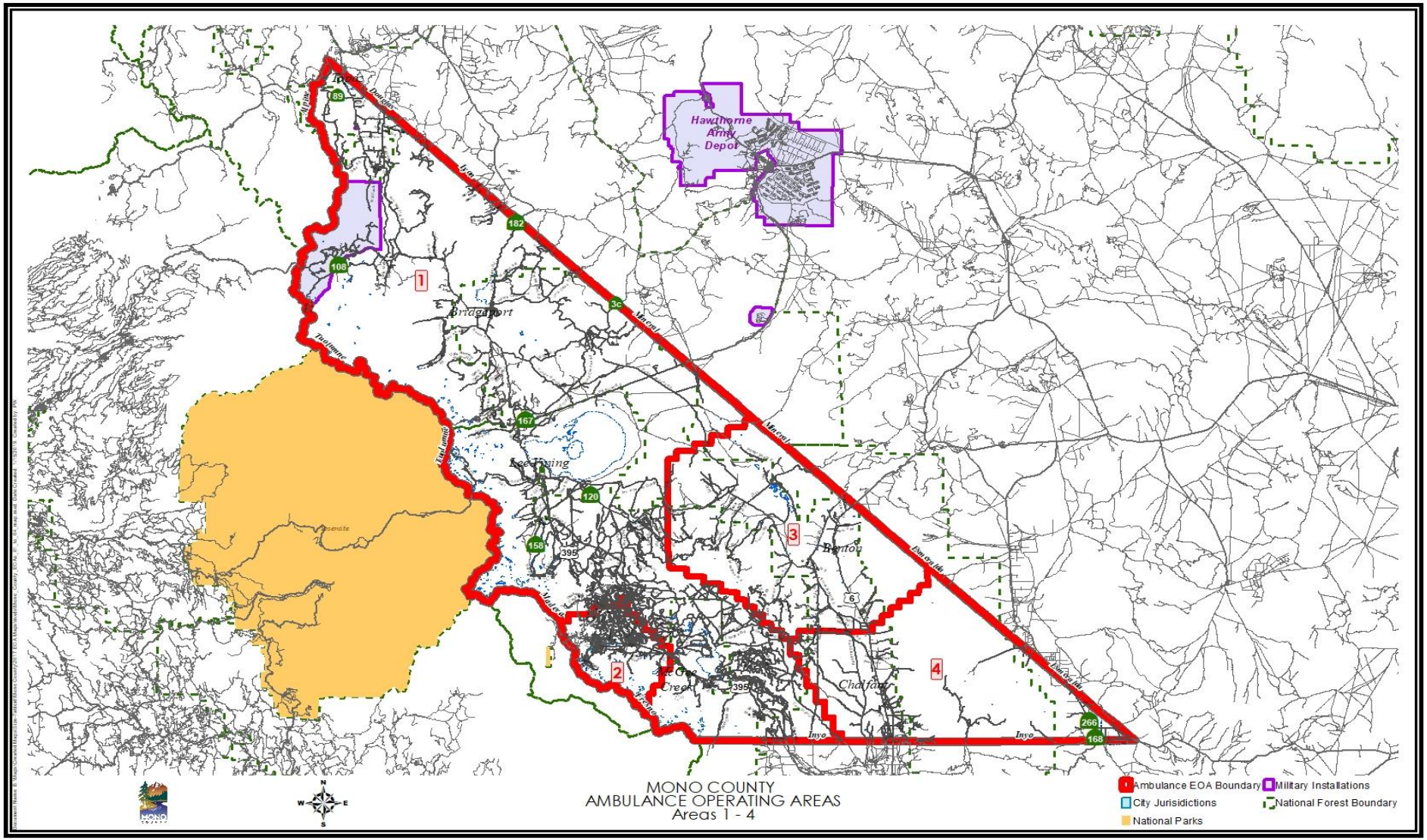
Liquidated Damages / Assessments:

Liquidated Damages / Assessments have not been implemented in Mono 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	Mono County EMS	Exclusive Wilderness	1797.224	N/A
2	Mono County EMS	Exclusive Wilderness	1797.224	N/A
3	Mono County EMS	Wilderness	1797.224	N/A
4	Mono County EMS	Wilderness	1797.224	N/A


Hawthorne Army Depot
Bridgeport
Lee Vining
Benton
Chalfant
Mineral
Esmeralda
Inyo
Tuolumne
Douglas
Lyon
Mono
1
2
3
4
MONO COUNTY
AMBULANCE OPERATING AREAS
Areas 1 - 4
Ambulance EOA Boundary
Military Installations
City Jurisidictions
National Forest Boundary
National Parks

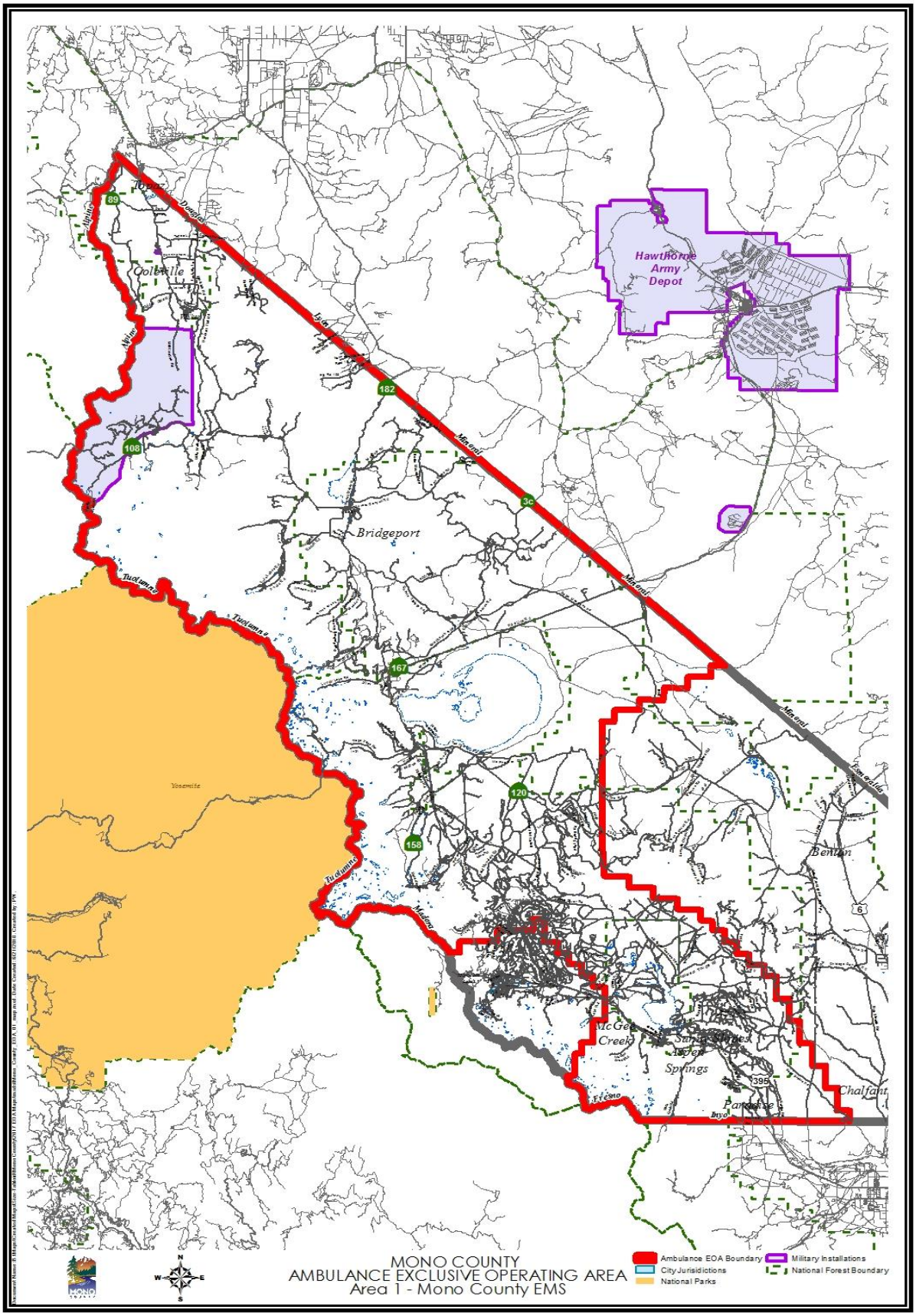
Response Time Compliance by All Providers in All EOA's
All months in 2016

EOA	Provider	2016												Total	Total
		January	February	March	April	May	June	July	August	September	October	November	December	CY2016	Runs*
1	Mono County EMS	100.00%	100.00%	100.00%	100.00%	100.00%	98.57%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**99.84%**	644
2	Mono County EMS	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%**	1,045
3	Mono County EMS				100.00%			100.00%		100.00%	100.00%	100.00%		**100.00%**	11
4	Mono County EMS			100.00%		100.00%					100.00%	100.00%	100.00%	**100.00%**	7

*Note: Data include only runs used in response time calculation.
Runs with approved exemptions are excluded.

Yellow	MOU agreements currently in effect

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**	**---**


Hawthorne Army Depot
Topaz
Coleville
Bridgeport
Benton
McGee Creek
Springs
Chalfant
Yosemite
Mono County
Ambulance EOA Boundary
City Jurisidictions
National Parks
Military Installations
National Forest Boundary
MONO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 1 - Mono County EMS

EOA 1 Response Time Performance by Month 2016

Month	Response Time Requirement	Total Runs	Percent On-Time
January	99:59	54	100.00%
February	99:59	43	100.00%
March	99:59	38	100.00%
April	99:59	32	100.00%
May	99:59	54	100.00%
June*	99:59	70	98.57%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	99:59	86	100.00%
August	99:59	79	100.00%
September	99:59	76	100.00%
October	99:59	49	100.00%
November	99:59	19	100.00%
December	99:59	44	100.00%

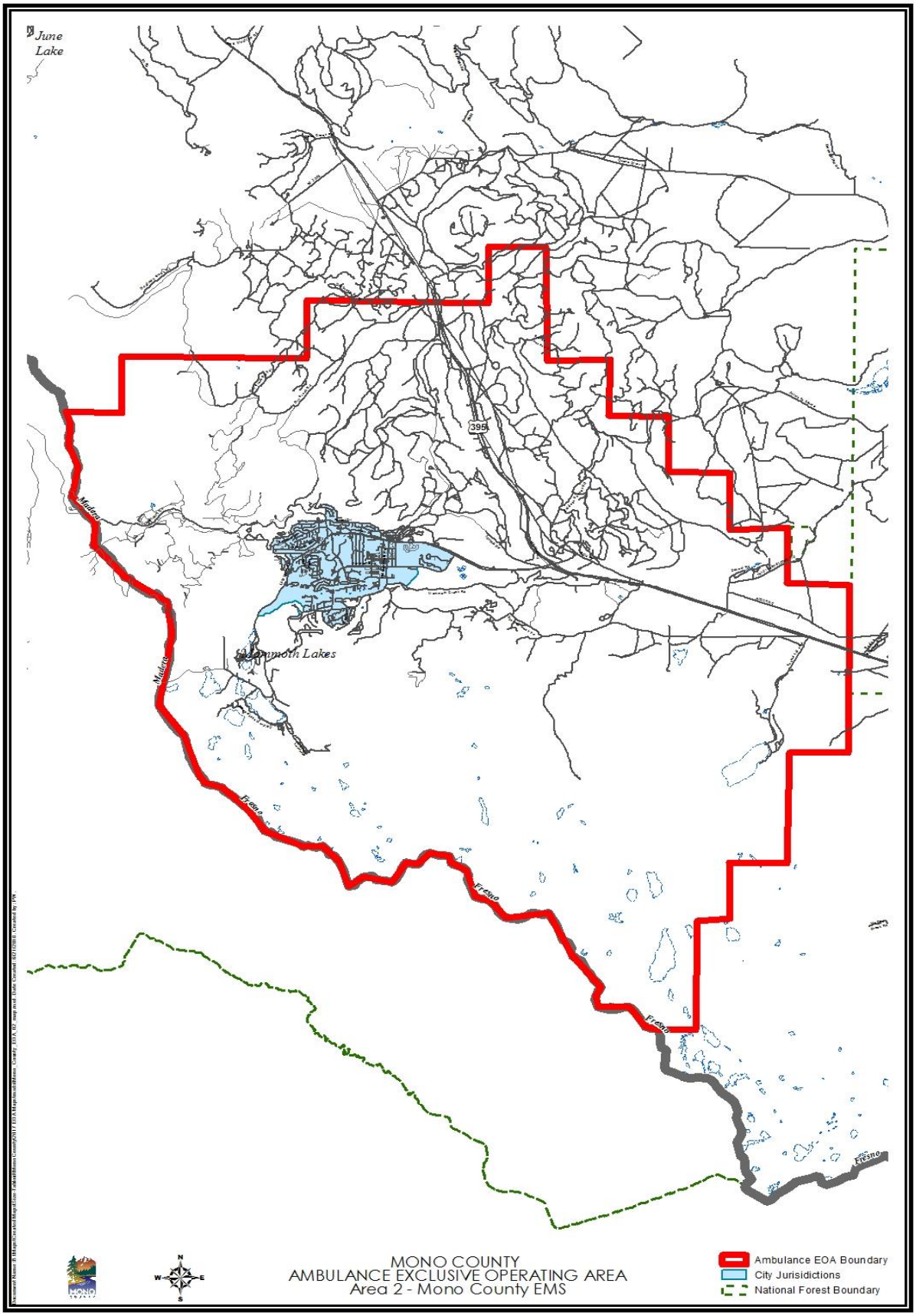
Month	Exemption		
	Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	**0**	**0**	**---**

2016	**99:59**	**644**	**99.84%**

Average number of runs per month: **54**

RT compliance of each month exceeded 90%.
Overall compliance for the year: **99.84%**
The highest compliance rate for the year was:
01 to 05, 07 to 12: 100.00%
The lowest compliance rate for the year was:
June at: 98.57%

*Note: Patient Care Report 3616219642 excluded for erronous provider input. Information requested from provider; provider did not offer correction.


June Lake
395
Mammoth Lakes
Madera
Fresno
Fresno
Fresno
Fresno
MONO COUNTY
AMBULANCE EXCLUSIVE OPERATING AREA
Area 2 - Mono County EMS
Ambulance EOA Boundary
City Jurisdictions
National Forest Boundary

EOA 2 Response Time Performance by Month 2016

Month	Response Time Requirement	Total Runs	Percent On-Time
January*	99:59	162	100.00%
February	99:59	149	100.00%
March	99:59	135	100.00%
April	99:59	72	100.00%
May	99:59	41	100.00%
June	99:59	60	100.00%

Month	Response Time Requirement	Total Runs	Percent On-Time
July	99:59	84	100.00%
August	99:59	58	100.00%
September	99:59	49	100.00%
October	99:59	32	100.00%
November	99:59	53	100.00%
December	99:59	150	100.00%

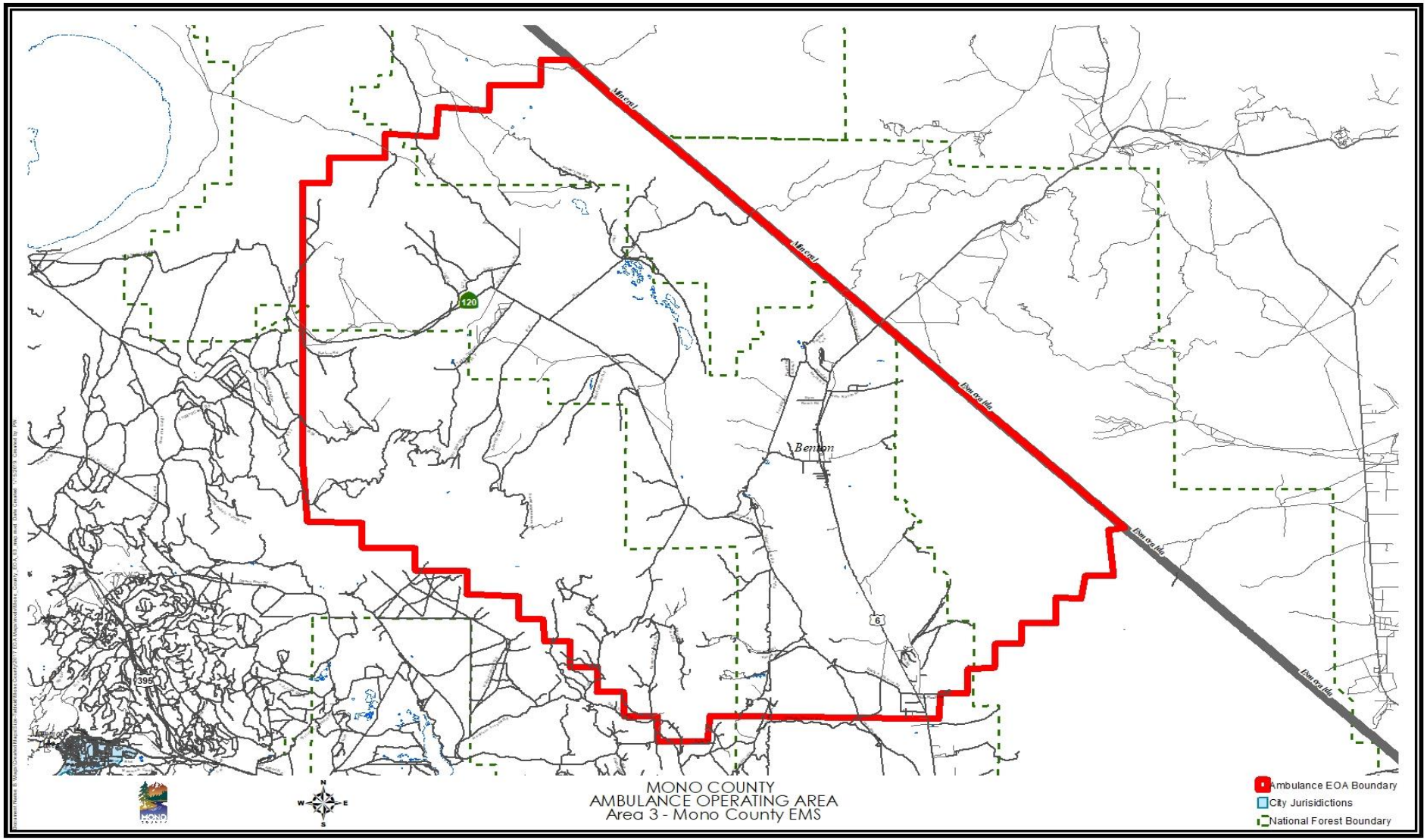
Month	Exemption		
	Requests	Approved	% Approved
January	0	0	---
February	0	0	---
March	0	0	---
April	0	0	---
May	0	0	---
June	0	0	---
July	0	0	---
August	0	0	---
September	0	0	---
October	0	0	---
November	0	0	---
December	0	0	---
Total	**0**	**0**	**---**

2016	**99:59**	**1,045**	**100.00%**

Average number of runs per month: **88**

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: 100.00%
The lowest compliance rate for the year was:
01 to 12: 100.00%

*Note: Patient Care Report 3616038213 excluded for erronous provider input. Information requested from provider; provider did not offer correction.


Mineral
Mineral
Esmeralda
Esmeralda
Esmeralda
120
Benton
6
395
MONO COUNTY
AMBULANCE OPERATING AREA
Area 3 - Mono County EMS
Ambulance EOA Boundary
City Jurisidictions
National Forest Boundary

EOA 3 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	2	100.00%
May	99:59		
June	99:59		

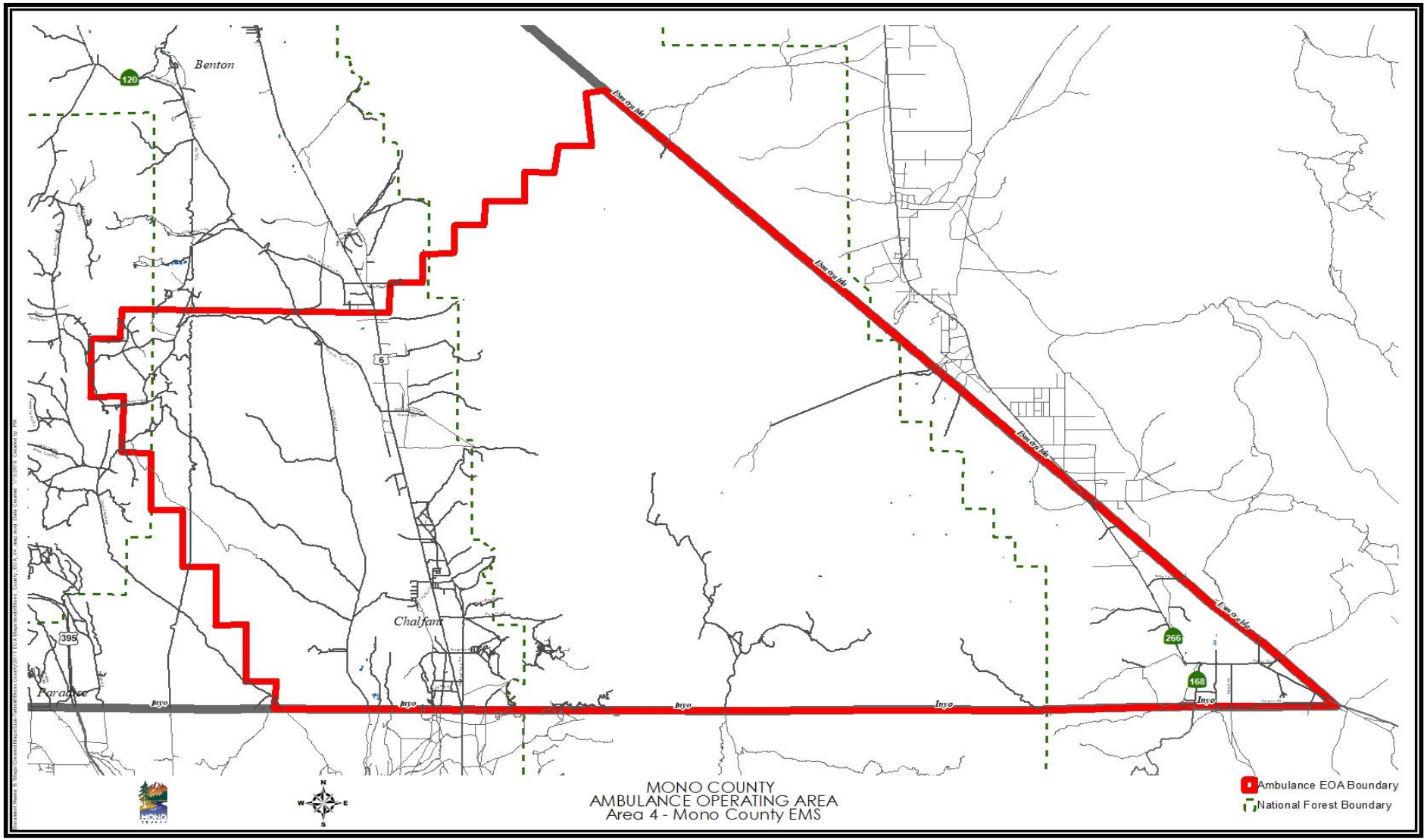
Month	Response Time Requirement	Total Runs	Percent On-Time
July	99:59	2	100.00%
August	99:59		
September	99:59	3	100.00%
October	99:59	2	100.00%
November	99:59	2	100.00%
December	99:59		

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**	**11**	**100.00%**

Average number of runs per month: **0.92**

RT compliance of each month exceeded 90%.
Overall compliance for the year: **100.00%**
The highest compliance rate for the year was:
April, July, Sept., October and Nov. at: 100.00%
The lowest compliance rate for the year was:
April, July, Sept., October and Nov. at: 100.00%


Benton
120
Chalfant
Paradise
395
6
266
168
Inyo
Esmeralda
MONO COUNTY
AMBULANCE OPERATING AREA
Area 4 - Mono County EMS
Ambulance EOA Boundary
National Forest Boundary

EOA 4 Response Time Performance by Month 2016

Month	Response Time Requirement	Total Runs	Percent On-Time
January	99:59		
February	99:59		
March	99:59	2	100.00%
April	99:59		
May	99:59	1	100.00%
June	99:59		

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

Average number of runs per month: **0.58**

RT compliance of each month exceeded 90%.
Overall compliance for the year: **100.00%**
The highest compliance rate for the year was:
March, May, October, Nov. and Dec. at: 100.00%
The lowest compliance rate for the year was:
March, May, October, Nov. and Dec. at: 100.00%