

**Lead Agency:** Health Department

**Program Contact:** OXMAN Gary L

**Program Offer Type:** Existing Operating

**Related Programs:**

**Program Characteristics:** In Target

**Executive Summary**

Emergency Medical Services (EMS), plans, regulates, coordinates, and provides medical supervision and quality assurance for all pre-hospital emergency care provided by an exclusive ambulance contractor and the fire departments in the County.

**Program Description**

The EMS program has five major functions: 1) The emergency ambulance contract: Emergency ambulance service is provided through an exclusive franchise agreement with a single ambulance company. This is a performance contract; the EMS program administers the contract and assures that performance criteria are met. 2) Medical supervision: The EMS Medical Director supervises all out of hospital medical care provided by 911 dispatchers, paramedics, basic EMTs and first responders. Immediate medical advice for responders is provided via radio by OHSU under the supervision of the EMS Medical Director. 3) Quality of Service: MCEMS defines the quality of service (the provision of emergency medical services to the citizens of Multnomah County). Included in these duties are (a)the types of emergency medical response, (b)the configuration of the response, (c)the timing of the response, (d)the integration with other health services (i.e. hospitals/ primary care providers).

MCEMS uses the process of Continuous Quality Improvement (CQI) to monitor the quality of service: The EMS Program coordinates a system-wide data-driven approach to improving the quality of service provided by the EMS system. The program gathers, maintains, and analyzes data on patient care and outcomes necessary for the CQI process. Results are used for planning, and for improving EMS operations and the quality of pre-hospital patient care. 4) The EMS program regulates all emergency and non-emergency ambulance business in the County in accordance with the ambulance ordinance, MCC 21.400. This includes licensing, inspections, review of operations, and supervision of medical care. 5) Coordination of medical first response and medical dispatch: 9-1-1 Dispatch is provided by the City of Portland Bureau of Emergency Communication. The Fire departments of Portland and Gresham, Portland International Airport and volunteer fire districts throughout the County provide first response.

MCEMS coordinates medical supervision, operating medical protocols, public safety medical communications, major event planning, and medical equipment specifications. The MCEMS Program is a visible part of the public safety system and contributes to citizens feeling safe. The EMS Program ensures that timely medical response is available to all County residents and visitors experiencing a medical emergency. The program emphasizes coordination of services provided by multiple public and private agencies, and takes collaborative approaches to prepare for individual and community emergencies.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Ambulance response times - 8 min. 90% of calls	90.1%	90.0%	89.8%	90.0%
Outcome	Cardiac arrest survival to hospital	0.0%	35.0%	0.0%	35.0%

**Performance Measure - Description**

The major contract performance measure is the percentage of urban emergency calls in which the ambulance arrives on scene in 8:00 minutes or less. The method for computing this percentage has changed, potentially resulting in a figure of <90.0% even when the ambulance provider meets contract requirements. In addition, a disruption in the data received from City of Portland has caused a delay in accurately assessing ambulance response time compliance.

One of the best and most common measurements for EMS medical quality measures is the use of outcomes of patients presenting in cardiac arrest. Cardiac arrest is an often-fatal cessation of the heartbeat that requires immediate medical intervention. Cardiac arrest survival demonstrates how quickly and effectively EMS responds and stabilizes patients in the field. It requires a complete and integrated response system to achieve good patient outcomes. Components of this response include access to 911 dispatch, pre-arrival instructions provided by 911 dispatch (bystander CPR), timely first response and EMS transport, and effective hospital resuscitation. This single benchmark is one of the best measurements of the overall quality and integration of the EMS system in the community and the health system. These medical outcomes are benchmarked against other communities with an eye towards improving results over time. Current year estimates of cardiac arrest survival are best estimates with the data available.

## Legal/Contractual Obligation

The County is responsible under ORS 682 to have an Ambulance Service Area Plan. It is the County's choice as to how much to invest to achieve this mandate.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2012	2012	2013	2013
Personnel	\$0	\$674,327	\$728,573	\$0
Contracts	\$0	\$693,875	\$737,363	\$0
Materials & Supplies	\$0	\$205,064	\$270,295	\$0
Internal Services	\$0	\$218,586	\$78,545	\$0
Total GF/non-GF:	<b>\$0</b>	<b>\$1,791,852</b>	<b>\$1,814,776</b>	<b>\$0</b>
Program Total:	<b>\$1,791,852</b>		<b>\$1,814,776</b>	
Program FTE	0.00	5.20	5.40	0.00
<b>Program Revenues</b>				
Indirect for dep't Admin	\$107,008	\$0	\$0	\$0
Fees, Permits & Charges	\$0	\$957,681	\$975,486	\$0
Intergovernmental	\$0	\$562,000	\$612,290	\$0
Other / Miscellaneous	\$0	\$272,171	\$227,000	\$0
<b>Total Revenue:</b>	<b>\$107,008</b>	<b>\$1,791,852</b>	<b>\$1,814,776</b>	<b>\$0</b>

## Explanation of Revenues

All costs of the program are recovered from licenses, fees and reimbursement for supplies and training for other jurisdictions. The fees are established and collected through revenue agreements with American Medical Response (AMR) and other jurisdictions in Multnomah County. The fines fund system improvements for EMS providers.

Ambulance licenses: \$28,500

Franchise Fee: \$846,986

Supply and joint training reimbursements: \$839,290

Fines: \$100,000

## Significant Program Changes

Last year this program was: #40004, Ambulance Services (EMS)