

A stylized graphic on the left side of the slide. It features two dark green mountain peaks with rounded tops. Below the mountains is a dark blue wavy shape representing water. The entire graphic is composed of solid-colored shapes with white outlines.

Multnomah County Ambulance Service Plan and County Ambulance Code Revision

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Overview and Introductions-

Joanne Fuller

- 30 years of Multnomah EMS-Gary Oxman
- County Authority, Current System Description, Outcomes and Quality- Darrell Knott
- Foundational Principles, Plan Update Process, Stakeholder and Community Input, Future Vision- Paul Lewis





County Authority

- Oregon Revised Statute 682.062 requires Counties to develop a plan to coordinate ambulance services.
- Oregon Administrative Rules 333-260-0020 required format of Ambulance Service Plan to be submitted to State.
- County Code 21.400 sets specific requirements as described in Ambulance Service Plan.



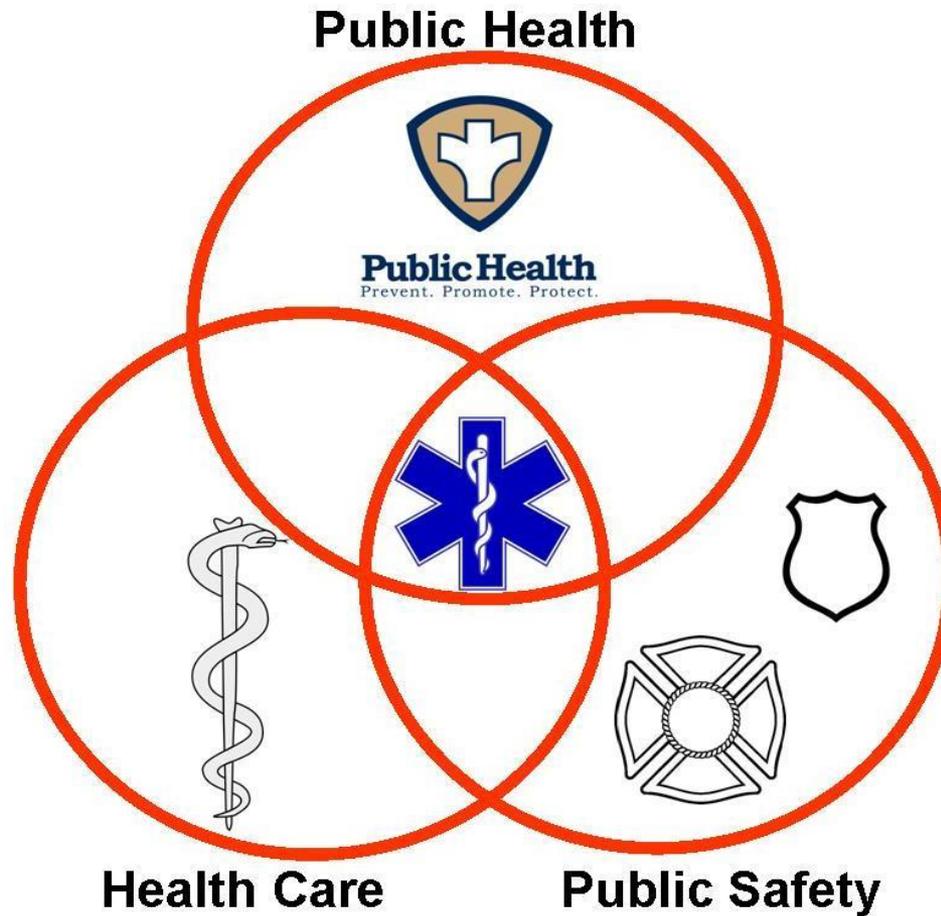
The Current Multnomah County EMS System

The Starting Point

- Perspective on our starting point... a system that works
 - Measureable high-quality clinical outcomes
 - Response times that are fast and reliable
 - Strong partnerships and coordination among participating public and private agencies
 - History of continuous performance improvement



Where does EMS live?



Adapted from: National Highway Traffic Safety Administration



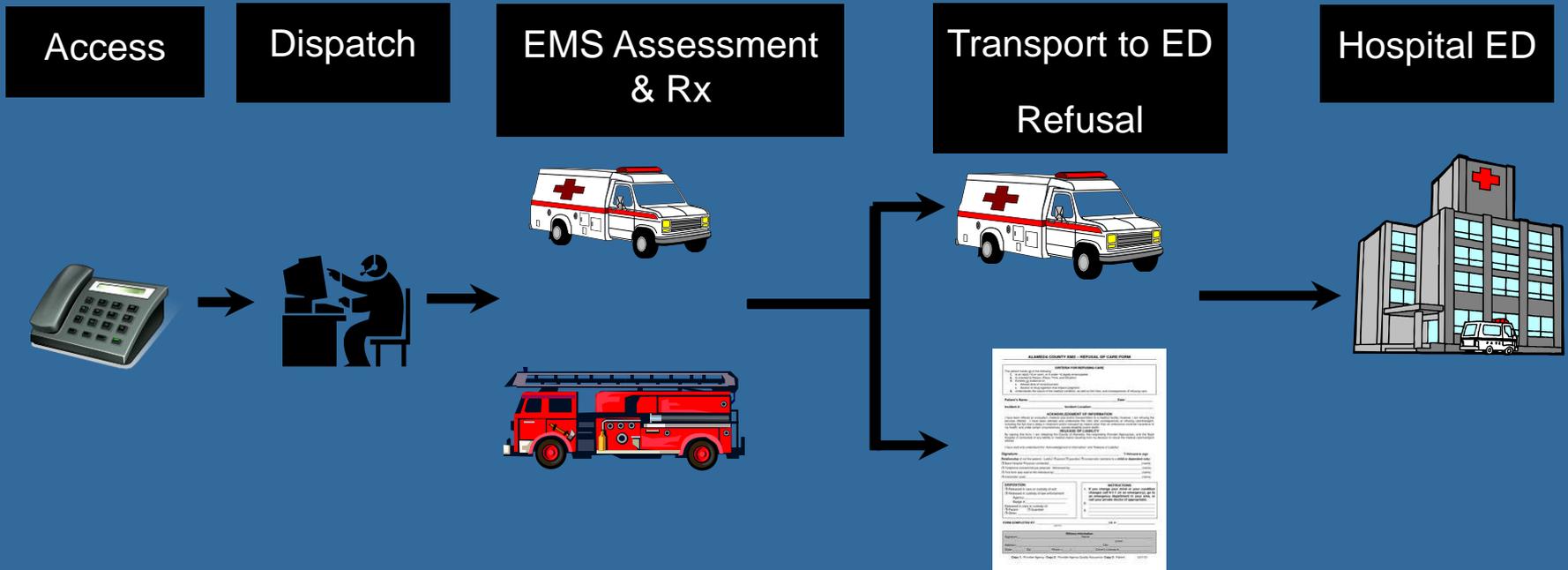
Multnomah County EMS System

Functions and Characteristics

- Provides medical care for people with medical emergencies through a system of coordinated response and care
- Operates at the crossroads of health care, public health and public safety
- Depends on the efforts of multiple organizations and people
- Operations include:
 - ✓ receiving calls through 9-1-1
 - ✓ dispatching responders
 - ✓ providing care in the community
 - ✓ transporting patients to a hospital or another place of care.
- EMS system interacts with hospitals, healthcare payers/insurers, and many others



Current EMS System



2018 Multnomah County Emergency Medical Services Project

What does the Multnomah County EMS Program do?

Key Multnomah County Health Department EMS Program Functions:

- Implements and regulates the County's EMS system
- Coordinates the various of agencies and providers that contribute to the system (a franchised private ambulance company, fire departments, other public and private agencies)
- Develops state-required Ambulance Service Plan (ASP)
- Carries out other EMS planning
- Provides medical direction for all aspects of the system
- Enforces the County's EMS Code (§21.400) and administrative rules



Multnomah County EMS System

One
Service
Area

One 911
EMS
Transport
Provider

One
EMS
Medical
Director

One
Dispatch
Center

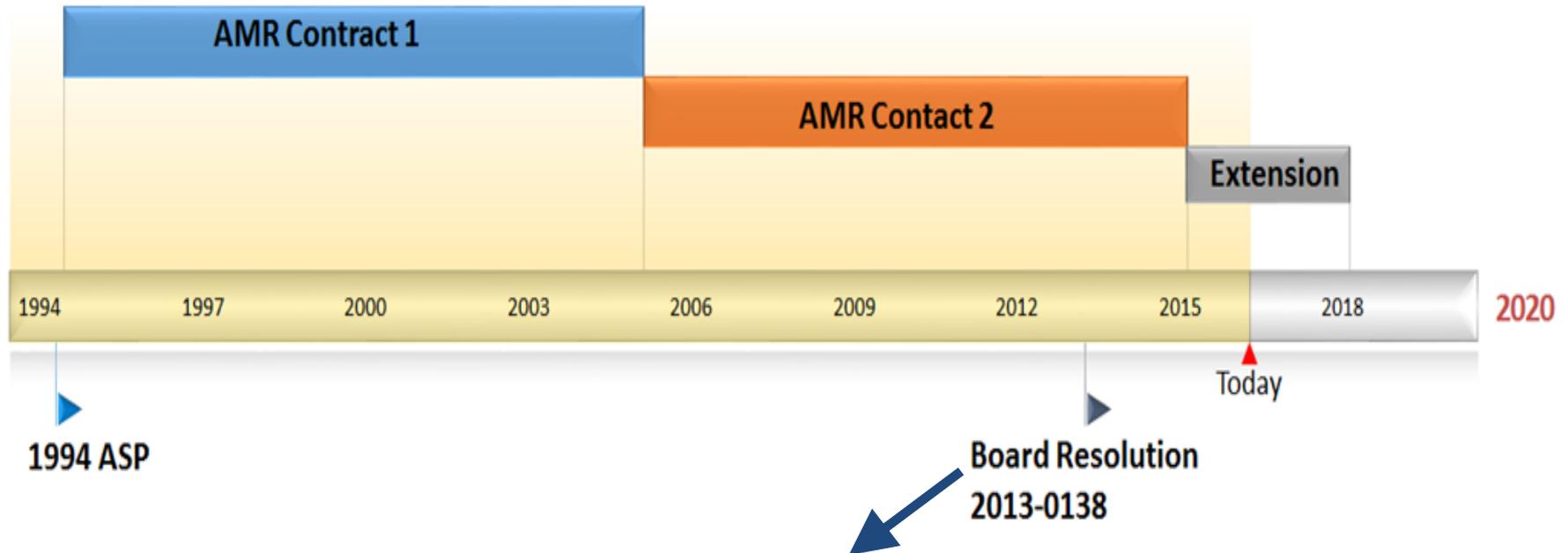
No Service
Disruption

Fire First
Response



Pillars of Multnomah County EMS System

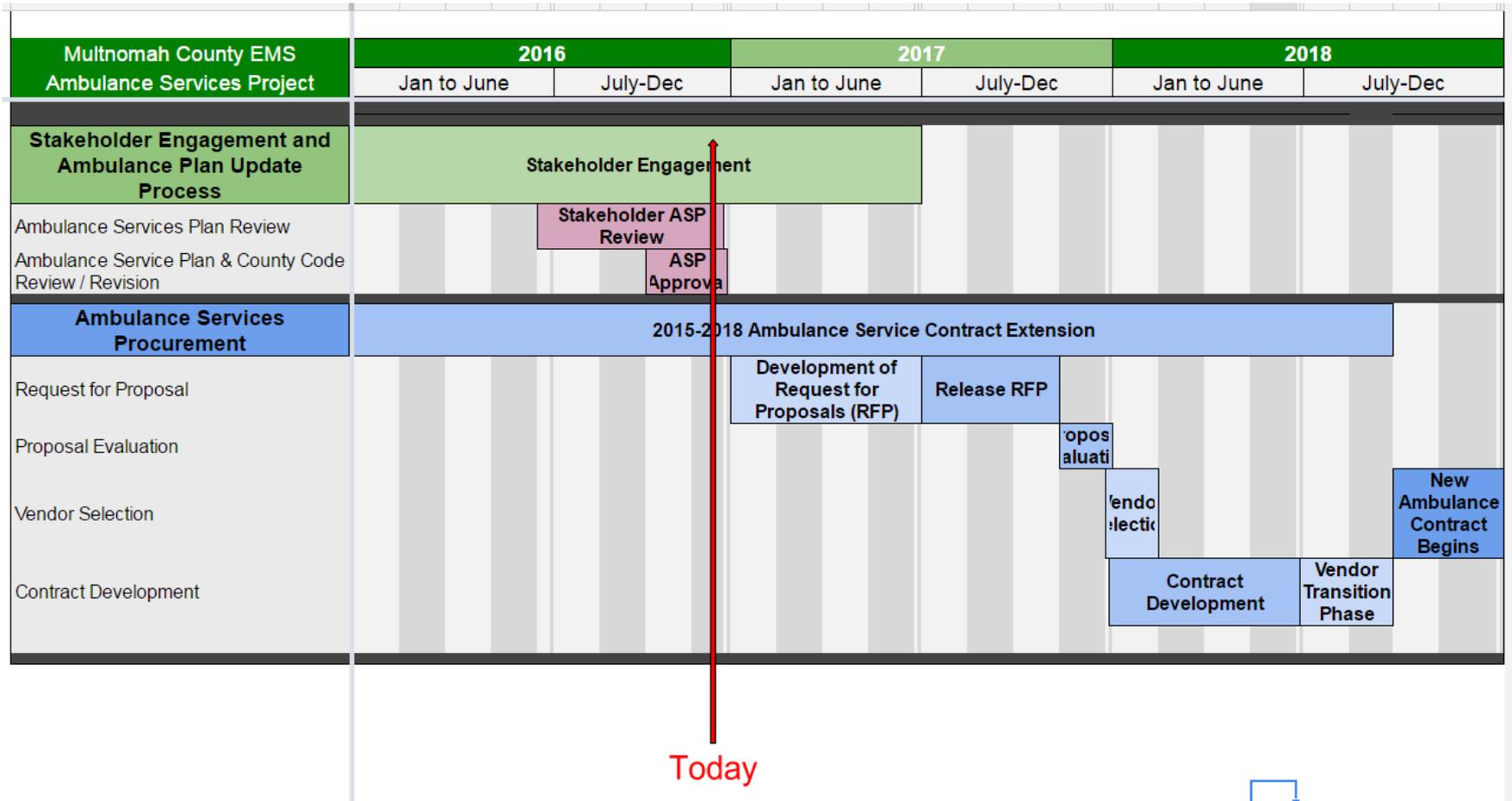
How did we get here? Where are we heading?



- Uncertainty regarding Health Reform
- Extend existing AMR contract for 3 years
- Notes County Code 21.425 requires a competitive proposal process



2016-2018 Timeline



Changes from 1994 Ambulance Service Plan and County Code

- Structure (State Required) and Major Components remain the same
- Changes
 - Future flexibility
 - New process for changes to EMS System through an Advisory Council
 - Subcontracting (limited) for transport services permitted
 - Intention to adopt updated 911 medical call triage system
 - Possible modification of ambulance staffing, response times, and features
- Clarifications
 - Scope of Plan/Code
 - Medical Director Role Clarified



Valuable Stakeholder and Public Input on Draft ASP and Code

- Formal Project Launch-November 2015
- Introductory Webinar- January 2016
- Program Stakeholder interviews-January-October 2016
- Consultant Stakeholder interviews-April-October 2016
- Public Comment Period-October 7th-20th, 2016
- Public Comment Meeting-October 19, 2016



Evaluation Framework for Public and Stakeholder Input

1. Does the proposed change improve?
 - equitable access
 - higher quality
 - better outcomes
 - better EMS system stability
2. Does the proposed change support the pillars of the system?
3. Does the proposed change represent a major restructuring of the system?



Major Input

Program Response

<p>Allow more options for First Response</p>	<p>New process <u>will allow</u> consideration of proposals from jurisdictions as well as Fire Departments and Districts An upgraded 911 Medical Call Triage system will likely be needed for any changes</p>
<p>Clarify response times for critical and non-critical calls</p>	<p>Maintain current standards set by EMS Medical Director for now; <u>allows for future modification</u> when a more sophisticated 911 Medical Call Triage is adopted</p>
<p>Do not decrease currently required 2 paramedic staffing on 911 ambulances</p>	<p>Plan leaves open option for changes in the future; any change from the current 2 paramedic standard would need to follow <u>new process</u> involving advisory council, EMS Medical Director, and BCC</p>



Major Input

Program Response

Improve notification of labor representatives	<u>Will address</u> though administrative procedure and direct communication with labor representatives
Portland Fire Bureau Request to Transport	Retain single contracted transport provider; <u>allow for subcontracting</u> on limited basis
Incumbent workforce protection	Revised plan <u>adopts recommendations</u> to support uninterrupted service; wage and working conditions outside of scope
Do not use RFP for Provider Selection	Will Proceed with RFP based on ORS 682.063, County Code 21.425, Board Resolution 2013-0138, County Public Contract Review Board Rules 47-0255, -0257, -0260, -0263



Revised ASP and Code: Next Steps

- Adoption of updated Ambulance Service Plan launches next phase of project
 - Development of Request for Proposals
 - Release of RFP
 - Evaluation of Proposals
 - Vendor Selection
 - Contract Negotiations
 - Monitoring



Challenges and Opportunities for EMS Systems to 2028 and Beyond

- Evolving Healthcare Environment
- Evolving Technology
- Fiscal pressure on jurisdictions, EMS providers, Healthcare Payers
- Adaptability

New EMS Advisory Council to navigate and assure high quality, equitable, accessible, and fiscally stable system

