

A stylized graphic on the left side of the slide. It features two green mountain peaks of different heights. Below the mountains is a green wavy line representing a shoreline or a body of water. At the bottom is a blue wavy line representing water. The entire graphic is composed of solid-colored shapes with no internal details.

# Multnomah County Ambulance Service Plan and County Ambulance Code Revision

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November 3, 2016

# 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

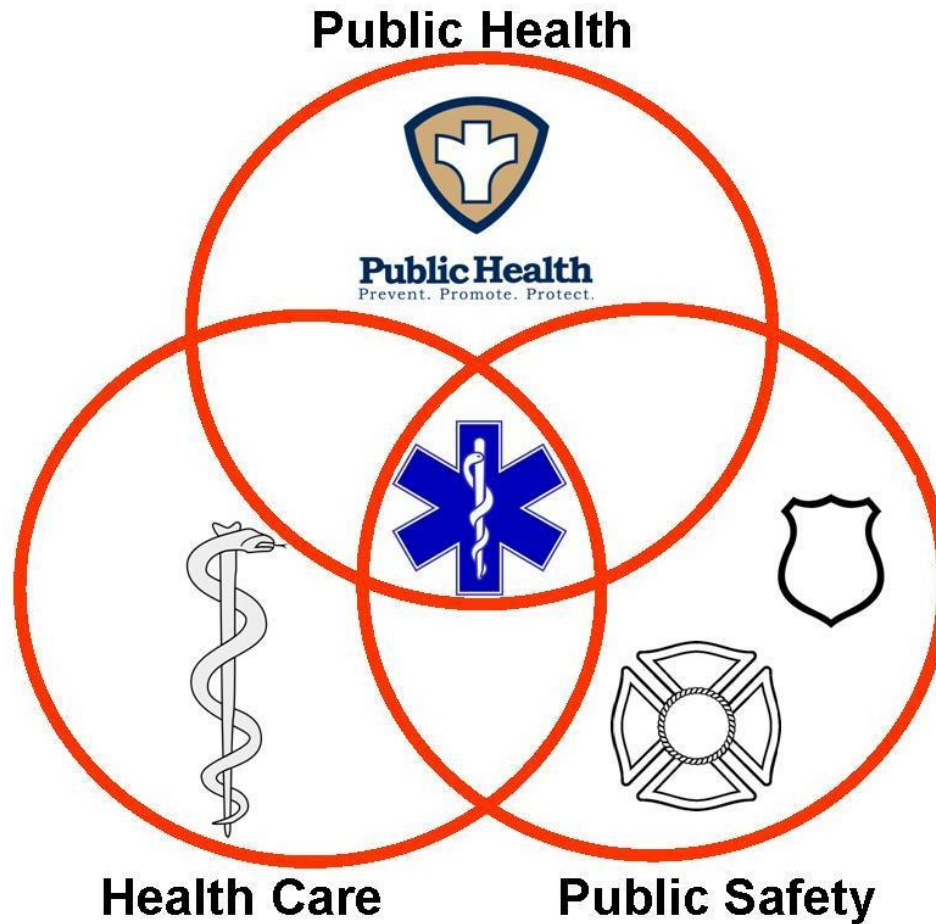
## The Starting Point

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- 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



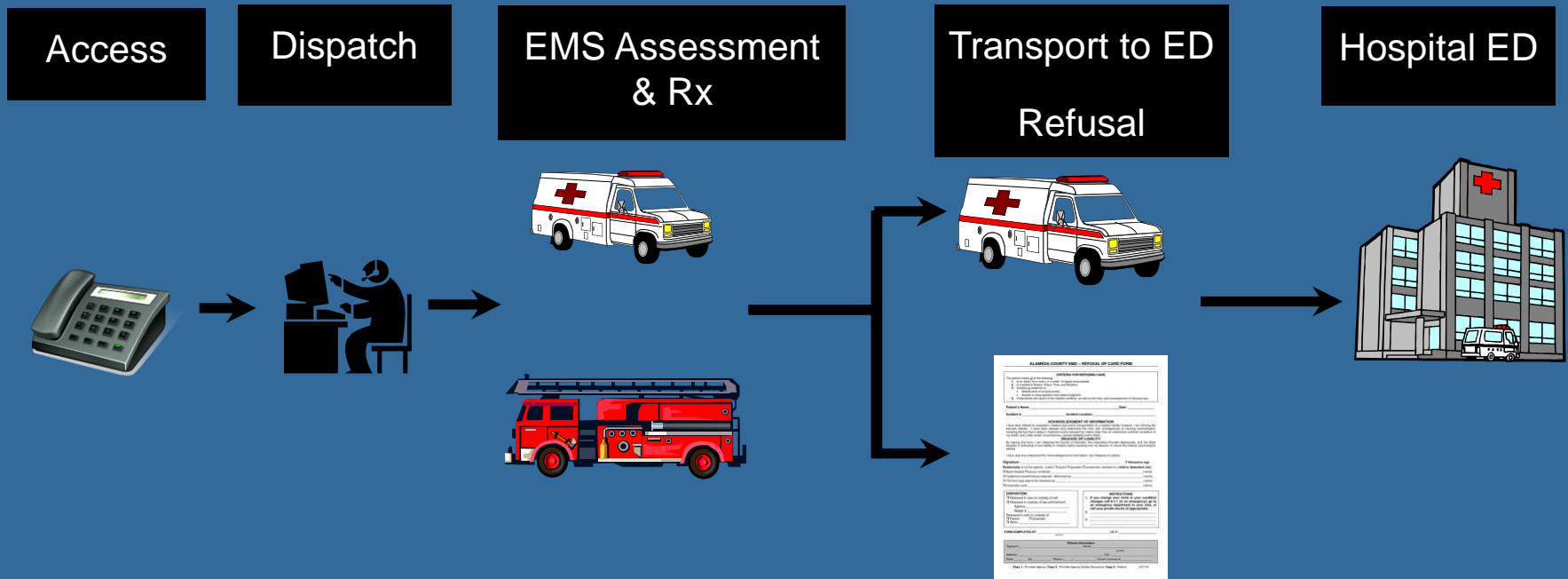
# Multnomah County EMS System

## 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?

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### 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

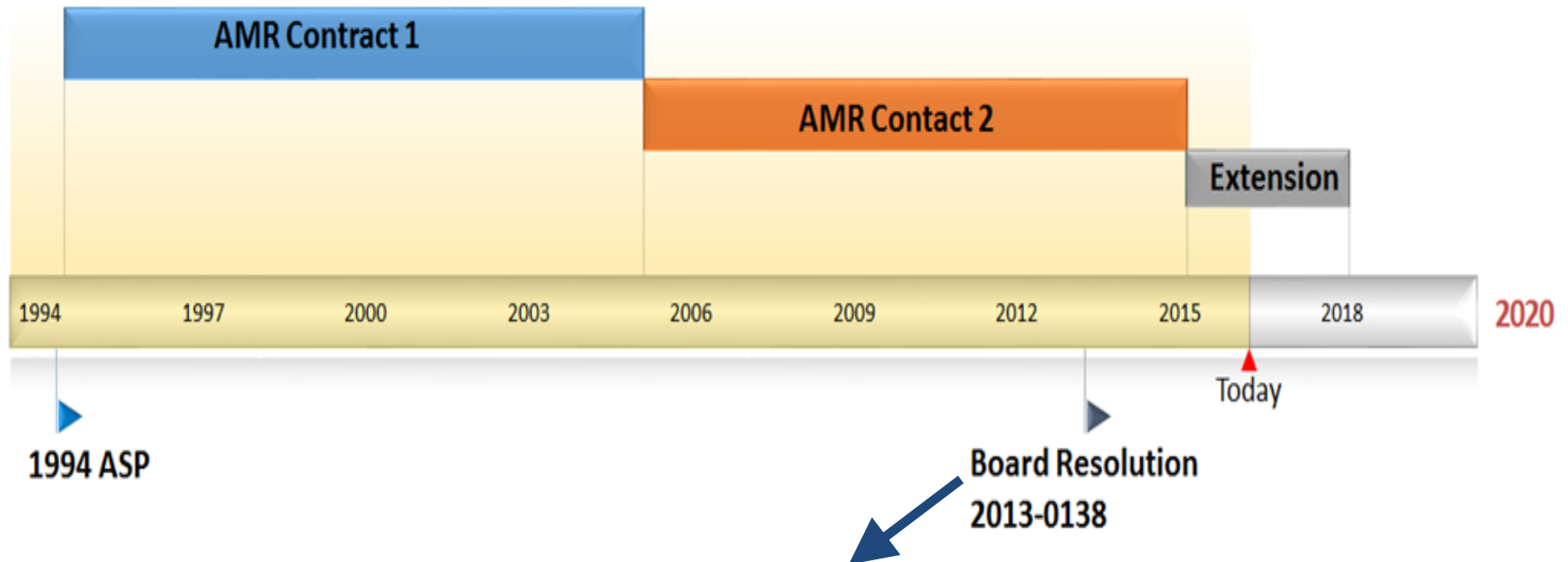
No Service  
Disruption

Fire First  
Response



## Pillars of Multnomah County EMS System

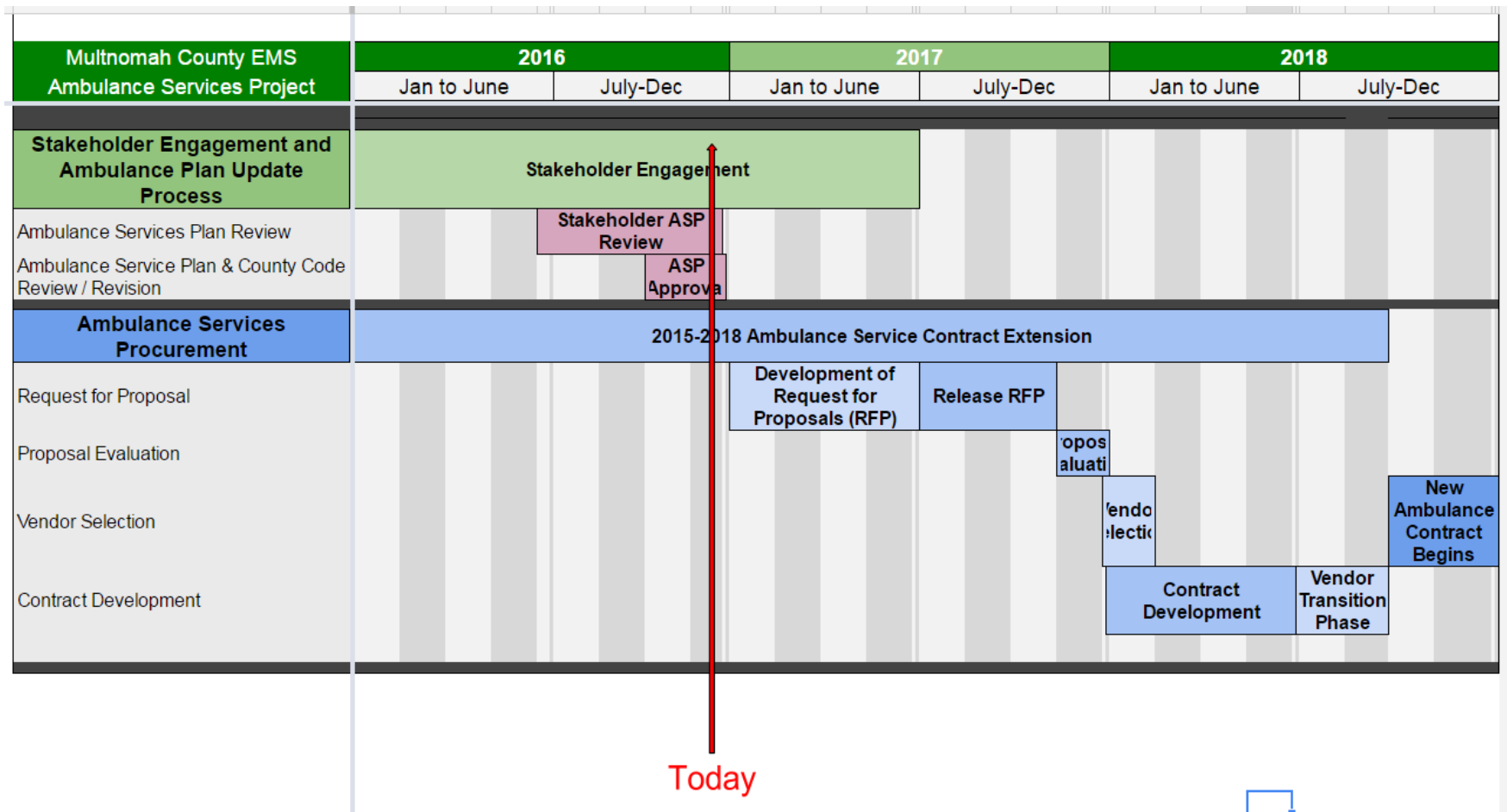
# How did we get here? Where are we heading?



- 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

Allow more options for First Response	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
Clarify response times for critical and non-critical calls	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
Do not decrease currently required 2 paramedic staffing on 911 ambulances	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





## 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

