

# EMS Ambulance Contract Overview

## July 26, 2022



# EMS Ambulance Contract Overview

## **BACKGROUND**

- The Local Emergency Medical Services Agency (LEMSA) has primary responsibility for administration of emergency medical services in a county, and which is designated pursuant to Chapter 4 of California Health and Safety Code Section 1797
- Ventura County's LEMSAs resides within HCA-Public Health, in the EMS Division, known as Ventura County Emergency Medical Services Agency (VCEMSA)
- VCEMSA is responsible for planning, implementing, and evaluating an emergency medical services system within the county, consisting of an organized pattern of readiness and response services based on public and private agreements and operational procedures
- VCEMSA is responsible for oversight of contracts for emergency ambulance services, in addition to numerous other medical system functions
- VCEMSA currently coordinates with Ventura County Fire for unified dispatch services including Emergency Medical Dispatch and ambulance dispatching

# EMS Ambulance Contract Overview

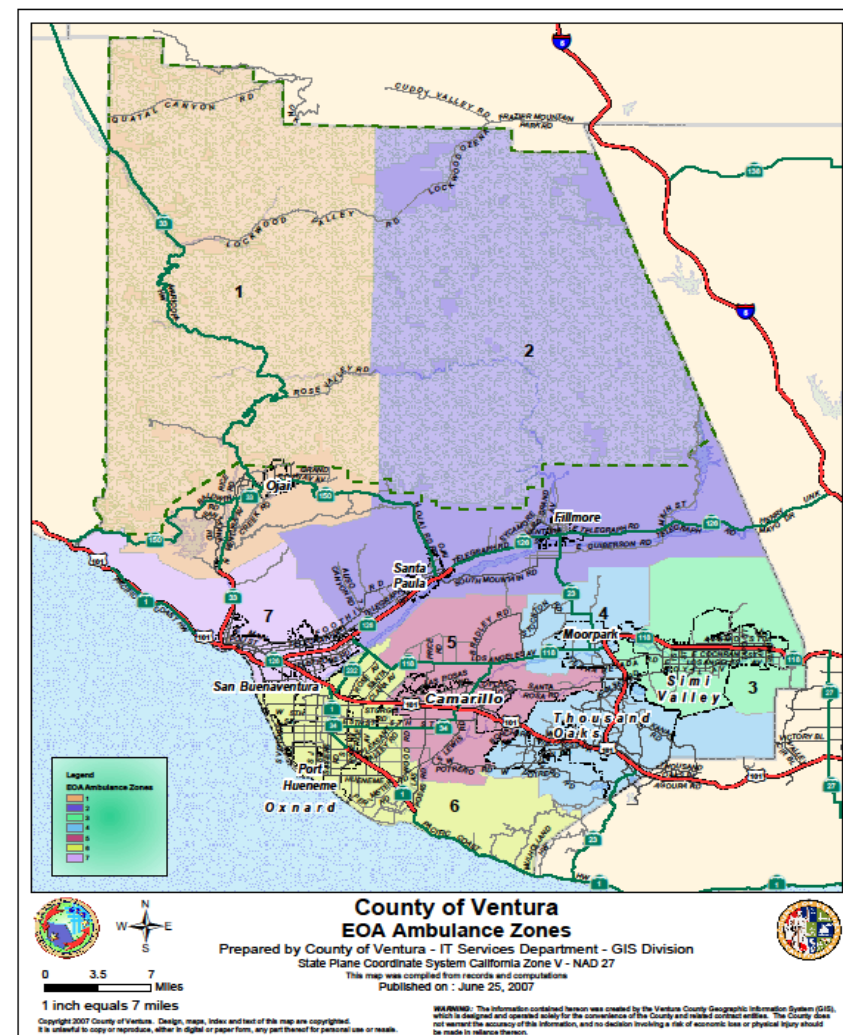
## ACTIVITIES TO DATE

- HCA-Public Health/EMS went before the Board of Supervisors on 3/23/21 for the following items:
  - Approval & authorization to sign agreements with Lifeline Medical Transport, American Medical Response, & Gold Coast Ambulance for contracts through 6/30/24, with two optional 1-year extensions;
  - Approval for the maximum allowable ambulance rates effective 7/1/21, and formula adjustments to maximum allowable rates;
  - Return to the Board of Supervisors with a recommendation for a long-term strategy for ambulance services by Summer 2022

# EMS Ambulance Contract Overview

## CURRENT SYSTEM

- HCA-Public Health/EMS is responsible for establishing Exclusive Operating Areas (EOA) for ambulance services and coverage, and managing compliance of contracted services for each EOA
- Current EOA's are:
  - EOA 1 – Ojai / Oak View (Gold Coast – AMR affiliate)
  - EOA 2 – Santa Paula / Fillmore/ Piru (AMR)
  - EOA 3 – Simi Valley (AMR)
  - EOA 4 – Thousand Oaks / Moorpark (AMR)
  - EOA 5 – Camarillo (AMR)
  - EOA 6 – Oxnard / Pt Hueneme (Gold Coast – AMR affiliate)
  - EOA 7 – Ventura (AMR)



# EMS Ambulance Contract Overview

## CURRENT AMBULANCE SYSTEM PERFORMANCE

- VCEMSA has maintained successful partnerships with our local private ambulance providers for over four decades
- Ambulance providers continue to meet the contracted response time requirements, although compliance rates have reduced slightly in most areas
- Over the past year, ambulance providers have been unable to maintain the desired number of contracted ALS ambulances due to an increasing shortage of licensed paramedic personnel, largely caused by the ongoing effects of the COVID-19 pandemic

# EMS Ambulance Contract Overview

## CURRENT AMBULANCE SYSTEM PERFORMANCE

FY 20-21		
Zone	Total Incidents	Response Time Compliance
EOA 1	1887	96.29%
EOA 2	3561	94.78%
EOA 3	7910	92.48%
EOA 4	11714	91.53%
EOA 5	6947	92.66%
EOA 6	16855	93.60%
EOA 7	11200	93.36%

FY 21-22*		
Zone	Total Incidents	Response Time Compliance
EOA 1	2376	94.25%
EOA 2	4109	93.99%
EOA 3	8785	91.70%
EOA 4	14082	92.76%
EOA 5	7739	92.66%
EOA 6	17896	93.23%
EOA 7	13779	92.15%

\*FY 21-22 - July 1, 2021 through May 31, 2022

# EMS Ambulance Contract Overview

## HCA RECOMMENDATION

- 1) Initiate the RFP process as directed by your Board:
  - Secure a consultant to formulate and draft the RFP, which may include redefining the EOAs and structure of service delivery
  - Evaluate the current ambulance service areas (EOAs)
  - Redesign the ambulance system to maintain quality care and response times
  - Identify the most patient-centered, equitable countywide system for ambulance services
- 2) Adopt the resolution required by Health and Safety Code 1797.230, that sets forth the issues to be considered for inclusion in any County contract for emergency ambulance service

# EMS Ambulance Contract Overview

## NEXT STEPS AND ESTIMATED TIMELINE\*

\*Timeline subject to change

