

Department:

Program #40004 - Ambulance Services (EMS)

Health Department Program Contact: Darrell Knott

Program Offer Type: Existing Operating Program Program Offer Stage: As Adopted

Related Programs:

Program Characteristics:

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 Summary

The MC EMS Program has five major functions: 1) Management of the emergency ambulance contract to assure that performance criteria are met by the ambulance provider contracted with the County under an exclusive franchise agreement.

- 2) Medical supervision of all medical care provided by 911 dispatchers, 911 EMS providers and non-911 ambulance providers, including EMTs and paramedics. Immediate medical advice for responders is provided via radio by OHSU under the supervision of the MC EMS Medical Director.
- 3) Establishment of quality standards for EMS services provided to the citizens of Multnomah County. MC EMS uses the Continuous Quality Improvement (CQI) process to monitor and improve the quality of service provided to the public.
- 4) Regulation of all ambulance business in the County in accordance with the ambulance ordinance, MCC 21.400. Regulation includes licensing and inspection of ambulances, review of ambulance contractor operations, levying fines for substandard contract performance and violation of administrative rules, and supervision of medical care.
- 5) Coordination of medical first response and medical dispatch. All 911 fire and EMS responders in the County are dispatched by the City of Portland 9-1-1 Dispatch Center (Bureau of Emergency Communications). MC EMS assures that the 911 medical dispatch protocols are consistent with the care provided by the EMS providers. The fire departments of Portland, Gresham, Portland International Airport, and volunteer fire districts throughout the County provide medical first response to 911 calls. 911 ambulance transport is provided by American Medical Response (AMR) Multnomah County.

Additionally, MC EMS coordinates major event planning, medical equipment specifications, liaison and coordination with local hospitals, and emergency medical services disaster response in the county. The Program's visibility within public safety contributes to citizens feeling safe.

Performance Measures								
Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer			
Output	Ambulance response times - 8 min. 90% of calls	91%	90%	90%	90%			
Outcome	Cardiac arrest survival to hospital	44%	33%	35%	35%			

Performance Measures Descriptions

A major ambulance contract performance measure is the percentage of urban 911 emergency calls in which the ambulance arrives on scene in 8:00 minutes or less. Cardiac arrest survival to hospital demonstrates how quickly and effectively EMS responds and stabilizes patients in the field. It requires an integrated response system to achieve good patient outcomes, including access to 911, bystander CPR, timely first response, and effective EMS transport to the hospital.

7/7/2014

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
Program Expenses	2014	2014	2015	2015
Personnel	\$766,110	\$449,565	\$776,112	\$418,391
Contractual Services	\$797,914	\$15,000	\$789,779	\$12,600
Materials & Supplies	\$157,550	\$10,080	\$152,558	\$10,956
Internal Services	\$96,036	\$0	\$100,625	\$0
Total GF/non-GF	\$1,817,610	\$474,645	\$1,819,074	\$441,947
Program Total:	\$2,292,255		\$2,261,021	
Program FTE	5.40	4.00	5.40	4.00

Program Revenues								
Fees, Permits & Charges	\$923,191	\$0	\$980,239	\$0				
Intergovernmental	\$67,017	\$474,645	\$67,141	\$441,947				
Other / Miscellaneous	\$120,000	\$0	\$114,784	\$0				
Service Charges	\$707,402	\$0	\$744,552	\$0				
Total Revenue	\$1,817,610	\$474,645	\$1,906,716	\$441,947				

Explanation of Revenues

Program costs are recovered from licenses, fees and grant funding. The fees are established and collected through revenue agreements with AMR and other jurisdictions in Multnomah County. Total licenses and fees for FY15 are estimated to be \$1,814,614. The County ambulance contract and MCC 21.400 provide the authority for MC EMS to levy fines for substandard performance. The fines fund system improvements for EMS providers. The Providence Commons Grant of \$441,947 pays for a social worker outreach program serving frequent callers of 911.

Significant Program Changes

Last Year this program was: 40004 Ambulance Services (EMS)