



**Program #40004 - Ambulance Services (Emergency Medical Services) 2/19/2015**

**Department:** Health Department **Program Contact:** Darrell Knott  
**Program Offer Type:** Existing Operating Program **Program Offer Stage:** As Requested  
**Related Programs:**  
**Program Characteristics:** In Target

**Executive Summary**

Multnomah County 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) Administration 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) MC EMS establishes quality standards for EMS services provided to the public and uses the Continuous Quality Improvement (CQI) process to monitor and improve the quality of service provided.

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 911 medical dispatch. All 911 fire and EMS responders in the County are dispatched by the City of Portland 911 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).

Additionally, MC EMS provides coordination of major event planning, medical equipment specifications, liaison and coordination with local hospitals, social worker outreach to frequent callers of 911, and EMS disaster planning in the county.

**Performance Measures**

Measure Type	Primary Measure	FY14 Actual	FY15 Purchased	FY15 Estimate	FY16 Offer
Output	Ambulance response times ≤ 8 min. 90% of calls	90.9%	90%	90.2%	90%
Outcome	Cardiac arrest survival to hospital	49%	35%	37%	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.

## 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	2015	2015	2016	2016
Personnel	\$776,112	\$418,391	\$1,371,900	\$0
Contractual Services	\$789,779	\$12,600	\$830,349	\$0
Materials & Supplies	\$152,558	\$10,956	\$191,205	\$0
Internal Services	\$100,625	\$0	\$94,253	\$0
<b>Total GF/non-GF</b>	<b>\$1,819,074</b>	<b>\$441,947</b>	<b>\$2,487,707</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$2,261,021</b>		<b>\$2,487,707</b>	
<b>Program FTE</b>	5.40	4.00	10.20	0.00

Program Revenues				
Fees, Permits & Charges	\$980,239	\$0	\$1,019,692	\$0
Intergovernmental	\$67,141	\$441,947	\$67,208	\$0
Other / Miscellaneous	\$114,784	\$0	\$114,785	\$0
Service Charges	\$744,552	\$0	\$733,951	\$0
<b>Total Revenue</b>	<b>\$1,906,716</b>	<b>\$441,947</b>	<b>\$1,935,636</b>	<b>\$0</b>

## Explanation of Revenues

Program costs are recovered from licenses, fees and fines. The fees are established and collected through agreements with AMR and other jurisdictions. The County Ambulance Services contract and MCC 21.400 provide the authority for MC EMS to levy fines for substandard performance. The fines fund system improvements.

Ambulance License Fees: \$1,019,692  
Medical Direction Fee contracts: \$67,208  
Charges for Services: \$733,951  
Ambulance Fines: \$114,785

## Significant Program Changes

Last Year this program was: FY 2015: 40004 Ambulance Services (EMS)