



Program #40004 - Ambulance Services (Emergency Medical Services) 5/6/2020

Department: Health Department **Program Contact:** Jennifer Vines
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Proposed
Related Programs:
Program Characteristics:

Executive Summary

Multnomah County Emergency Medical Services (MCEMS) regulates, monitors, and coordinates a local EMS system, including a franchised ambulance (AMB) contractor, fire departments, and licensed non-emergency ambulance providers. Under Medical Direction, the system receives 9-1-1 calls, dispatches resources, provides care, and transports patients to the appropriate facility.

Program Summary

MCEMS plans, procures, contracts, regulates, monitors, and coordinates EMS system activities to comply with the MC AMB Service Plan, MCC 21.400, and Oregon ADMIN Rules. MCEMS regulates all ambulance business in accordance with the above, including licensing and inspection of ambulances, monitoring of AMB contractor operations, supervising medical care, and levying fines for substandard performance or violation of ADMIN rules. MCEMS provides medical supervision, oversight, and guidance to 9-1-1 dispatchers, fire and AMB emergency medical personnel, and non-911 AMB providers. This includes setting medical protocols and standards of emergency, pre-hospital care, as well as the provision of real-time medical guidance to first responders through a subcontract with OHSU Medical Resource Hospital. MCEMS provides pre-hospital system regulation and coordination of 911 medical first response and dispatch personnel for MC. The City of Portland's Bureau of Emergency Communications, a.k.a. 911 Dispatch Center dispatches emergency personnel. Fire departments of Portland, Gresham, Portland Intl. Airport and volunteer fire districts throughout the County provide medical first response to all 911 calls, accounting for more than 103,000 calls annually. American Medical Response (AMR) provides 911-AMB service through an exclusive AMB contract with the MC. MCEMS- assures that 911 medical dispatch protocols are consistent with care provided by EMS providers across multiple agencies; maintains county contracts for first response services and responds to concerns from the public regarding EMS care; monitors and enforces AMB response and performance metrics; coordinates and supervises annual joint training to assure fire and ambulance paramedics interpret and use medical protocols consistently across EMS agencies; establishes quality standards and metrics for the provision of EMS and uses a Continuous Quality Improvement process to monitor and improve service quality across the system; and coordinates major event planning, medical equipment specifications, liaison and communication with local hospitals, as well as EMS disaster planning.

Also, MCEMS manages the Tri-County 911 Service Coordination Program (TC911), a community-based intervention serving more than 500 frequent users of EMS systems across Clackamas, Washington, and Multnomah Counties. Seven licensed clinical social workers provide short-term intensive case management and care coordination to link people to non-emergency svcs., such as primary care, mental health, addictions treatment, and long term care.

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	AMB response time for urgent, life threatening calls in the Urban zone is < or equal to 8 min, 90% of the time.	90.21%	90%	90.0%	90%
Outcome	AMB response time for urgent, life threatening calls in rural areas is < or equal to 20 min., 90% of the time.	90.84	90%	90.5%	90%
Output	EMS-social workers to serve a minim. of 500 highest users of EMS system with regional care coord.&case mgt	546	500	500	500

Performance Measures Descriptions

The exclusive AMB service contractor has response time std, by geographic zones, for 911 dispatched medical calls. Life-threatening calls in Urban zones shall receive a resp. within 8 min. and rural areas, 90% within 20 min. time. EMS social worker program (Tri-County 911 Service Coord. Prog. is largely funded by Medicaid payors to serve their highest cost, highest ED utilizing clients with intensive care mgt. svcs. TC911 evaluations have proven to reduce emerg. utilization and costs by redirecting and linking clients to appropriate care (e.g. primary care, housing, mental h. svcs, alcohol & drug treat.).

Legal / Contractual Obligation

The County is responsible under ORS 682 to have an Ambulance Service Area Plan. The governing law and contractual obligations include the Multnomah County Ambulance Service Plan; ORS 682; OAR Chapter 333, County ordinances 21.400-21.433; County rules, medical policies, procedures, protocols, the franchise agreement with AMR, contracts with OHSU, and intergovernmental agreements with local fire and rescue jurisdictions.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$1,254,102	\$800,059	\$1,338,572	\$915,050
Contractual Services	\$704,146	\$92,360	\$504,538	\$35,709
Materials & Supplies	\$43,123	\$10,096	\$144,895	\$10,105
Internal Services	\$215,968	\$109,405	\$148,517	\$223,706
Total GF/non-GF	\$2,217,339	\$1,011,920	\$2,136,522	\$1,184,570
Program Total:	\$3,229,259		\$3,321,092	
Program FTE	7.00	5.80	7.21	6.80

Program Revenues				
Fees, Permits & Charges	\$1,943,680	\$0	\$1,938,874	\$0
Intergovernmental	\$72,194	\$0	\$72,194	\$0
Other / Miscellaneous	\$0	\$1,011,920	\$0	\$1,184,570
Total Revenue	\$2,015,874	\$1,011,920	\$2,011,068	\$1,184,570

Explanation of Revenues

This program generates \$107,061 in indirect revenues.

License fees, the ambulance franchise fee, and contracts pay MCEMS administration and medical direction costs. Fees are established and collected through agreements with the exclusive emergency ambulance contractor and other jurisdictions. The revenues for the services equals the County's expense in providing the service. Should expenses increase, the County's exclusive ambulance contractor covers the difference. The County's exclusive ambulance services contract and MCC 21.400 provide authority for MCEMS to levy fines for substandard performance. Any fines collected pay for EMS system enhancements.

In addition, the County pays two fire first response agencies in eastern Multnomah County to provide EMS first response in areas of the County not otherwise served by a Fire Department to provide EMS first response.

The EMS Social Work Program (aka TC911) has a contract with Health Share of Oregon through June 30, 2021 to serve 450 Medicaid members (\$1,184,570). The County supplements this with general funds to allow service to non-Medicaid clients using EMS frequently.

Significant Program Changes

Last Year this program was: FY 2020: 40004A-20 Ambulance Services (Emergency Medical Services)