



Program #40004 - Ambulance Services (Emergency Medical Services) 3/2/2021

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

Executive Summary

Multnomah County Emergency Medical Services (MCEMS) MCEMS plans, procures, contracts, regulates, monitors, and coordinates EMS system activities to comply with the county Ambulance Service Plan, county health code (MCC 21.400), and Oregon Administrative Rules, 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 regulates all ambulance business in accordance with State and local law including licensing and inspection of ambulances, monitoring of ambulance contractor operations, supervising medical care, levying fines for substandard performance, or violation of county code or administrative rules. MCEMS provides medical supervision, oversight, and guidance to 9-1-1 dispatchers, fire and AMB emergency medical personnel, and non-911 ambulance 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 the county. 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 100,000 calls annually. American Medical Response (AMR) provides 911 ambulance service through an exclusive, franchise fee-based contract with Multnomah County. 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 ambulance response and performance; coordinates and supervises annual joint training to assure fire and ambulance paramedics interpret and use medical protocols consistently across agencies; establishes quality standards and metrics for the provision of EMS and uses continuous quality improvement processes to monitor and improve system quality; and coordinates major event planning, medical equipment specifications, liaison and communication with local hospitals, as well as EMS disaster planning.

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 primary care, mental health, drug and alcohol treatment and support, housing, and long term care services.

Performance Measures

Measure Type	Primary Measure	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer
Output	Ambulance response for urgent, life threatening calls in the Urban zones is < or equal to 8 min. 90% of the time.	90%	90%	90%	90%
Outcome	Ambulance response in urgent, life threatening calls in Rural areas is < or equal to 20 minutes. 90% of the time.	90%	90%	90%	90%
Output	TC911 serves highest users of EMS system through care coordination, case management, and referral linkages.	530	500	500	500

Performance Measures Descriptions

The exclusive ambulance service contractor has response time standards, by geographic zones, for 911 dispatched medical calls. Life-threatening calls in Urban zones shall receive a response within 8 minutes. Rural areas shall receive a response within 20 minutes. Response times will be met or exceeded 90% of the time. The EMS social workers and TC911 Program are predominately funded by the Medicaid Coordinated Care Organization, Health Share of Oregon, to serve their highest cost. highest ED utilizing members with intensive. multi-system care coordination.

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 exclusive ambulance franchise agreement with American Medical Response, contracts with OHSU, and intergovernmental agreements with local fire and rescue jurisdictions.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2021	2021	2022	2022
Personnel	\$1,307,770	\$915,050	\$1,372,842	\$935,413
Contractual Services	\$504,538	\$35,709	\$496,637	\$21,389
Materials & Supplies	\$144,895	\$10,105	\$65,046	\$9,526
Internal Services	\$148,517	\$223,706	\$184,943	\$229,934
Total GF/non-GF	\$2,105,720	\$1,184,570	\$2,119,468	\$1,196,262
Program Total:	\$3,290,290		\$3,315,730	
Program FTE	7.21	6.80	7.20	6.60

Program Revenues				
Fees, Permits & Charges	\$1,938,874	\$0	\$1,927,274	\$0
Intergovernmental	\$72,194	\$0	\$72,194	\$0
Other / Miscellaneous	\$0	\$1,184,570	\$0	\$1,196,262
Total Revenue	\$2,011,068	\$1,184,570	\$1,999,468	\$1,196,262

Explanation of Revenues

This program generates \$124,597 in indirect revenues.

Lic. 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 services' revenues equal the County's expense in providing the service. If expenses increase, the County's exclusive ambulance contractor covers the diff. The County's exclusive ambulance services contract and MCC 21.400 provide authority for MCEMS to levy fines for substandard performance. Fines collected pay for EMS system enhancements. The County pays two fire first response agencies in eastern MC to provide EMS first response in areas of the County not otherwise served by a Fire Department to provide EMS first response.

Significant Program Changes

Last Year this program was: FY 2021: 40004 Ambulance Services (Emergency Medical Services)