

A stylized graphic of a mountain range. The foreground features a dark blue, rounded shape representing a body of water or a base. Above it is a dark green, wavy shape representing a valley or a lower mountain range. The background consists of two prominent, dark green mountain peaks with rounded tops, separated by a white gap. The entire graphic is set against a white background.

Multnomah County

Emergency Medical Services

Planning and Procurement Project

Health Department
Emergency Medical Services Program

2018 Multnomah County Emergency Medical Services Project

Welcome And Introductions

Presenters/Hosts

- Dr. Paul Lewis, Multnomah County Health Officer
- Dr. Gary Oxman, Retired County Health Officer
- Darrell Knott, Multnomah County Emergency Medical Services Administrator



Multnomah County Emergency Medical Services Project

Agenda:

Agenda

- Announce kick-off of Multnomah County EMS Planning and Procurement Project
- Provide background and context
- Describe Project & Project phases
- Q&A



Multnomah County Emergency Medical Services Project

How you can contact us:

Question during the webinar?

- Use the Webex chat feature
 - Send chat questions to participant named:

QUESTIONS

After the webinar?

- Send us an email [ems-project-questions@multco.us] or
- visit our website

<https://multco.us/health/providers/emergency-medical-services>



2018 Multnomah County Emergency Medical Services Project

What is an Emergency Medical Service (EMS) System?

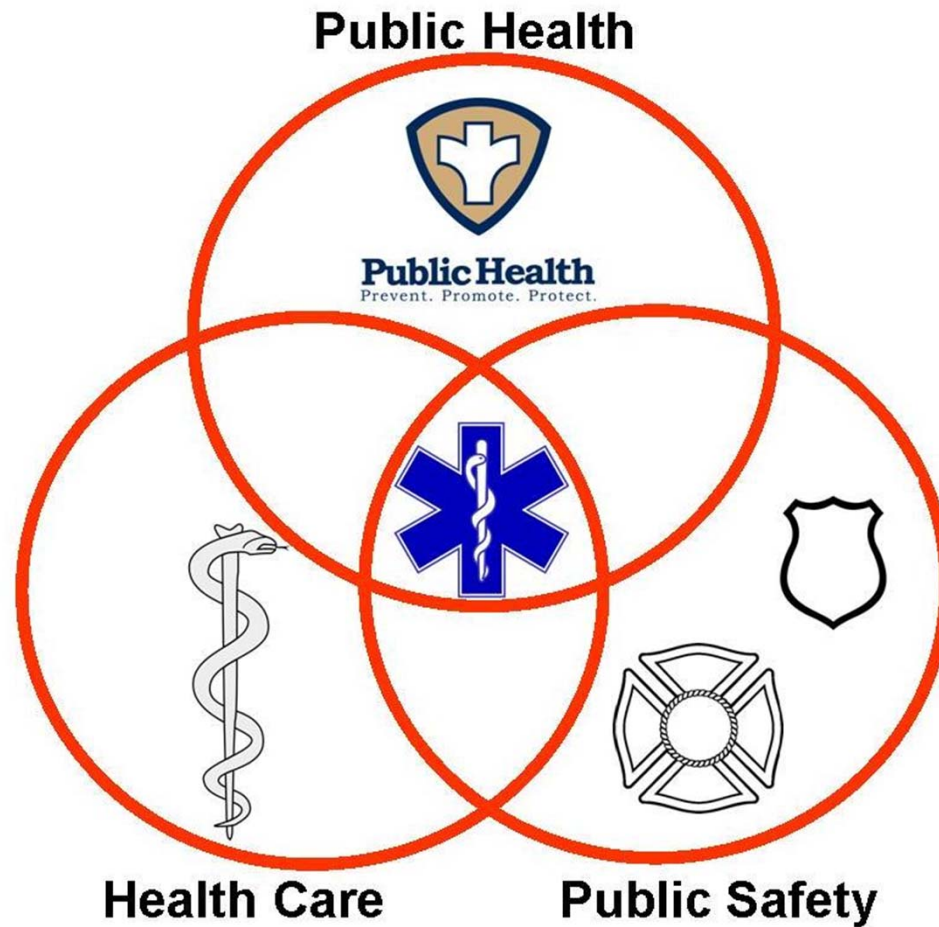
EMS Systems Functions and Characteristics - *How we view EMS:*

- Provides medical care for people with medical emergencies through a system of coordinated response and care
- Operates at the crossroads of health care, public health and public safety
- Depends on the efforts of multiple organizations and people
- Operations include:
 - ✓ receiving calls through 9-1-1
 - ✓ dispatching responders
 - ✓ providing care in the community
 - ✓ transporting patients to a hospital or another place of care.
- EMS system interacts with hospitals, healthcare payers/insurers, and many others



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How we view EMS:



Adapted from: National Highway Traffic Safety Administration



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What does the Multnomah County EMS Program do?

Key Multnomah County Health Department EMS Program Functions:

- Implements and regulates the County's EMS system
- Coordinates the various of agencies and providers that contribute to the system (a franchised private ambulance company, fire departments, other public and private agencies)
- Develops state-required Ambulance Service Plan (ASP)
- Carries out other EMS planning
- Provides medical direction for all aspects of the system
- Enforces the County's EMS Code (§21.400) and administrative rules



2018 Multnomah County Emergency Medical Services Project Background and History

- Perspective on our starting point... a system that works
 - Measureable high-quality clinical outcomes
 - Response times that are fast and reliable
 - Strong partnerships and coordination among participating public and private agencies
 - History of continuous performance improvement



2018 Multnomah County Emergency Medical Services Project Background and History

- Challenges/Opportunities
 - Ensure long-term system stability
 - Financial - adequate revenues, efficient resource use
 - Operational - optimal scopes, roles and responsibilities for contributing agencies



2018 Multnomah County Emergency Medical Services Project Background and History

- Challenges/Opportunities
 - Health reform presents potential to operate differently and serve the community better
 - Increased outcomes orientation - focus on clinical and community health outcomes
 - New methodologies for payment and resource use
 - Tighter integration with other health providers
 - Possible changes in EMS scope and operations:
 - Mobile Integrated Healthcare - for clinical follow-up, prevention, as appropriate
 - Approaches for high-risk and high utilization populations



2018 Multnomah County Emergency Medical Services Project System History

- 1980's Multnomah County EMS System
 - 3 Ambulance Service Areas (ASAs)
 - 3 major providers
 - Variations in care and medical direction
 - Competitive environment, less-than-ideal interagency coordination/cooperation



2018 Multnomah County Emergency Medical Services Project System History

- History of Planning Efforts
 - 1976 Local ambulance licensing/regulation ordinance
 - 1982 EMS Policy Board directed to develop new ASP
 - 1985 Study of emergency ambulance charges
 - 1988 Board of Commissioners (BCC) adopted ASP - 2 ASAs, providers to be chosen by RFP
 - 1993 Adopted ASP - Proposed Fire-medical system (like Seattle)
 - 1994 Adopted ASP - Single ASA, single provider chosen by RFP, single medical director



2018 Multnomah County Emergency Medical Services Project System History

- Some planning efforts were contentious
 - Results of plans sometimes not implemented
 - Lawsuits
 - Multiple starts and stops, changes in direction
 - Referendum to vacate 1993 ASP
- Finally, 1994 ASP implemented in 1995 - produced: fast and reliable response times, improved quality of care, decreased user fees



2018 Multnomah County Emergency Medical Services Project

Current EMS System Description

- Key features of 1994 (current) ASP
 - Single ASA
 - Single ambulance provider chosen by RFP (1995 - 2 bidders, 2005 - 1 bidder)
 - Universal 1st response by fire agencies
 - Unified dispatch (1st response and ambulance) through Portland BOEC
 - Emergency ambulance staffing: 2 Paramedics
 - Single County-employed EMS Medical Director
 - System-wide continuous quality improvement CQI, joint training



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Current EMS System Description

- Key features of 1994 (current) ASP
 - Fail Safe Ambulance Franchise Contract (current contract 2005-15, extended through 2018)
 - 3 response time zones: Urban 8:00/90%, Rural 20:00/90%, Frontier - Best Effort
 - Ambulance transport supported by fees - no explicit governmental subsidy
 - User charges regulated - Current ALS Transport fee: \$1008.92



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What is the Planning and Procurement Project?

- Review/revise state-required Ambulance Service Plan (ASP)
 - Assess current system
 - Retain strong and effective aspects of current system
 - Identify opportunities and approaches to improve the system
- Update County Code and Administrative Rules as needed
- Carry out competitive bid process (RFP) for a franchised ambulance provider (with RFP based on updated ASP)



2018 Multnomah County Emergency Medical Services Project

Why are we doing this project?

- Broad goals for the revised ASP
 - Equitable access to EMS care and transport
 - High quality of care
 - Long-term sustainability



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Why are we doing this project?

- Current County ASP adopted in 1994
 - No major changes to EMS system since 1994
 - In contrast, significant changes in broader health care system
 - Therefore, looking for actionable opportunities to improve our EMS system in the evolving healthcare environment



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Why are we doing this project?

- County's current emergency ambulance franchise contract ends in August, 2018.
- Current County rules require selecting a provider through an RFP process
- A current plan is needed to conduct an RFP process



2018 Multnomah County Emergency Medical Services Project

Multnomah County project team:

Steering Workgroup

- Dr. Paul Lewis, Project Sponsor
- Darrell Knott, Project Manager
- Aaron Monnig, Staff Support Manager
- Dr. Gary Oxman, Consultant

Support Services

- Kathi Brae-Burr, Procuring Lead
- Julie Sullivan-Springhetti, Communications
- Bernadette Nunley, Legal Services Lead
- Coming soon: EMS Planning Consultant



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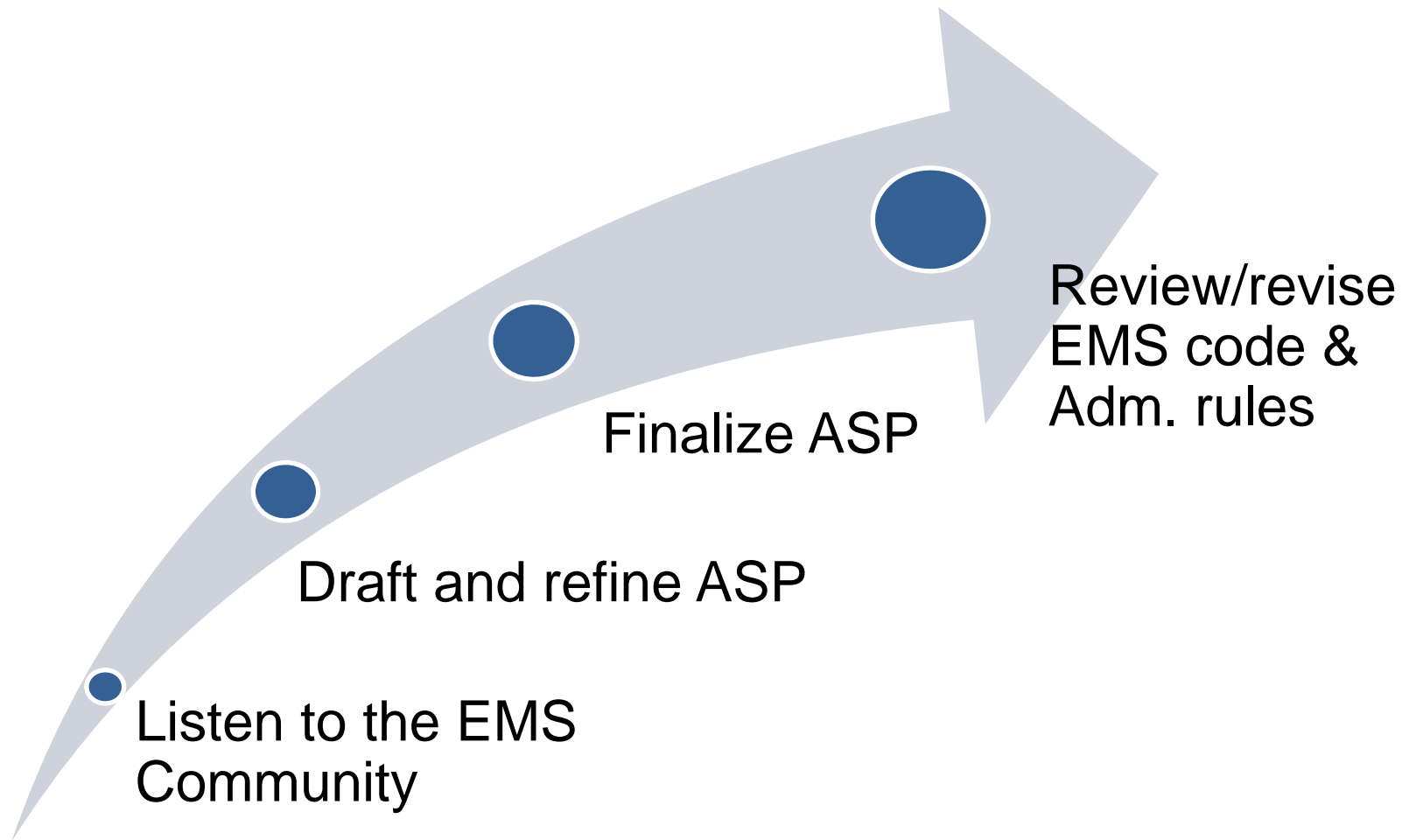
Next Steps:

- Engage EMS system participants to:
 - Help assess current EMS system
 - Identify opportunities and approaches for improvement
 - Stay updated ASP as it is developed
- Develop, draft and refine updated ASP
- Finalize ASP; present it for adoption by County Board
- Develop and adopt necessary changes to County Code and rules



2018 Multnomah County Emergency Medical Services Project

EMS Planning Process:



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How to get involved:

- Follow our progress, comment and FAQs on [our EMS website](#)
- Send Questions/comments to:
 - ems-project-questions@multco.us or
 - Comments feature on our website



2018 Multnomah County Emergency Medical Services Project
Questions

Questions?

