



FLOYD COUNTY EMS ADVISORY BOARD



PINEVIEW GOVERNMENT CENTER
2524 CORYDON PIKE, SUITE 204
NEW ALBANY, IN 47150

FCO 2022-01

EMS Advisory Board Recommendations of Enhancing EMS Service

The Floyd County EMS Advisory Board has been working to improve the EMS service within Floyd County. We are tasked with recommending and implementing improvements to the EMS Response and pre-hospital emergency medical care for Floyd County and its communities. EMS operates at the crossroads between Health Care, Public Health and Public Safety. The FCEMSAB has reviewed all RFP's, studies, and proposals that have been given to the county thus far. After much research, we recommend that the current EMS contract needs to be revised to reflect the following items regardless of which path is taken by the Floyd County Commissioners.

- Availability of service/Specify Paramedic Service. The Contractor shall provide emergency ambulance service within the statutory limits of Floyd County, Indiana, excluding the civil city of New Albany, Indiana, on a 24 hour per-day, 7 day-per-week basis to all persons within the county and without regards to race, creed, color, religion, age, sex, national origin or disability, Transport shall be to Baptist Health Floyd Hospital and Health Services or such other institution as the patient shall designate or which shall be dictated by medical necessity. Three (3) ambulances shall be dedicated to 911 dispatch only, each of which shall be staffed with a paramedic, and located within Floyd County.
- The 911 Medical Dispatch Center will provide direct notification and dispatch of emergency ambulance crews for response. This shall be functional on the Effective Date. All required time stamps for each 911 request will be collected and retained in the computer aided dispatch (CAD) system from the Effective Date as they are currently. PowerPhone Emergency Medical Dispatch software, policies and procedure will remain in force as they currently are.
- The AVL (Automatic Vehicle Location) system will be in place 3 months from effective date. Cost associated to equipment dispatch for AVL services will be paid by the county, AVL software cost will be shared 50/50 by Contractor and County. Cost associated for AVL to be added on any ambulances will be covered by the Ambulance Provider. AVL will be required for any ambulance that operates to fulfill this contract. Access to AVL will be made available to the 911 Medical Dispatch Center, Fire Departments, EMS Contractor, EMS Advisory Board Members, and Commissioners. At the beginning of each shift or when shift change occurs, the Ambulance units shall contact 911 Dispatch via the radio system and announce their ambulance unit number, personnel ID number, (i.e. medic 80, tech 25 or adv/tech 35, and area of county assigned for coverage (Example: Radio Sq 53, medic 80 and tech 25 will be



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covering Georgetown & Franklin) , they shall note if they have any riders (students, etc.), Dispatch shall document radio traffic. Dispatch will send out the daily CAD Reports so that it can be referenced when doing performance, response time evaluations or processing customer satisfaction surveys. This notification to 911 dispatch will allow the County to verify that the Paramedic level care portion of this contract is being met and also provide an emergency list should there be a situation where accountability is needed.

- The Contractor shall provide and physically locate within Floyd County, Indiana, upon a 24 hour -per-day and 7 day-per-week basis during the term of this contract. When on duty, units shall be located in 3 different strategic areas throughout Floyd County, as determined by the Contractor and the Floyd County EMS Advisory Board, for best response times. As evidence by the execution hereof, the EMS Advisory Board expects 3 units will permit that 95% of all dispatches, will be made in under 9 minutes and 59 seconds.

Contractor shall furnish the County and Floyd County EMS Advisory Board with monthly summaries of response times to include fractal response times by township per the CAD Sheet, total responses, and the number of patients transported within seven (7) days of the end of each month.

Quality Improvement and Assurance, Contractor shall implement Key Performance Indicators as identified or requested by the Floyd County EMS Advisory Board and the EMS Medical Director for measuring improvement in patient care and outcome and other relevant indicators as assigned. Monitoring of key performance indicators shall commence on the Effective Date and reported at least quarterly unless specified elsewhere in this agreement. If deficiencies are found in the monthly reports and / or sample by the county, Contractor shall be required to provide an explanation and a written plan for improvement.

Some of the key QIQA tracking and monthly reporting shall include: Intubation attempts and success, use of ETCO2, IV attempts and success, early defibrillation by first responders before EMS arrival.

Contractor shall furnish the County and Floyd County EMS Advisory Board with monthly summary of the total amount that was billed for 911 responses made within Floyd County within seven (7) days of the end of each month for the previous month. Also, a quarterly report on the previous quarter actual patient revenue.

- Contractor shall provide Paramedic Level services in cooperation with Baptist Health Floyd Hospital; shall provide and continue to provide, in conjunction with Baptist Health Floyd an



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ALS Review Committee; and, shall participate in monthly audit and review sessions as required by IDHS (Indiana Department of Homeland Security) EMS Commission and/or the Contractor's Medical Director, The Contractor shall maintain a Medical Director with the County approved hospital which provides sponsorship of the ALS services, namely Baptist Health Floyd. A single point medical director is encouraged for the EMS provider and First Responders.

- The county reserves the right to enforce, with penalties, for not following this provision. Penalties for not meeting staffing certification levels \$100 per day per unit, \$500 per day per ambulance not available for duty, \$500 per month of not meeting response times and this will go to \$1,000 per month after not meeting a total of 3 months' worth.
- All of Contractor's emergency medical personnel shall be certified, as appropriate, by the IDHS (Indiana Department of Homeland Security) EMS Commission, and shall satisfy all requirements for continuing education, audit, review, in-service training, and a recognized emergency vehicle driving course annually. The paramedics shall have current: ACLS, PALS, and BTLs. A clear and accessible organizational structure, leadership and active EMS roster shall be provided to the county and EMSAB on a quarterly basis.
- While the Contractor has the exclusive right to all 911 calls originating in Floyd County excluding the City of New Albany, there are times where the nearest paramedic-staffed ambulance may be located in an adjacent jurisdiction (Example: City of New Albany) In the interest of getting the quickest ambulance to the patient, the county shall enter into a contact for mutual aid services and that dispatch will dispatch when the contracted service does not have a unit closer due to the three contracted units are all on calls. The Contractor shall enter into mutual aid agreements with the neighboring county services and contractors.
- The Contractor shall provide public education initiatives to areas of repetitive response. If the Contractor is responding to the same location for the same/similar calls, there needs to be an adequate level of education to try and prevent those types of repeated calls.
- Contractor shall be solely responsible for providing emergency ambulance services within Floyd County, excluding the civil city of New Albany Indiana, during the term of this agreement. Services may include, but is not necessarily limited to, the provision of necessary staff, vehicles, crew quarters if needed, equipment, insurance (including workmen's compensation insurance), radios, telephones, as well as repairs, maintenance, and related expenses, all to the end that no cost or expense for such emergency ambulance service shall be incurred by the County except as expressly provided herein. Further, Contractor shall not assign any duty, responsibility, or obligation under this contract, to another party, without the prior written consent of the County. The Contractor will establish a



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one-for-one BLS and ALS re-supply system for all first responder agencies, at no cost to the first responder agencies.

- Each ambulance used to provide emergency services in Floyd County, Indiana, shall be equipped as required by applicable IDHS (Indiana Department of Homeland Security) EMS Commission and OSHA regulations. Each unit shall have 12 lead capabilities and 12 lead transmissions capabilities compatible with BHF. Contractor shall abide by and conform to all rules, regulations, and mandates of the IDHS (Indiana Department of Homeland Security) EMS Commission and OSHA regarding ambulance runs involving infectious control, hazardous materials and responding personnel shall be trained in such matters as required by applicable regulations.
- With respect to user fees becoming due and payable to the Contractor for services rendered under this contract, the Contractor shall act in good faith in billing for such services and shall collect same in an orderly and businesslike manner, PROVIDED, no person eligible or emergency ambulance service under this contract shall be denied same by reason of an inability to pay, therefore. The Contractor will have a Compassionate Care Program means the provision of free or reduced cost of health care services by Contractor employees to uninsured or underinsured patients who are unable to pay for these services.
- We recommend adding the current EMS provider's medical director to the FCEMSAB for better communicate among industry specific professionals to ensure the service provided is at its best and to address any deficiencies that may occur.
- We recommend that a provision be added to the contract to hold the current EMS provider to the contract standards for accountability purposes. This could be a current or new employee or a member of the FCEMSAB. The purpose is to make sure someone is supervising the EMS services being provided.

Different EMS Paths for Floyd County EMS Service

(THE FCEMSAB recommends the following options in order of importance.)

- Option 1 - If the main driver of EMS is to provide an enhanced level of care and best response times possible, the FCEMSAB encourages the commissioners to look into a fire-based EMS service. This path would best service the community because of the following items just to mentions a few. Dual certified employees. EMT's will be crossed trained to be both EMT's and Firefighters to be utilized



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by the Fire Departments as well. The ambulances will be responding from a fixed, strategic location around the county for best, consistent, response times. Fire-Based EMS will be focused solely on E911 service.

- Options 2 - If the main driver is to not go to a fire-based EMS service, but enhance the level of care and response times, the FCEMSAB encourages the commissioners to look into an agreement with Baptist Health Floyd. They have presented their proposal in early 2022 to the county.
- Options 3 - If the main driver of EMS is to provide the service at the lowest cost, the FCEMSAB encourages the commissioners to implement the above items into a new contract with the current private provider. We believe that private provider service is the best option to service the county because of the need to fulfill other company obligations that could/will take away from E911 service being provided in a time of need.

Therefore, the FCEMSAB has taken the responsibility of looking into EMS accountability and enhancements very seriously. The above details are a start to bring about better service to Floyd County. Please understand that this board is made up of industry professionals that only want to see the enhancement of our EMS service in Floyd County be the best it can be so that this critical public safety service can be what the citizens expect and deserve in a time of need. There are three different services regarding public safety. Police, Fire, and EMS. Floyd County does the first two well. It is time for county government to start applying the same level, time, care, interest, and needed resources to make our EMS service the best. We are open to further discussion on these important recommendations and look forward to working with the commissioners and other county officials to build upon our current EMS service.

Sincerely,

The Floyd County EMS Advisory Board