



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: September 6, 2013
Board Meeting Date: October 8, 2013
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Jean S. Fraser, Chief, Health System
Louise Rogers, Deputy Chief, Acting EMS Administrator

Subject: Amendment to the agreement with American Medical Response West

RECOMMENDATION:

Adopt a Resolution:

- A) Accepting the Health System's Emergency Medical Services Division Compliance Review Report of the agreement with American Medical Response West for Countywide Emergency Ambulance Service; and
- B) Authorizing an amendment to the agreement with American Medical Response West to provide countywide emergency ambulance service, extending the term through June 30, 2019.

BACKGROUND:

After evaluation of the responses to a Request For Proposals, in 2009 your Board approved a five year agreement with American Medical Response West (AMR) for countywide emergency ambulance services. The term of the Agreement is July 1, 2009 through June 30, 2014, with an option for one, five-year extension at the County's sole discretion.

A key feature of San Mateo County's emergency medical services system is the unified structure and integration between fire service first response and AMR emergency ambulance service utilizing a single dispatch center operated by Public Safety Communications. The Health System has a separate concurrent agreement with the San Mateo County Pre-Hospital Emergency Services Medical Group, the joint powers authority comprised of 18 local fire agencies providing the fire service first response. This collaborative structure for emergency ambulance services was established through an extensive planning process involving many stakeholders and has generated excellent results over the first four years of the agreement.

DISCUSSION:

The Health System's Emergency Medical Services Division (EMS) monitored AMR's monthly performance and conducted two comprehensive compliance reviews during the first four years of the agreement, one in 2011 and one in May 2013. In both reviews, AMR demonstrated compliance in all areas, and exceeded standards in many areas. Responding to an average of 118 calls a day over the last 12 months, AMR's response time consistently exceeded the 90% compliance standard for all regions in the agreement. AMR maintained this high standard even when responding to the recent large-scale medical evacuations necessitated by the Asiana Airlines crash at San Francisco International Airport.

In addition, AMR has been an outstanding partner to EMS and the San Mateo County Pre-Hospital Emergency Medical Services Group in introducing systemic and quality improvements to benefit San Mateo County residents. These include introduction of video-guided laryngoscopy for intubation, and the creation of the San Mateo County Mental Health Assessment and Referral Team (SMART).

AMR has received consistently high ratings from patients and has contributed regularly to community education efforts throughout San Mateo County. Due to AMR's professional standards and extensive community outreach, both the San Mateo County Fire Chiefs' Association and the San Mateo County Police Chiefs and Sheriff Association have submitted letters of support for the five-year extension of the agreement. A report summarizing the findings of the 2013 compliance review is attached.

The recommendation is to exercise the option to extend the agreement for an additional five year term commencing July 1, 2014 and ending June 30, 2019. In exchange, AMR has agreed to cover \$375,254 of the annual cost of the separate SMART agreement starting on January 1, 2014.

The proposed amendment contains only three other minor changes: 1) The elimination of a reference to a multi-casualty response vehicle for disasters since that has now been replaced by the Disaster Medical Support Unit; 2) The replacement of the reference to the County's WELL indigent care program with the correct name "ACE"; and 3) Clarification on how morphine is to be administered.

EMS requests your Board to authorize the Chief of the Health System or designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services are within the current revised fiscal provisions.

The amendment and Resolution have been reviewed and approved by County Counsel as to form. The contractor meets insurance certification requirements.

The contractor has assured compliance with the County's Contractor Employee Jury Services Ordinance, as well as other contract provisions that are required by County

ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits.

The amendment contributes to the Shared Vision 2025 outcome of Healthy Community by providing coordinated emergency medical response services to the citizens of the County.

PERFORMANCE MEASURE(S):

Measure	FY 2012-13 Actual	FY 2013-14 Projected
Percent compliance with ambulance response time standards	94%*	90%

*Contractor exceeded performance standards

FISCAL IMPACT:

The term of the amended agreement is July 1, 2009 through June 30, 2019. All costs of ambulance services are borne by AMR who bills insurance companies. Costs for providing service to ACE and uninsured patients are reflected in the patient fee structure for all payers, which is set by the County. Accordingly, there is no net county cost associated with the provision of ambulance services.

In addition, each year AMR pays the County \$452,982 (adjusted annually based on Bay Area Consumer Price Index (CPI)), to cover a portion of the cost of the Emergency Medical Services Division of the Health System, and \$4,116,650 (adjusted annually based on CPI) to cover the cost of the San Mateo County Pre-Hospital Emergency Services Medical Group. Starting January 1, 2014, AMR will also absorb \$375,254 of the annual cost of providing the SMART service which is reflected in the separate SMART agreement.