TOWN OF PARADISE VALLEY

Paradise Valley Ambulance Services

March 14, 2019

Agenda

- Background
- State Regulation & Certificates of Necessity
- Current Contract and Service Levels in Paradise Valley
- Considerations for Next Steps
- Recommendations and Discussion

Background

Prior to 2007

- Rural/Metro
- Part of license agreement for fire protection services

Since 2007

- IGA with City of Phoenix for Fire Protection Services
- Emergency ambulance service provided by PMT (aka AMR)

Today

- Current contract expires September 30, 2019

Two types of ground ambulance service:

Basic Life Support (BLS)

- Limited equipment and pharmaceuticals
- Staffed with Emergency Medical Technicians (EMTs)

Advanced Life Support (ALS)

- Equipped with more sophisticated equipment and additional pharmaceuticals
- Staffed with at least one Paramedic

Regulation - Arizona Department of Health Services (DHS)

Certificate of Necessity (CON)	Authorizes provision of ambulance services in a geographic area
	Three CON holders in PV: PMT, Maricopa Ambulance, and ABC*
Rates	DHS regulates fees charged to user
	Rates set for BLS & ALS for each geographic area
	Phoenix Rate Group: $848.73 for BLS; $952.81 for ALS
Contracts	DHS must approve all contracts for emergency ambulance services

** ABC primarily provides specialty transport services and currently does not provide emergency ground ambulance service in Maricopa County*

Town Ambulance Usage

Year	Calls for Service	Number of Transports
2015	612	382
2016	692	405
2017	561	332
2018	731	379

The Town averages two ambulance calls per day, with half of the calls resulting in a transport to a hospital.

Paradise Valley Level of Service since 2000

- ALS service
- One transport unit
- Staffed by paramedic
- Located in Town

Financial Impacts

Town provides no financial subsidy or payments to PMT

Provider revenue from user fees when patient transported

- Fees established by DHS

Firefighter Paramedics

Year	Number of Ride-Ins
FY 2015	125
FY 2016	184
FY 2017	192
FY 2018	189
FY 2019 (through December)	79

May accompany patient to hospital

- When patient's condition is serious and requires additional ALS provider
- PMT pays an ALS service fee to Town
  - Equal to difference between ALS and BLS rate: $104.08
  - Fee is shared per IGA equally with fire service provider (City of Phoenix)

Ambulance Response Times

- State-mandated response times (reference in PV contract):
  - 10 minutes on 90% of all ambulance calls
  - 15 minutes on 95% of all ambulance calls
  - 20 minutes on 97% of all ambulance calls
- Scottsdale additional contract parameters with Maricopa Ambulance:
  - 8:59 minutes on Priority 1 calls (life threatening)
  - 14:59 minutes on Priority 2 calls (non life threatening)
- PMT current average response time for Paradise Valley:
  - 7 minutes 5 seconds

Backup Ambulance(s)

- One ambulance and crew stationed in Town 24/7
  - Consistent level of service since 2000
- Occasionally multiple ambulances are required
  - Multiple patients at one incident
  - Call arises while ambulance in service on another call
- Previously, PMT was also Scottsdale's provider
  - PMT ALS backup ambulances previously available from various Scottsdale locations

Backup Ambulance(s)

Scottsdale now contracts with Maricopa Ambulance for BLS only	PMT ambulances no longer located at Scottsdale Fire Stations Maricopa does not provide ALS ambulance service in Scottsdale
PMT does have ALS equipped ambulances at Scottsdale hospitals	Stationed to provide interfacility transport Three to four located in Scottsdale on any given day Ambulance at HonorHealth Scottsdale Osborn Hospital is primary PV backup

Actual Experience and Performance Feedback

Experience since February 2018 change in Scottsdale contract:

- PMT reports in rolling 12-month period 22 incidents requiring more than one ambulance
  - Unable to breakout backup provider
- Phoenix observed a “handful of occasions” where PMT ambulance backup would not have been timely
  - Dispatched a Phoenix “Red” ambulance to ensure prompt response

Phoenix Fire feedback on PV PMT crew

- Highly professional
- Knowledgeable
- Integrate well with Phoenix Fire protocols and crews

Building Lease

- PMT leases Town-owned house
  - Since 2010
  - 6517 East Lincoln Drive
- Provides living quarters for staff and ambulance staging facility
- Term of lease concurrent with term of ambulance contract
- Monthly rent $3,000; constant since lease inception

Considerations for next steps

- Maintain ALS service
  - BLS takes Phoenix Fire crews out of service during transport
- Continue with current provider
  - Providing very professional service
  - Personnel have integrated well with Phoenix
- Explore different providers/service level options
  - Increased service levels could include:
    - Additional staged ambulance in the Town
    - Requirement of ALS back up available within x minutes
    - Shorter response times than those mandated by DHS regulations
- No Town subsidy or financial contribution
- Evaluate market value of lease

Recommended Approach

Request for Information (RFI)

- Evaluate options for future ambulance provision
  - ALS
  - Service/service level
    - Number of staged ambulances
      - Mandatory one; prefer two
    - Backups
      - Number
      - Availability
      - Equipped and staffed for ALS
    - Financial impact; prefer no Town financial contribution
  - Availability to provide services beginning October 1, 2019
  - Performance-based response times

Questions/Discussion