

October 1, 2015
Regular Meeting
Ad Hoc EMS
Committee
Item #2c

Dan Flynn
Mono County Paramedic
Presentation (final
version)

*Mono County Paramedic Fire Rescue
Association's*

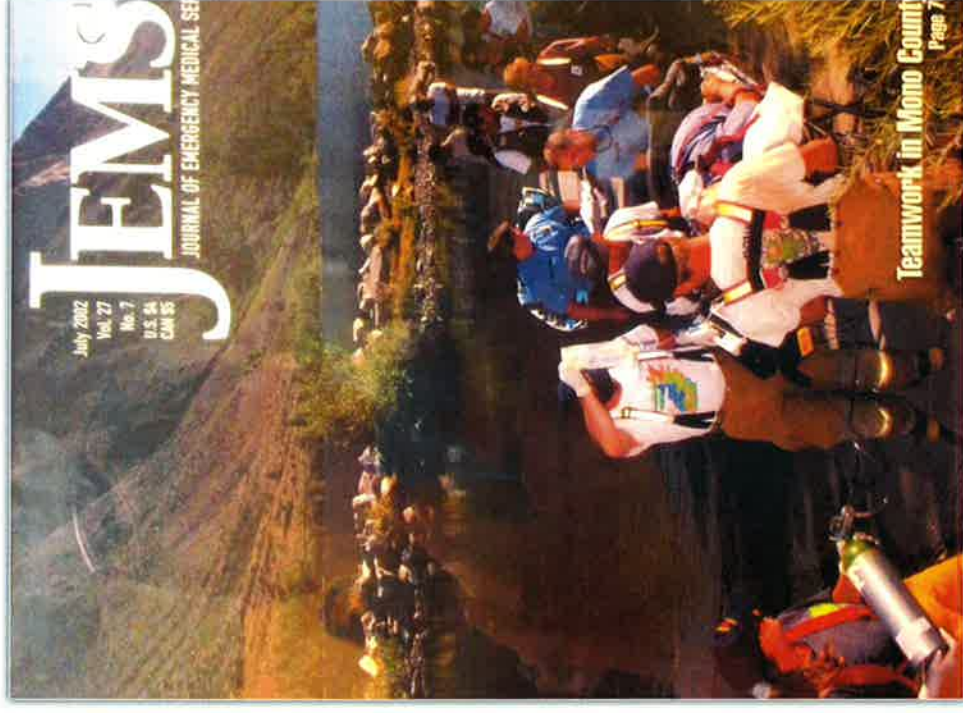
**Presentation to EMS Ad Hoc
Committee**

October 1, 2015



Mono County was featured as a national model for rural EMS in 2002

- The question is not “How did we go from there to here in 13 years?”
- Rather, “How do we continue to be a national model for EMS for the next 13 years, despite tough financial times?”



Teamwork in Mono County,
Journal of Emergency Medical
Services, July 2002

Goal

- Ensure that Mono County continues to be a leader in rural EMS by providing exceptional care and service to all of its residents and visitors in a financially sound fashion

Objectives

- Provide the committee with accurate and useful information which furthers its recommendations to the Board
- Avoid “death by powerpoint”, keep to the allotted time, allow for Q&A
- Give MCPFRA’s “take” on the committee’s proposed solutions
- Propose several new solutions for increased value, countywide coverage, and fiscal sustainability
- Advocate for increased planning, measurement and leadership
- Promote the program’s current service as superior to other models

EMS Ad Hoc Committee

Solutions proposed by the Committee:

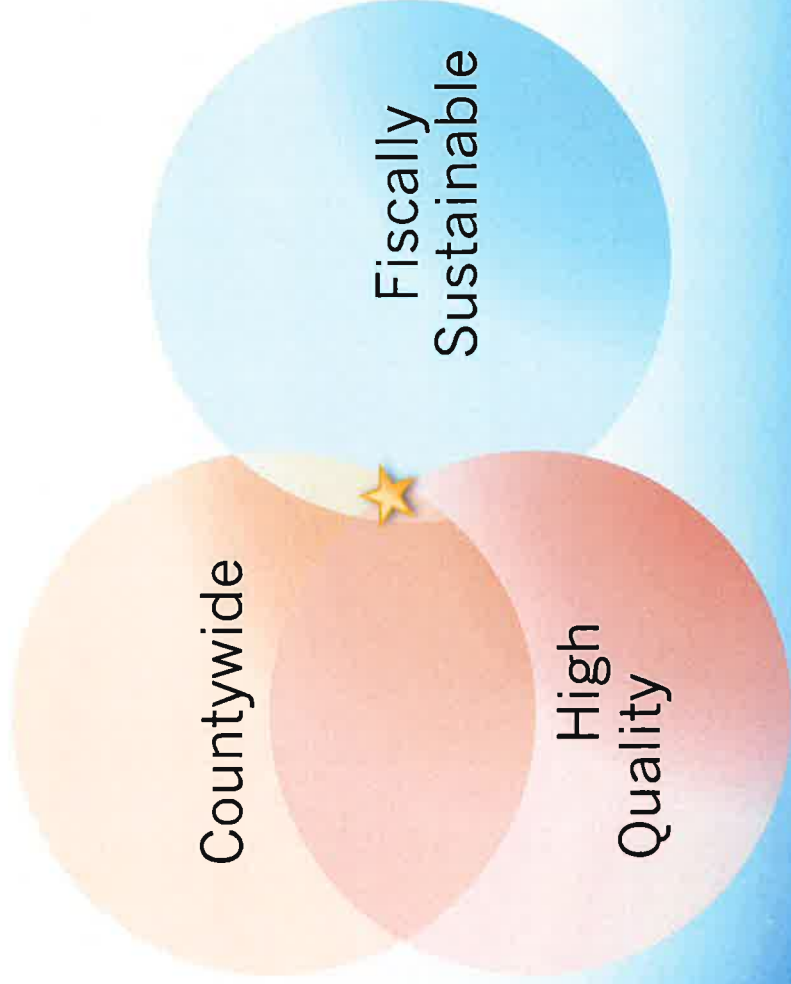
1. Add Value
 - Increase productivity, services and capability of existing program
 - Fire services and Fire Dept. consolidation
2. Increase Revenue
 - Billing, Reimbursements, Subscriptions, Taxes, Grants
3. Reduce Program Costs
 - Privatization
 - Cut wages and benefits
 - Alternate deployment models

EMS Ad Hoc Committee

Solutions proposed by the Committee (continued):

4. Expand Service in District 2
 - Expansion
 - Greater support of VFDs
 - Alternate deployment (squads or QRVs)
5. Improve Leadership, Measurement, and Planning
 - The essential ingredient for any direction the committee chooses
 - Without leadership, measurement, and planning failure is certain

High Quality, Fiscally Sustainable, and Countywide



- It is relatively easy to design a high quality and countywide system. The two overlap considerably
- It is much harder to design one that is also fiscally sustainable
- There is a significant difference between “fiscally sustainable” and “inexpensive”

MCEMS Currently Provides Excellent Service

Better data collection & advocacy would help demonstrate:

- Top Quality Patient Care
- “Phenomenally Good” response times
- Virtually countywide Fire/EMS/Rescue response 24-7-365
- Residents, visitors, and patients satisfied with care/service
- Adapted to remote mountain environment
- VFDs, Law Enforcement, DA rely upon our good relationship
- Informal Community Paramedicine: CPR/AED training, BP clinics, TB tests, & follow up
- Extensive local knowledge
- Cost/Unit less than other CA public ALS



Bryan and Nico receiving the CareFlight Golden Rotor Award for outstanding patient care and advocacy



Add Value to Existing System

- Community Paramedicine
- Critical Care transport
- Countywide EMT/AEMT instruction
- Cardiac Arrest Survival initiative: CPR education, Public Access Defibrillation (PAD)
- Grants: AEDs, monitors, vehicles, public health initiatives, training
- Ice rescue, rope rescue, RIT, increased SAR role
- Safety/Prevention program: bike helmets, car seat inspection, etc.
- Comprehensive Continuous Quality Improvement (CQI) program
- Measure everything. Measure, Improve, Repeat



Add Value by Consolidation with Fire

Concept needs to be more clearly defined by the committee

Pros

- EMS and Fire: “natural fit”
- Readiness costs are fixed. Have existing employees do more
- Specialization isn't feasible in remote/rural setting. Versatility has value

Cons

- Political reality
- Questionable cost savings
- Legal issues (7K exemption)
- Challenges with reserve employees
- Undoing what has already been undone



Increase Revenue

Billing

- Increased ski area transports (Current MOU disincentive)
- LDTs: Critical Care cert
- Rate increases
- Collection rate

State/Federal Assistance

- GEMT
- Grants
- Fire number

Tax/Fee Increases

- Summit County's example
- MMSA Response Fee/Lift Ticket Supplement
- Subscription service
- TOT/Sales increase



A leader with knowledge and experience to navigate these issues

District 2 Coverage

- System status management has little utility in a geographically-large rural area
- From a purely operational standpoint, 2 ALS ambulances in Bishop provides superior South County coverage
- Costs of putting a squad/QRV or ambulance in Tri-Valley vs. costs of training and incentivizing VFDs to handle existing call volume

Labor Cost Neutral Plan for Dist. 2 Coverage

- Break-up M1: 1 PM squad in Walker, 1 PM squad in Tri-Valley
- Automatic aid from M7 (when in Bridgeport) to Walker for transport
- M4/M5 continue for transport
- 1 Chief in ALS squad w/ office @ Long Valley Fire station
- Back-up ambulance in Walker
- Mutual Aid: MWTC, EFPD, CareFlight, Symons (or other Bishop provider)

**Challenges & disadvantages of this system need to be strongly considered*



Reduce Program Costs

- Privatize
- Wages and benefits are currently 90% of expenses. Nothing left to cut
- Chief Frievalt's ideas of NTE % is a good one
- We are paid more than a private when benefits are included, but less than FF/PM in CA
- Collective bargaining is the appropriate, and legal, venue for discussion of this topic
- We are reasonable people who want a future here. But we need a direction other than "down"
- Association can't and won't offer concessions here
- But we **can** offer exceptional service and dedication



Leadership, Measurement and Planning

- “You can’t improve what you don’t measure”
- A vision of where EMS in Mono County is headed and a strong leader to enact it is essential, regardless of the direction the committee chooses
- Association’s ideal leader: wears the uniform, advocates, communicates. Inspires but also holds accountable all members. Public EMS/Fire management background
- Stand alone department
- Strategic Plan
- 24 Paramedics?
- Board of Commissioners?



Where We Fit In Mono County's Strategic Plan

Vision

Mono County
Outstanding Community Services, Quality of Life Beyond Compare

Mission

Mono County's Mission:
To support all our communities by providing superior services while protecting our unique rural environment.

Values

Customer Service
We commit to exceptional service by making the resources entrusted to us with integrity, trust, respect, and accountability.

Integrity
We demonstrate our integrity by ensuring our work is performed with consistency, credibility, and confidentiality.

Excellence
We strive to achieve the highest standards of excellence, continuously learn, develop, and improve, and take pride in our work.

Collaboration
We commit to responsible communication and respectful partnerships to achieve common goals.

Innovation
We strive to foster innovation and creative thinking, embrace change and challenge the status quo, learn from our successes and mistakes.

Results Orientation
We strive to set challenging goals, focus on output, assume responsibility, and constructively solve problems.

Strategic Directions



Best Mono Imaginable

Why Our Model is Superior

Everything we offer that a private doesn't

- High quality service with superior response times to virtually all EMS/Fire/Rescue incidents in Mono Co.
- Local knowledge, roots, control, and relationships
- Automatic aid to VFDs, ice rescue, backcountry rescue, rope rescue,
- Training for communities and VFDs (EMT, first aid, CPR, etc.)
- Cardiac Arrest Survival, Public Access AED, blood pressure clinics, and other public health programs
- Exceptional patient care, adapted to a rural mountainous environment



Closing Thoughts

- EMS will have a taxpayer impact: public, private, or contracted
- While there is no legal obligation to provide it, there is a strong moral and ethical obligation
- An outdoor recreation based economy, especially in a remote area, requires a strong EMS/Healthcare system
- EMS is part of the infrastructure required for healthy communities and a thriving recreation based economy

Thank you for
listening!

Questions?

