



MEDIC Contract Update

Presented by

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Emergency Medical Services



Agreement Overview

- Current agreement effective April 1st, 2019, valid for 1 year.
- Permits MEDIC units to operate throughout the County for emergency and convalescent responses.
 - Prior agreement only allowed convalescent responses outside of incorporated areas
- Agreement requires MEDIC to report Quality of Care data to the County on a monthly basis and attend a monthly review with staff from Buncombe County Emergency Services, facilitated by Performance Management, to review performance data and clarify any issues.



Categories Monitored

- MEDIC Unit Availability
- Response Data
 - Data measures:
 - Response Time (Dispatch to arrival on scene)
 - Scene Time (on scene to transport)
 - Transport Time (transport to at destination)
 - Turn Around Time (at destination to available for next dispatch)



Categories Monitored

- Quality of Care Data
 - Data measures:
 - Intravenous success rate
 - Intraosseous success rate
 - Advanced airway placement success rates
 - End Tidal CO2 monitoring after placement of advanced airway
 - Percentage of chest pain patients >35 that receive pre-hospital 12-lead ECG
 - Average time from patient contact to 12-lead acquisition for suspected chest pain patients
 - Percentage of chest pain patients >35 that receive pre-hospital Aspirin
 - Percentage of patients with suspected stroke or TIA with a documented pre-hospital stroke screen
- Quality of Care Concerns



Recommendation

- Due to the number of quality of care concerns during the period of the agreement and after consultation with the system Medical Director, the recommendation is to not renew the current franchise agreement after March 31, 2020.
- This discontinues emergency & non – emergency transports



EMS Response Moving Forward

- Modified system management during peak call times
 - Repositioning of units from area of low call volume closer to higher volume areas
- Transport units operated by Fire Departments providing additional response support during peak times
- FY21 budget request for additional County EMS units and staffing



Questions?

