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?