



Buncombe County Board of Commissioners

Request for Board Action

Meeting Date: 3/17/2020

Old Business

Department: Emergency Services (ES)

Presenter(s): Jamie Judd, Training Officer

Taylor Jones, ES Director

Contact(s): Taylor Jones, ES Director

Subject: MEDIC Franchise Agreement Update

Brief Summary: The current franchise agreement with Medical Emergency Ambulance Transport, MEDIC, went into effect April 1st, 2019 and is valid for one year. This agreement permits MEDIC units to operate throughout Buncombe County for emergency and convalescent EMS responses. Prior franchise agreements only allowed convalescent responses outside of incorporated areas. Conditions of the agreement require 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. The performance reviewed included the following components: MEDIC unit availability/staffing, response data, quality of patient care data and quality patient care data concerns. The quality concerns and/or complaints received by Emergency Services are forwarded to the EMS System Medical Director, Dr. Stace Horine, D.O., for review and investigation. Dr. Horine determines if the concern is valid and meets with MEDIC administration and the providers involved if needed. Dr. Horine makes recommendations for remediation or takes disciplinary action if needed.

Based on an almost 12-month review of MEDIC performance, the current franchise agreement will not be recommended for renewal after March 31, 2020. Effective, April 1, 2020, MEDIC will no longer provide ambulance service within the Buncombe County Ambulance System.

Recommended Motion & Requested Action:

Approve Staff recommendation to allow the MEDIC franchise agreement to expire, effective April 1, 2020.

County Manager's comments and Recommendation:

County Manager supports recommendation not to renew the franchise agreement.