

# FISCAL 2018

AMBULANCE COMPLIANCE ANNUAL REPORT PRESENTATION TO THE BOCC

# BOCC PRESENTATION 6/24/2019

From Page 1

- March 2015 the Shawnee County Board of County Commissioners directed the Shawnee County Ambulance Advisory Board to formulate a Request for Proposals (RFP) for Ambulance Services.
- During the remainder of 2015 the AAB RFP Committee, which consisted of City of Topeka Fire Department Reps, County Rural Fire Rep, Hospital Reps and a Sheriff's Office Rep, met and formulated an RFP to be approved by the Ambulance Advisory Board and then released by the Board of County Commissioners

# BOCC PRESENTATION 6/24/2019

From Page 1

- On December 2, 2015, the Ambulance Advisory Board approved the RFP formulated by the AAB RFP Committee and on December 17, 2015, the Board of County Commissioners approved the RFP and the RFP was released to potential bidders on January 4, 2016.
- In March 2016, the AAB RFP Evaluation Committee, which consisted of City of Topeka Fire Department Reps, County Rural Fire Rep, Hospital Reps and a Sheriff's Office Rep, met and formulated a recommendation which was approved by the Ambulance Advisory Board and then forwarded for approval by the Board of County Commissioners.

# BOCC PRESENTATION 6/24/2019

From Page 2

- As a result of the recommendations of the Ambulance Advisory Board and its committees, as well as negotiations between Shawnee County and AMR, a new contract (C207-2016) was signed on June 30, 2016 by the Board of County Commissioners and Contract C207-2016 became effective January 1, 2017 and will continue in full force and effect for five years through December 31, 2021.
- The intent of the RFP and the resulting contract was to ensure that there was room for expansion and innovations as the trends, best practices and lessons learned dictated.
- Shawnee County has reaped great benefits from Contract C207-2016 so far

# BOCC PRESENTATION 6/24/2019

From Page 8

## **Is AMR in Compliance with Contract C207-2016?**

The Ambulance Compliance Officer can verify and confirm that AMR is in substantial compliance with all requirements contained in Contract C207-2016 for 2018.

# BOCC PRESENTATION 6/24/2019

From Page 3

- An important aspect of Contract C207-2016 that is not clearly understood relates to payments from Shawnee County to AMR.
- Shawnee County does NOT pay AMR to provide 911 Ambulance Services.

# BOCC PRESENTATION 6/24/2019

From Page 3

- Shawnee County pays a \$300,000 subsidy to AMR to recover monies and recoop expenses from those patients that are not able to pay (listed as Uncompensated Care in their Audited Financials).

For 2018 the Uncompensated Care in their Audited Financials amounted to \$3,552,353

For 2018 the Net Income in their Audited Financials amounted to \$535,985

For 2017 the Uncompensated Care in their Audited Financials amounted to \$3,392,117

For 2017 the Net Income in their Audited Financials amounted to \$723,693

# BOCC PRESENTATION 6/24/2019

From Page 3

- Shawnee County pays a \$50,000 subsidy to AMR to make up for those expenses associated with placing their dispatchers into the CECC.

AMR signed an agreement (C101-2019) whereby they will be paying the CECC in the amount of \$41,600.00, in lieu of rental payments (2017-2019), for implementation and purchase of the CAD to CAD interface.

AMR signed an agreement (C100-2019) whereby they will be paying the CECC in the amount of \$1200 a month for rent starting in 2020 and going through the life of the Contract C207-2016.



# BOCC PRESENTATION 6/24/2019

From Page 5

- Shawnee County receives an annual monitoring fee from AMR in the amount of \$40,000 for the cost of monitoring AMR's operational and clinical performance and other compliance with the terms of this Agreement
- AMR provides compensation to a Medical Director who has oversight over all First Responder agencies and organizations in Shawnee County at no charge to those organizations. The contract outlines office hours and numerous communications requirements. The maximum compensation for Shawnee County oversight outlined in the Contract is \$40,000.

# BOCC PRESENTATION 6/24/2019

From Page 4

- Because there are significant differences between the previous contract (C428-2005) and the current contract (C207-2016), the comparisons are only for the first two years of Contract C207-2016.
- The Financial Comparisons for the first two years of the contract can be found on [last page of this report](#).

# BOCC PRESENTATION 6/24/2019

From Page 5-7

- Joint Medical Director
- CAD to CAD interface & improved relationships between the two organizations
- Addressing the low acuity runs and calls
- Tuition Assistance 8 different students are now certified EMT's.
- Response matrix for triages and/or complaints that have specific upgrade and/or downgrade requirements

# BOCC PRESENTATION 6/24/2019

From Page 5

- Responses to “Staged” calls has been refined
- Provided additional trainings above and beyond contract requirements
- Put seven new ambulances in the field – contract requires five
- AMR has continued to address their staffing issues related to high-volume times, has shifted their staffing to meet the demands and also implemented an “on-call” program.

# BOCC PRESENTATION 6/24/2019

From Page 5

- Each month AMR must provide local first responder agencies with two (2) classes per month at no charge to the county (all expenses absorbed and paid by AMR)
- AMR provided free training to 226 first responders during 2018.
- AMR has provided four additional special trainings, consisting of guest speakers and innovative subject matter experts, at no charge to Shawnee County First Responders

# BOCC PRESENTATION 6/24/2019

From Page 5

- Each month AMR must provide an on-scene exchange of disposable medical supplies used by Shawnee County first responder agencies at no charge, subject to the terms of the disposable medical supplies protocol adopted by AMR, as amended from time to time.
- Each month AMR must also provide a "one on one" exchange of oxygen (O<sub>2</sub>) to Shawnee County first responder agencies at no charge. (This applies only to D Cylinders).

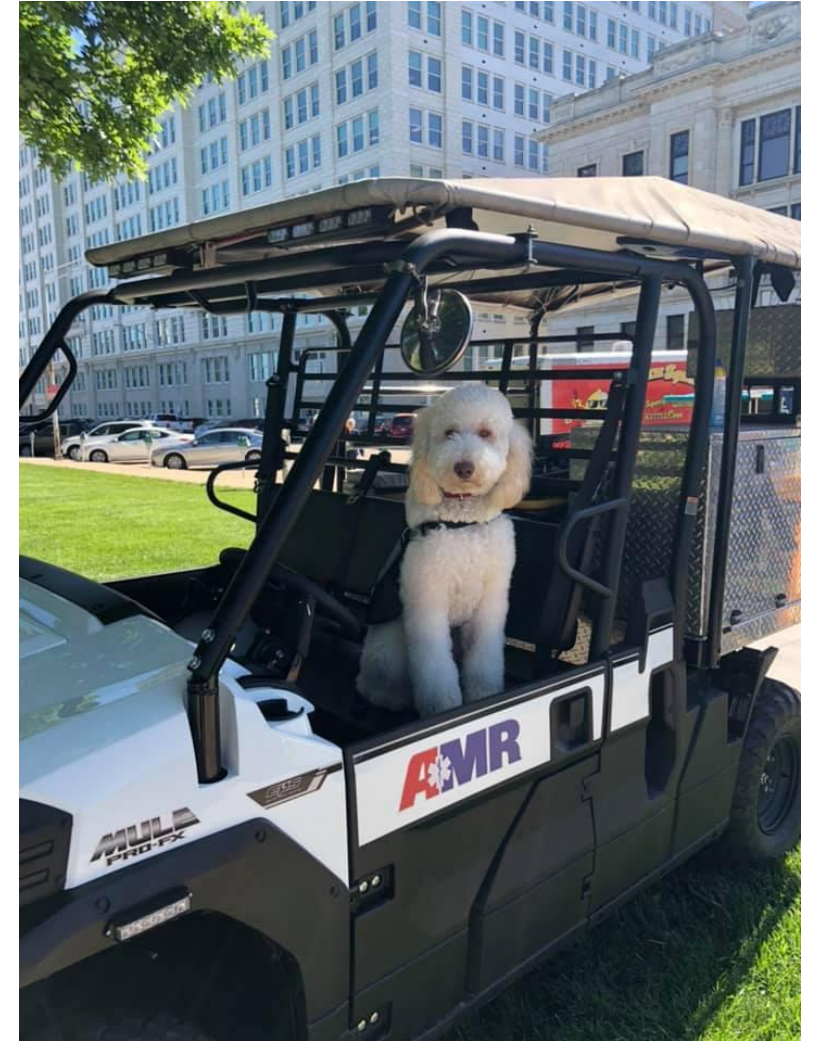
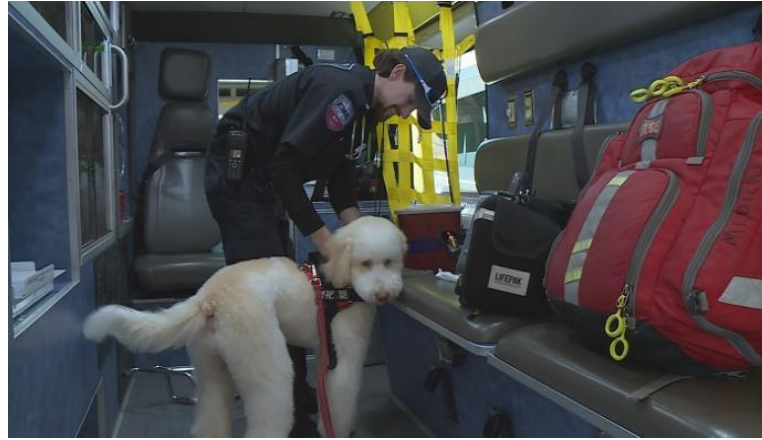
# BOCC PRESENTATION 6/24/2019

From Page 5

- Standardized protocols county-wide
- AMR and our first responders have been recognized and commended several times in the last two years

# BOCC PRESENTATION 6/24/2019

## “Stryker”





# BOCC PRESENTATION 6/24/2019

For 2018, out of 22,848 calls AMR was on time for 20482 and AMR was late for 2366. (89.64%)

Contract C207-2016 requires that AMR shall arrive at the destination within the required minutes (identified below by zone) following Dispatch; at least 80% of time for all zones aggregated and calculated each calendar month.

AMR is required to pay the county a penalty for each calendar month in which it has failed to meet the applicable standard at least 80% of time for all categories of calls combined. In making such calculation, all emergency and non-emergency calls shall be aggregated.

Zone	Emergency	Non-Emergency
1	9:00	14:00
2	11:00	16:00
3	12:00	17:00
4	15:00	20:00
KTA SW	12:00	17:00
KTA SC	11:00	16:00
KTA EB	9:00	14:00
KTA WB	15:00	20:00

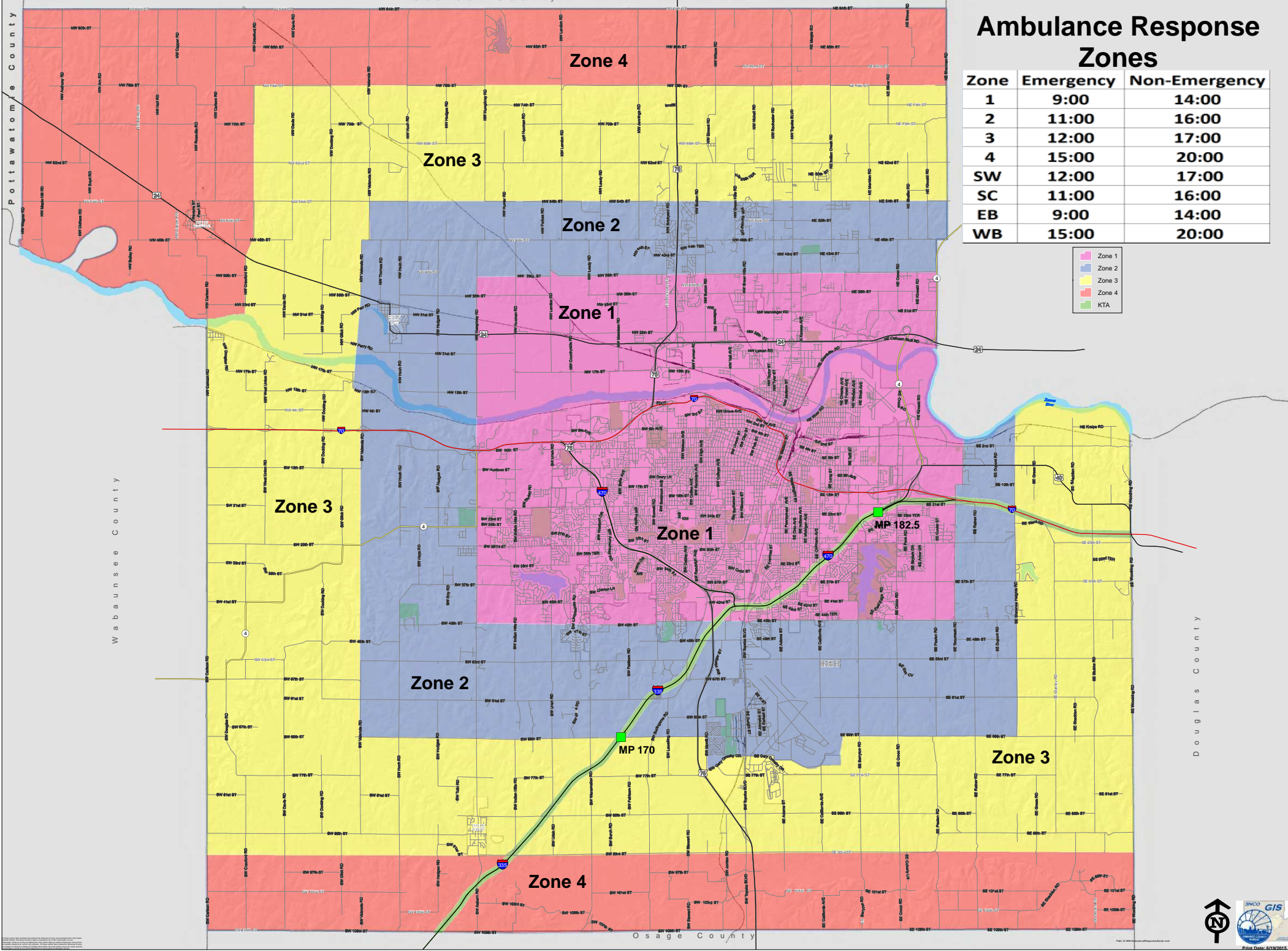
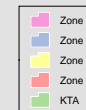
AMR pays a penalty of \$10 per minute for all non-emergency and emergency calls over the amount for that specific zone (except KTA)

Zone	Arrived more than
1	15:00
2	18:00
3	20:00
4	22:00

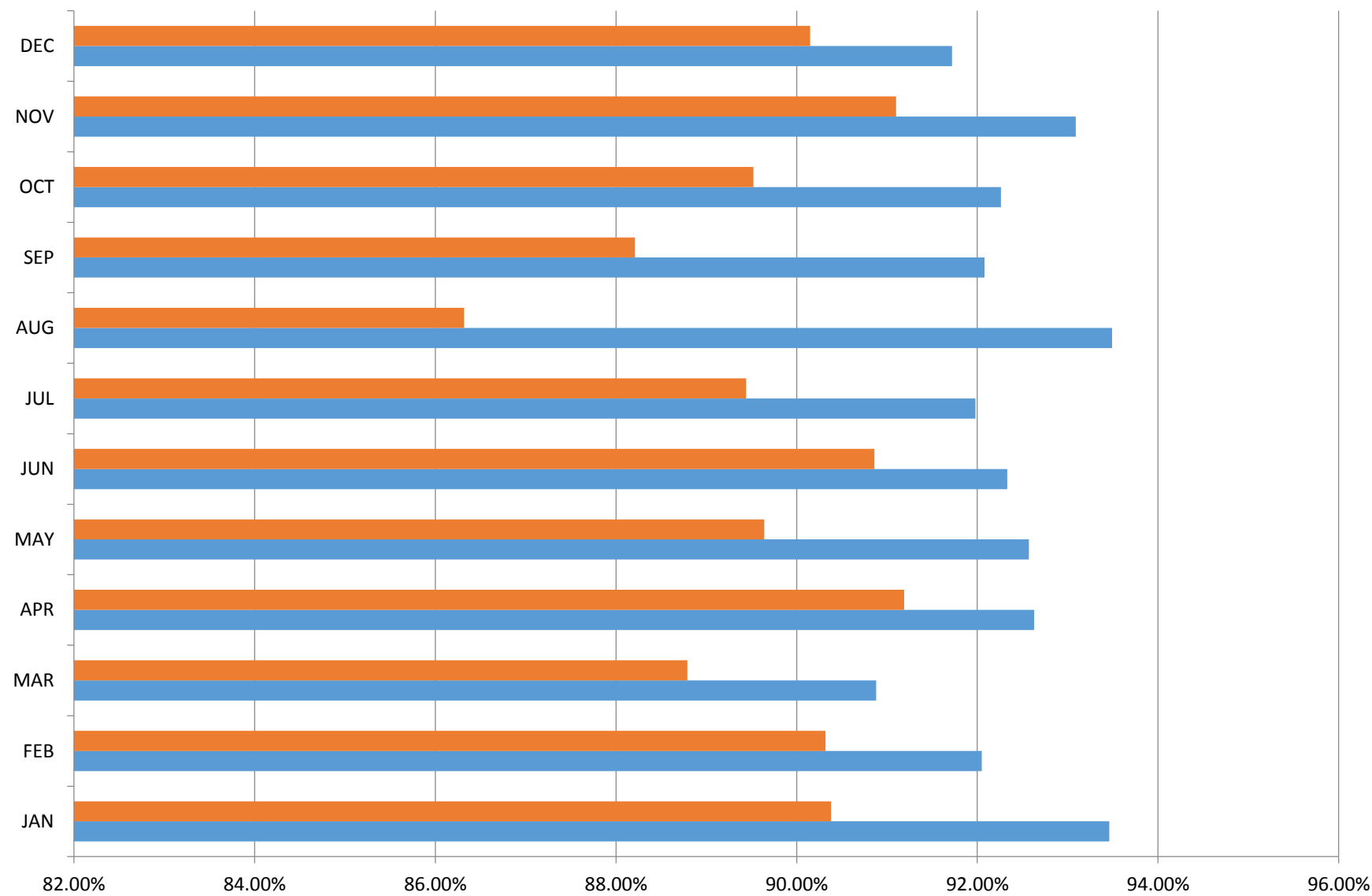
For 2018 AMR paid \$40,760 in penalties for the 816 of the 2366 calls that they were late for which accounts for only 3.5% of the total calls they arrived on

# Ambulance Response Zones

Zone	Emergency	Non-Emergency
1	9:00	14:00
2	11:00	16:00
3	12:00	17:00
4	15:00	20:00
SW	12:00	17:00
SC	11:00	16:00
EB	9:00	14:00
WB	15:00	20:00



# BOCC PRESENTATION 6/24/2019



On Time Performance  
As Aggregated Over All  
Zones Each Month

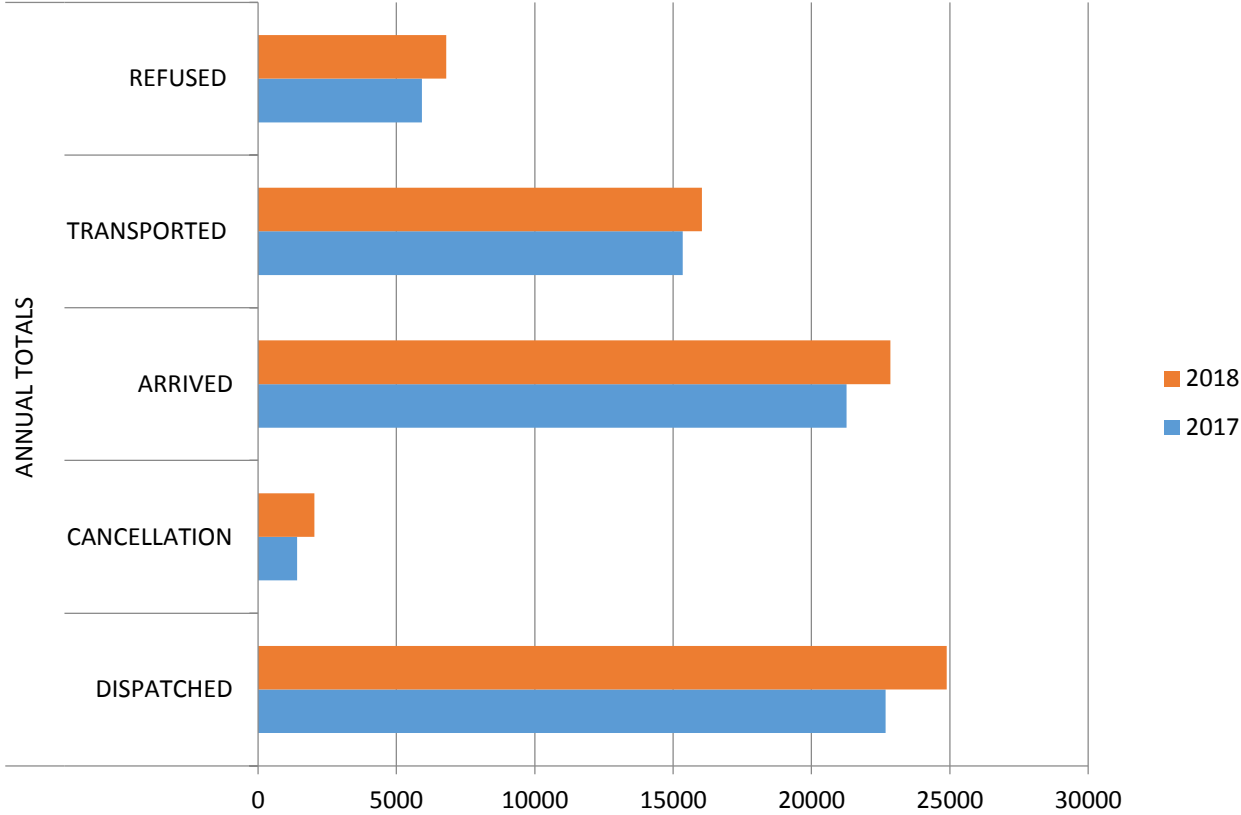
2018  
2017

Not required by  
Contract but AMR  
was on time

2017	92.37%
2018	89.64%

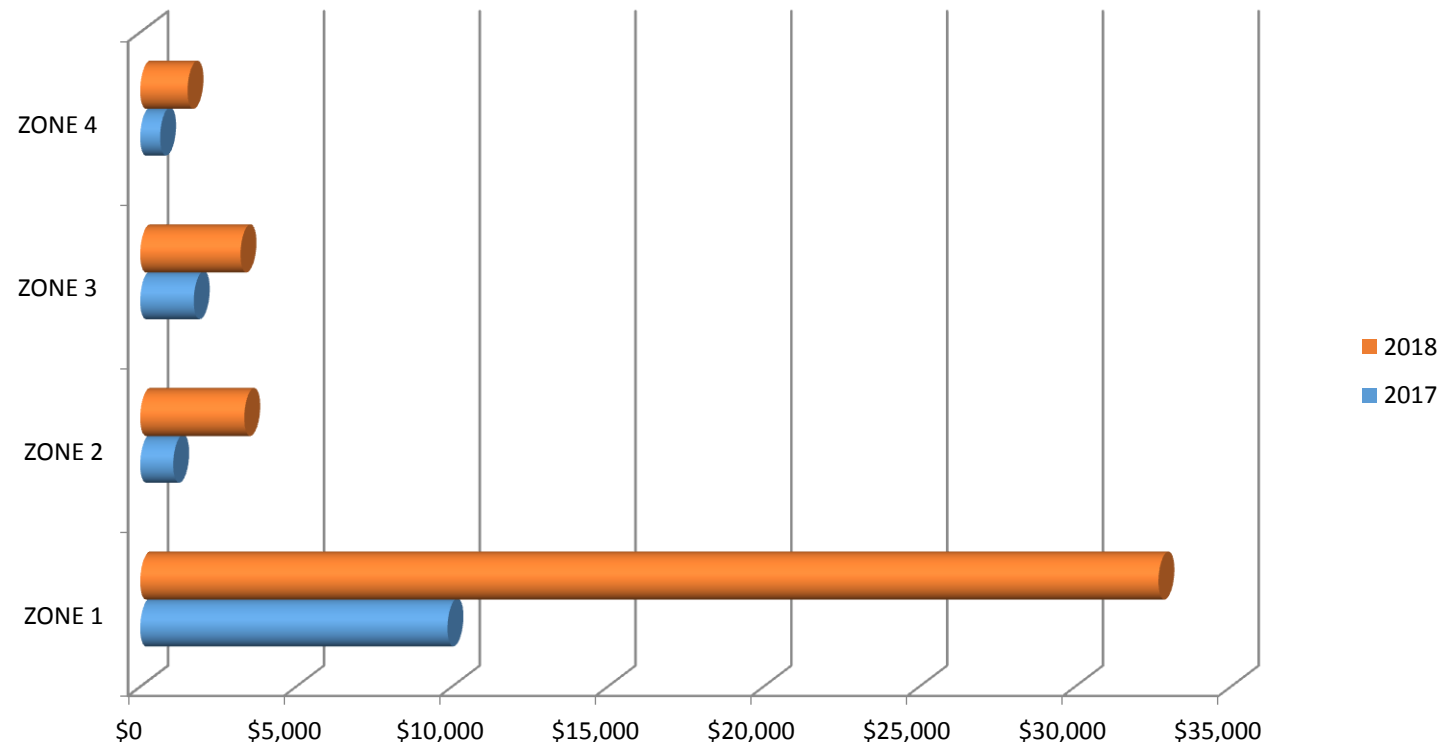
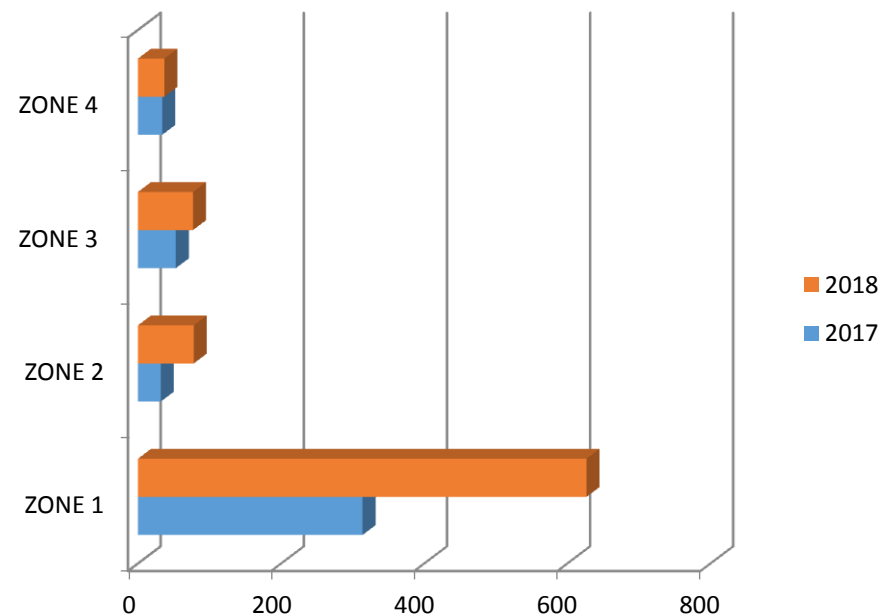
# BOCC PRESENTATION 6/24/2019

From Page 7



Jan-Dec	Annual Totals				
	DISPATCHED	CANCELLATION	ARRIVED	TRANSPORTED	REFUSED
2017	22684	1413	21271	15344	5927
2018	24883	2034	22848	16041	6808
INCREASED	2199	621	1577	697	881

# BOCC PRESENTATION 6/24/2019



Calls Fined	ZONE 1	ZONE 2	ZONE 3	ZONE 4	TOTAL
2017	314	32	53	34	433
2018	627	78	77	37	819
Increase	313	46	24	3	386

For 2018 AMR paid \$40,760 in penalties for the 819 of the 2366 calls that they were late for, which accounts for only 3.5% of the total calls they arrived on

Fine Amount	ZONE 1	ZONE 2	ZONE 3	ZONE 4	TOTAL
2017	\$9,861	\$1,060	\$1,720	\$640	\$13,281
2018	\$32,680	\$3,340	\$3,220	\$1,520	\$40,760
Increase	\$22,819	\$2,280	\$1,500	\$880	\$27,479

For 2017 AMR paid \$13,281 in penalties for the 433 of the 1624 calls that they were late for, which accounts for only 2.7% of the total calls they arrived on

# BOCC PRESENTATION 6/24/2019

From Page 3

- The Ambulance Compliance Officer and AMR Management have continued to assess this significant increase in the number of calls ran by AMR.
- Progress is being made for implementation of the B+A 2019 Trial Program which will further assist in these matters and allow for stellar innovative response to the needs of Shawnee County.

# BOCC PRESENTATION 6/24/2019

From Page 17

- Board Members, the Compliance Officer, the first responders and AMR continue to plan for implementation of Community Paramedicine in Shawnee County. There are several long term matters under consideration at this time.

# Contract C207-2016 - 2018 Final Compliance

ZONE	Contract C207-2016	1/18	2/18	3/18	4/18	5/18	6/18	7/18	8/18	9/18	10/18	11/18	12/18	YTD
1	On Time	1777	1560	1562	1567	1718	1648	1620	1576	1554	1563	1444	1612	19201
1	Late	137	116	144	99	158	110	145	200	147	131	101	127	1615
1	Number Fined	69	47	47	51	62	32	55	71	62	54	36	41	627
1	Amount Fined	\$1,590.00	\$2,350.00	\$2,800.00	\$2,060.00	\$3,540.00	\$1,720.00	\$2,250.00	\$5,320.00	\$4,530.00	\$2,830.00	\$1,360.00	\$2,330.00	\$32,680.00
1	On time percentage	92.84%	93.08%	91.56%	94.06%	91.58%	93.74%	91.78%	88.74%	91.36%	92.27%	93.46%	92.70%	92.24%
ZONE TOTAL		<u>1914</u>	<u>1676</u>	<u>1706</u>	<u>1666</u>	<u>1876</u>	<u>1758</u>	<u>1765</u>	<u>1776</u>	<u>1701</u>	<u>1694</u>	<u>1545</u>	<u>1739</u>	<u>20816</u>
2	On Time	75	67	74	79	64	74	76	64	92	82	80	69	896
2	Late	32	31	22	23	20	24	20	29	38	29	25	30	323
2	Number Fined	10	8	4	6	7	4	4	9	7	6	4	9	78
2	Amount Fined	\$230.00	\$420.00	\$190.00	\$160.00	\$170.00	\$150.00	\$160.00	\$360.00	\$280.00	\$840.00	\$130.00	\$250.00	\$3,340.00
2	On time percentage	70.09%	68.37%	77.08%	77.45%	76.19%	75.51%	79.17%	68.82%	70.77%	73.87%	76.19%	69.70%	73.50%
ZONE TOTAL		<u>107</u>	<u>98</u>	<u>96</u>	<u>102</u>	<u>84</u>	<u>98</u>	<u>96</u>	<u>93</u>	<u>130</u>	<u>111</u>	<u>105</u>	<u>99</u>	<u>1219</u>
3	On Time	11	18	17	19	25	22	17	18	13	16	13	21	210
3	Late	20	24	30	26	23	34	27	25	29	24	16	20	298
3	Number Fined	3	10	8	7	6	5	9	8	6	5	6	4	77
3	Amount Fined	\$150.00	\$360.00	\$230.00	\$430.00	\$270.00	\$290.00	\$230.00	\$370.00	\$260.00	\$280.00	\$220.00	\$130.00	\$3,220.00
3	On time percentage	35.48%	42.86%	36.17%	42.22%	52.08%	39.29%	38.64%	41.86%	30.95%	40.00%	44.83%	51.22%	41.34%
ZONE TOTAL		<u>31</u>	<u>42</u>	<u>47</u>	<u>45</u>	<u>48</u>	<u>56</u>	<u>44</u>	<u>43</u>	<u>42</u>	<u>40</u>	<u>29</u>	<u>41</u>	<u>508</u>
4	On Time	11	14	8	9	8	12	9	7	20	8	14	8	128
4	Late	9	7	13	13	9	9	11	11	9	9	8	6	114
4	Number Fined	3	2	2	5	3	2	2	7	4	2	4	1	37
4	Amount Fined	\$80.00	\$40.00	\$60.00	\$210.00	\$210.00	\$210.00	\$90.00	\$140.00	\$150.00	\$120.00	\$140.00	\$70.00	\$1,520.00
4	On time percentage	55.00%	66.67%	38.10%	40.91%	47.06%	57.14%	45.00%	38.89%	68.97%	47.06%	63.64%	57.14%	52.89%
ZONE TOTAL		<u>20</u>	<u>21</u>	<u>21</u>	<u>22</u>	<u>17</u>	<u>21</u>	<u>20</u>	<u>18</u>	<u>29</u>	<u>17</u>	<u>22</u>	<u>14</u>	<u>242</u>
KTA	On Time	5	2	3	2	3	4	5	7	5	5	4	2	47
KTA	Late	2	0	1	1	0	0	1	0	2	3	2	4	16
KTA	On time percentage	71.43%	100.00%	75.00%	66.67%	100.00%	100.00%	83.33%	100.00%	71.43%	62.50%	66.67%	33.33%	74.60%
ZONE TOTAL		<u>7</u>	<u>2</u>	<u>4</u>	<u>3</u>	<u>3</u>	<u>4</u>	<u>6</u>	<u>7</u>	<u>7</u>	<u>8</u>	<u>6</u>	<u>6</u>	<u>63</u>
ALL	On Time	1879	1661	1664	1676	1818	1760	1727	1672	1684	1674	1555	1712	20482
ALL	Late	200	178	210	162	210	177	204	265	225	196	152	187	2366
ALL	Number Fined	85	67	61	69	78	43	70	71	79	67	50	55	819
ALL	Amount Fined	\$2,050.00	\$3,170.00	\$3,280.00	\$2,860.00	\$4,190.00	\$2,370.00	\$2,730.00	\$7,550.00	\$5,220.00	\$4,070.00	\$1,850.00	\$2,780.00	\$40,760.00
ALL	On time percentage	90.38%	90.32%	88.79%	91.19%	89.64%	90.86%	89.44%	86.32%	88.21%	89.52%	91.10%	90.15%	89.64%
SYSTEM TOTAL		<u>2079</u>	<u>1839</u>	<u>1874</u>	<u>1838</u>	<u>2028</u>	<u>1937</u>	<u>1931</u>	<u>1937</u>	<u>1909</u>	<u>1870</u>	<u>1707</u>	<u>1899</u>	<u>22848</u>
ALL	EXEMPTIONS	18	12	2	4	0	0	0	1	1	0	30	1	69



# BOCC PRESENTATION 6/24/2019

## Conclusion

The Appendix of the Report goes into details about the compliance requirements.

The Report is a matter of public record and will be uploaded to the website following this meeting

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Other items of interest can be found on the website also

Monthly Compliance Reports

Meeting Minutes

Grant Requirements

Tuition Assistance Procedure

Contracts

Bylaws

Board Members and Terms

Resolutions

[http://www.snco.us/em/ambulance\\_meeting\\_info.asp](http://www.snco.us/em/ambulance_meeting_info.asp)

**Topeka/Medevac Medamerica, Inc.**
**Financial Comparisions**

	12/31/17 Audited	12/31/18 Audited	17 to 18 Variance	
Revenue, net of C/A	10,480,756	10,327,303	(153,453)	
Other revenue	468,303	542,712	74,409	
	<u>10,949,059</u>	<u>10,870,015</u>	<u>(79,044)</u>	
Salaries	3,229,027	3,268,782	39,755	1.4%
Provision for U/C	3,392,117	3,552,353	160,236	
Benefits & PR taxes	668,856	679,286	10,430	1.8%
Depreciation & amortization	301,667	365,452	63,785	
Vehicle op costs	221,021	290,359	69,338	
Medical supplies	172,637	173,530	893	
Facility rent & other occupancy	105,253	101,614	(3,639)	
Other operating	129,053	152,057	23,004	
Telecommunications	61,264	74,405	13,141	
Professional fees	21,320	53,578	32,258	
Other G&A	135,787	142,876	7,089	
	<u>8,438,002</u>	<u>8,854,292</u>	<u>416,290</u>	5.5%
Management expense	441,547	339,486	(102,061)	
Non-recurring transaction exp	111,340	117,268	5,928	
Billing services allocation	341,466	346,482	5,016	
Insurance	206,987	202,065	(4,922)	
Dispatch services	-	-	-	
IT	73,414	85,458	12,044	
Other Regional support serv	185,526	224,777	39,251	
	<u>1,360,280</u>	<u>1,315,536</u>	<u>(44,744)</u>	
Total operating expenses	<u>9,798,282</u>	<u>10,169,828</u>	<u>371,546</u>	
Income from operations	1,150,777	700,187	(450,590)	
Interest expense	-	-	-	
Net income before taxes	<u>1,150,777</u>	<u>700,187</u>	<u>(450,590)</u>	
	10.5%	6.4%		
Income taxes	427,084	164,202	(262,882)	
Net income	<u>723,693</u>	<u>535,985</u>	<u>(187,708)</u>	
	6.6%	4.9%		