

## ***MEDIC EMS***

Scott County Board of Supervisors

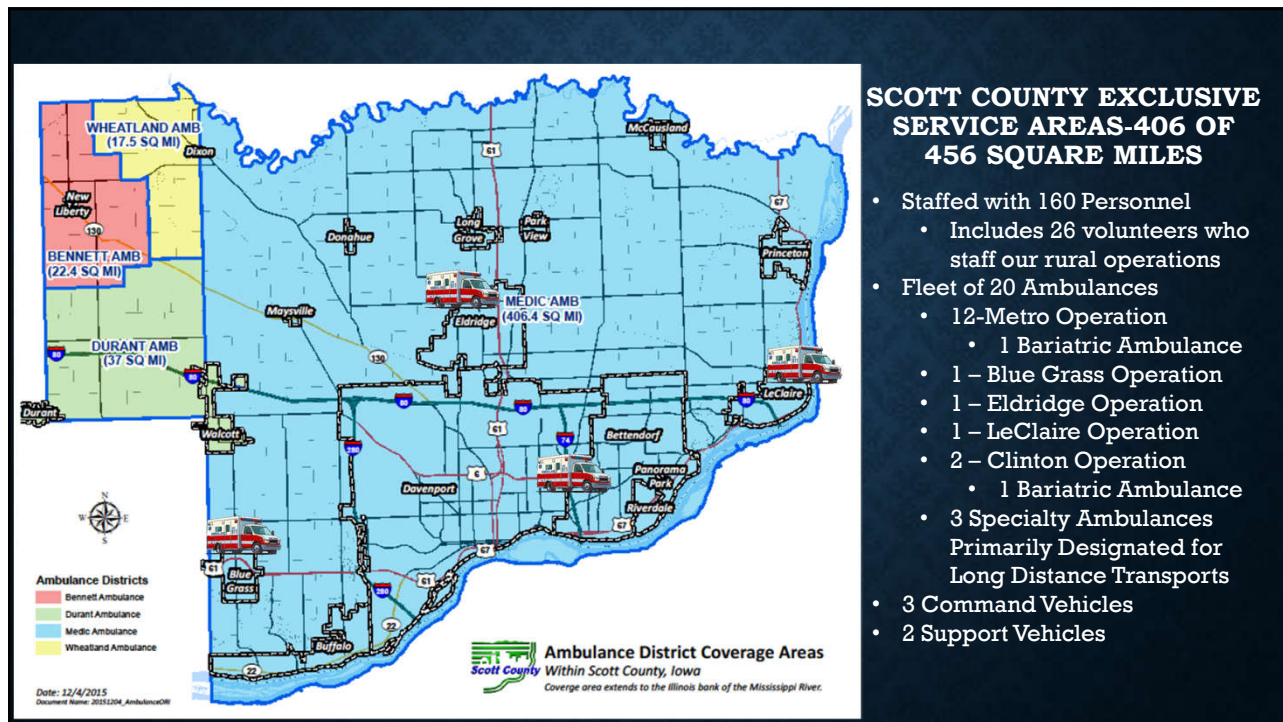
October 1, 2019



### History



- Created in 1982 as a joint venture between Scott County, St. Luke's and Mercy Hospitals (Genesis predecessors)
  - 501c(3) not for profit corporation
  - Davenport Medical Center joined the Board in 1987
  - Public Members joined the Board in 1997
- Largest ambulance transport agency in the state of Iowa



## A Diverse Governing Structure: The MEDIC EMS Board of Directors

### • Executive Committee (6 of 15)

1. **Chair:** Rob Frieden, Genesis Health System, Vice President, Information Services and Chief Information Officer
2. **Vice Chair:** Decker Ploehn, Bettendorf City Administrator
3. **Treasurer:** Dr. Joseph Lohmuller, Davenport Surgical Group
4. **Secretary:** Krista Nixon, Director of Emergency Services, UnityPoint
5. Theresa Main, President, Genesis Silvis
6. Colleen Mulholland, Case Management, Genesis Davenport

### Remaining Directors (9 of 15)

1. Martin O'Boyle, Mayor of Eldridge
2. Frank Klipsch, Mayor of Davenport
3. Corri Spiegel, Davenport City Administrator
4. Mahesh Sharma, Scott County Administrator
5. Christy Gause, Executive Director, Physician Relations, Network Development and Trinity Bettendorf Campus
6. Dr. K. John Hartman, Davenport Surgical Group
7. Doug Boleyn, Genesis Health System, Executive Director, Outpatient Services
8. Kevin Rossmiller, Executive Director, Construction and Design, Genesis Health System
9. Dave Kelly, Manager Hazard Mitigation, Genesis Health System

**Dr. Richard Vermeer, MEDIC #100, ex officio**

Engaged



## Award Winning

- Commission on Accreditation of Ambulance Services since 1996
- 1<sup>st</sup> in Iowa and Illinois, 55<sup>th</sup> in the nation

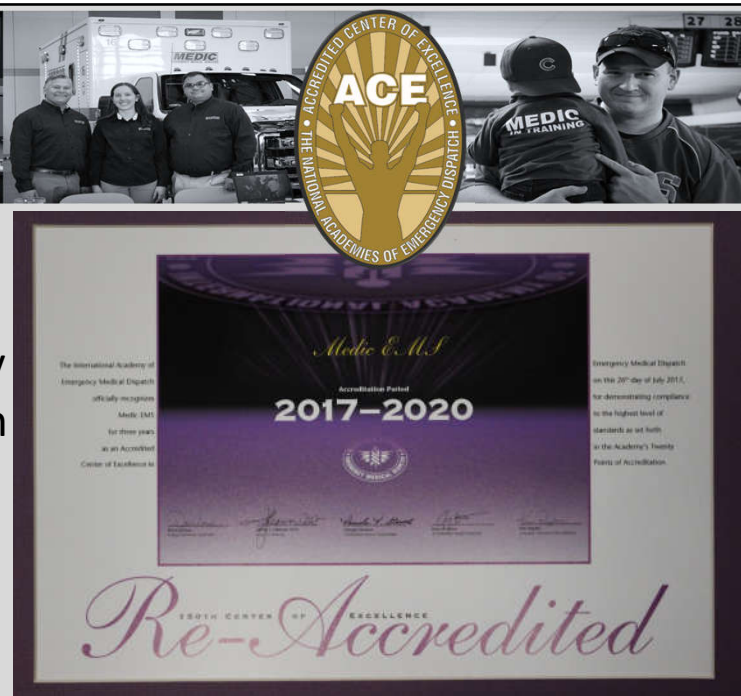


Strive



Internationally  
Recognized


- International Academy of Emergency Dispatch Accredited Center of Excellence ("ACE") since 2011
- 150<sup>th</sup> in the World



Improve



# 2019 Mission Lifeline SILVER EMS Recognition



American Heart Association  
Mission:Lifeline  
EMS

2019 Mission: Lifeline<sup>®</sup> EMS Recognition

The American Heart Association proudly recognizes

## MEDIC EMS Davenport, IA

Mission: Lifeline<sup>®</sup>-EMS – SILVER  
Achievement Award – EMS Agency

The American Heart Association/American Stroke Association recognizes this EMS provider organization for demonstrating continued success in using the Mission Lifeline<sup>®</sup> program. Thank you for applying the most up-to-date evidence-based treatment guidelines to improve patient care and outcomes in the community you serve.\*

*Nancy Brown*  
Nancy Brown  
Chief Executive Officer  
American Heart Association

*Lee Schwarm, MD, FAHA*  
Lee Schwarm, MD, FAHA  
Chairman, Quality Strategic Committee

*Ivor Benjamin, MD*  
Ivor Benjamin, MD<sup>†</sup>  
President, American Heart Association

\*For more information, please visit [Heart.org/MissionLifeline](http://Heart.org/MissionLifeline)

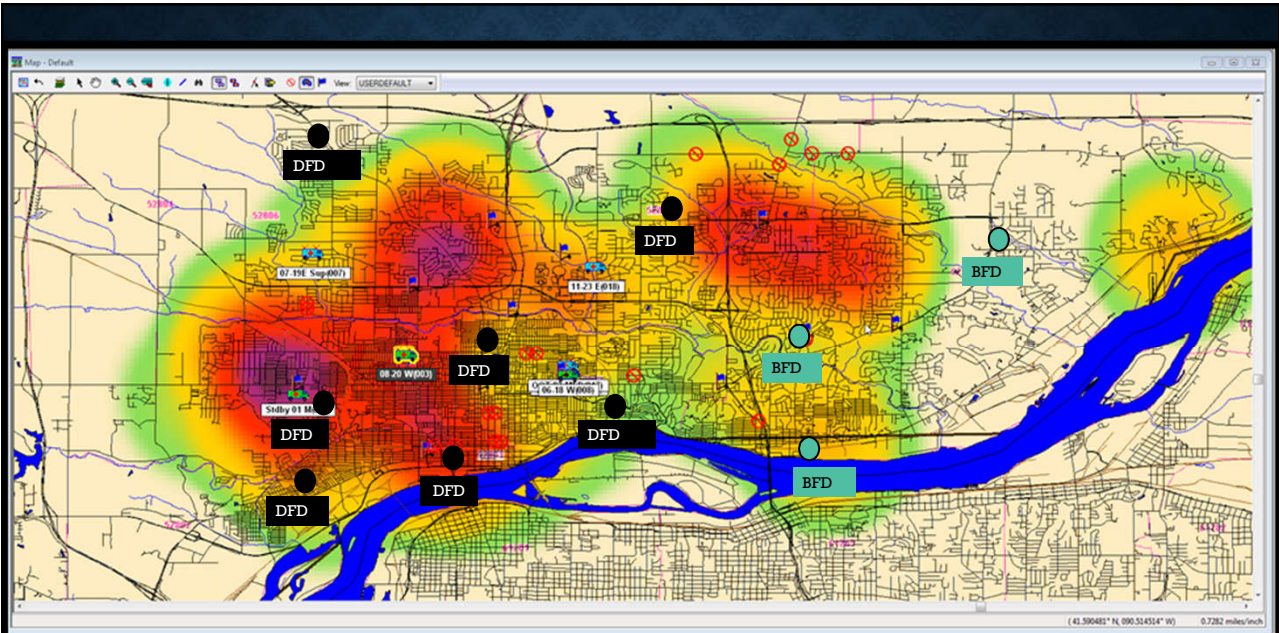
Prehospital Medicine ***must*** evolve into delivery of  
 the **Right** care  
 at the **Right Place**  
 at the **Right Time**  
 at the **Right Expense**

**Mobile Integrated Health/Community Paramedicine**

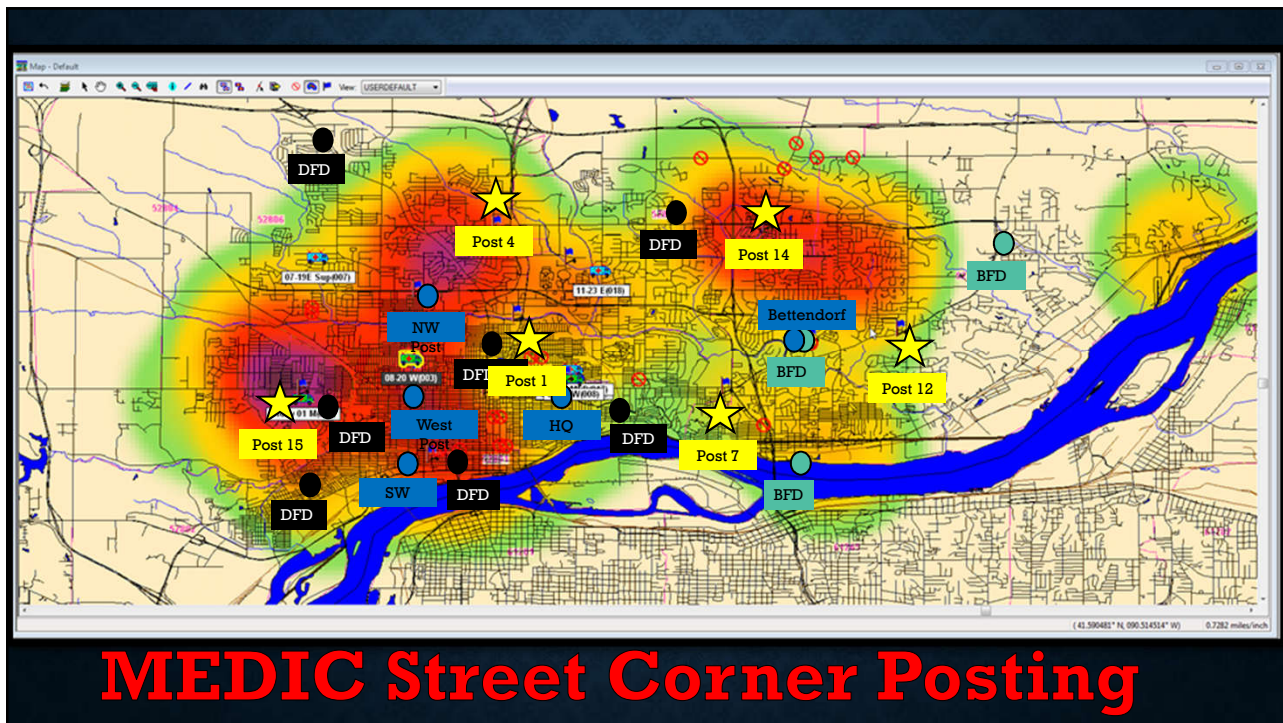
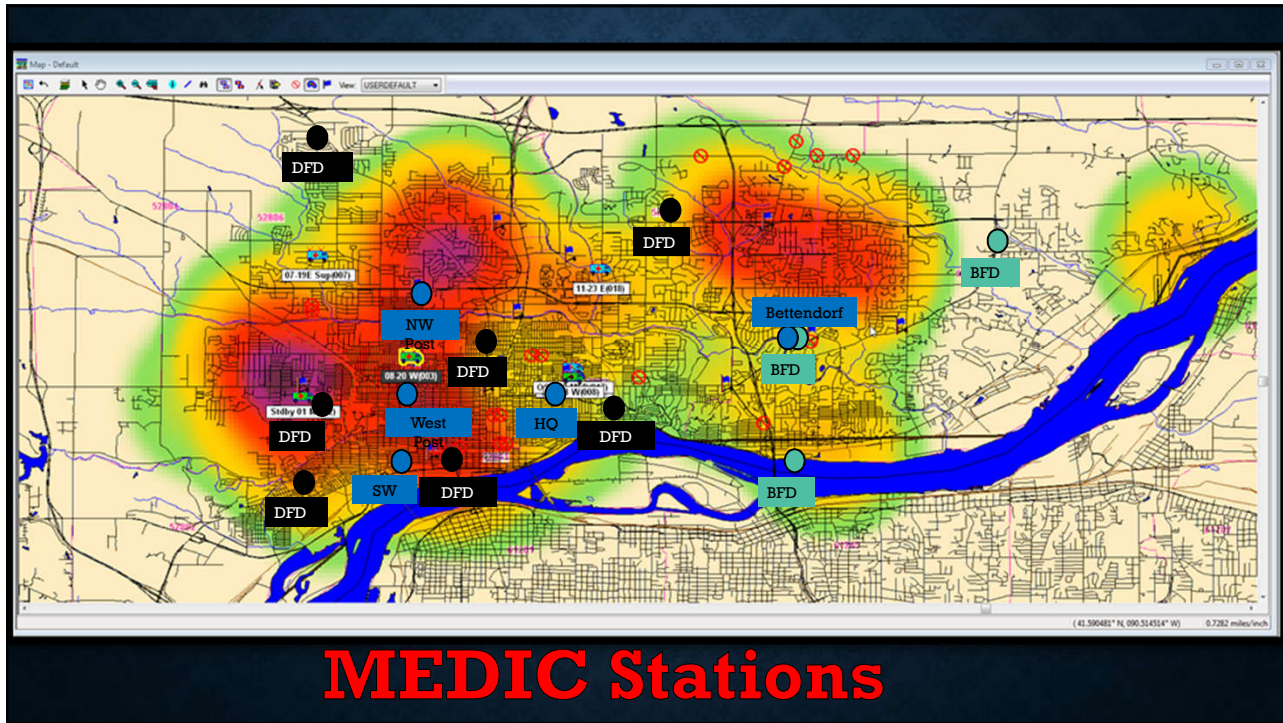
***Important Premise: The sickest patient transported frequently does not come through the 9-1-1 system!***



# METRO STATION LOCATIONS



## Fire Stations



# CALL PROCESSING



## 2018 County Wide Priority Dispatch

### Baseline Response Example

All actual response assignments are decided by local Medical Control and EMS Administration

*In the event that we are unable to determine a response (e.g. no caller), both First Responders and Ambulances respond **HOT** (28.1%).*

Level	Response Mode	
<b>Echo</b> e.g. Cardiac Arrest	Community Decision	<b>Both Fire and Ambulance Respond HOT ~ 1.9%</b>
<b>Delta</b> e.g. Difficulty Breathing	Community Decision	<b>Both Fire* and Ambulance Respond HOT ~ 20.2%</b>
<b>Charlie</b> e.g. Active Seizure	Community Decision	<b>Fire may/may not respond &amp; Ambulance Respond HOT ~ 18.4%</b>
<b>Bravo</b> e.g. Labor, delivery not imminent	Community Decision	<b>Fire may/may not respond &amp; Ambulance Respond HOT/COLD ~ 11.9%</b>
<b>Alpha</b> e.g. Headache	Community Decision	<b>Fire may/may not respond &amp; Ambulance Responds COLD 19.4%</b>
<b>Omega</b>	Community Decision	

\*Davenport Fire may not respond to Nursing Home / Physician Office Calls

## **FAST TRACK**

- Breathing Problems
- Burns (Scalds) / Explosion (Blast)
- Cardiac Arrest / CPR In Progress
- Childbirth with Baby Already Born
- Chest Pain
- Death
- Drowning / Near Drowning / Diving / Scuba Accident
- Electrocutation / Lightning
- Inaccessible /Other Entrapments
- Stabbing / Shooting
- Traffic Accidents (P.I / Unknown)
- Trauma (Major)
- Unconscious
- Unknown Problem



## **PREDICTABILITY**





**MEDIC EMS deploys**

**Predictive Analytics  
&  
Predictive Modeling**

To ensure the appropriate resources are geographically positioned to effectively respond to 911 calls.

**MEDIC EMS  
DEPLOYMENT DEMONSTRATION**



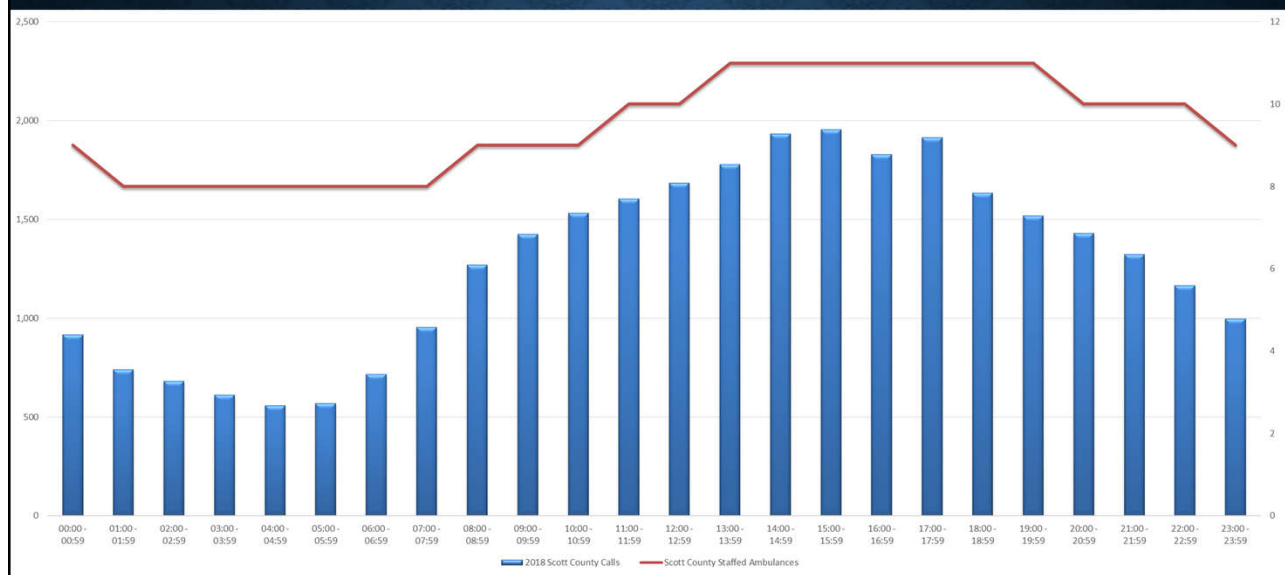
# SCOTT COUNTY

## CALL ANALYSIS

### 2018 Calendar Year



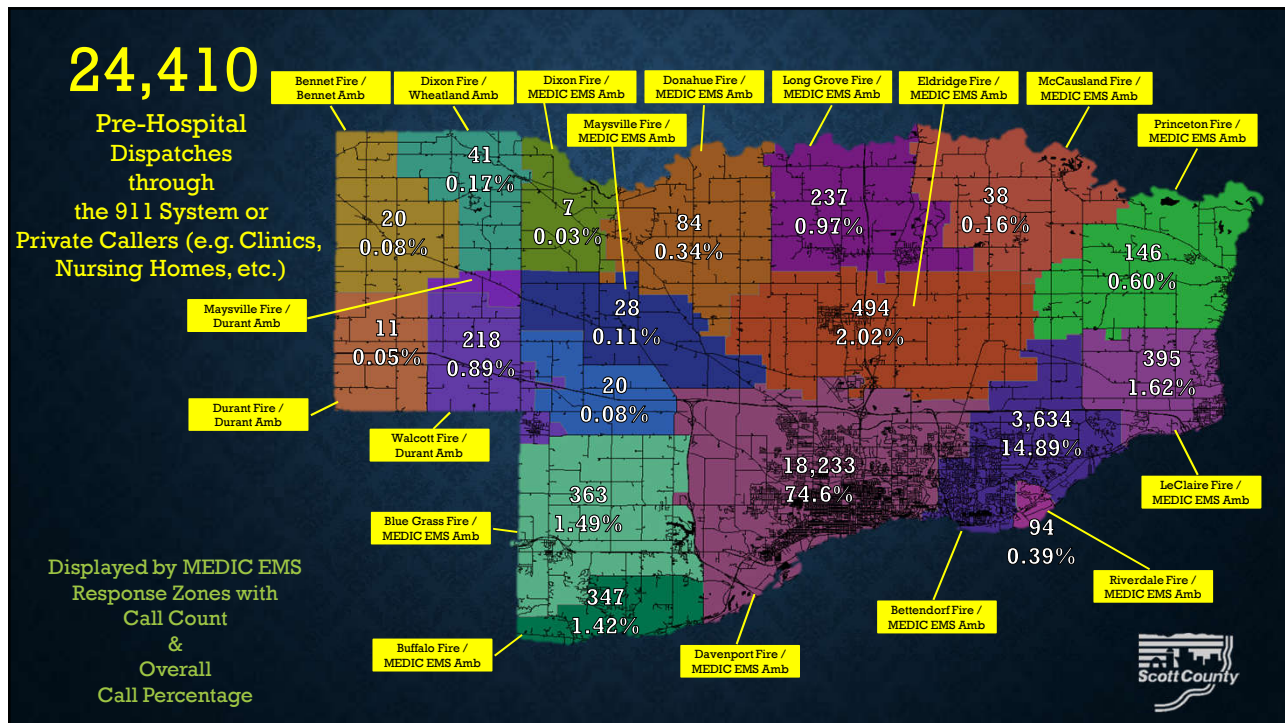
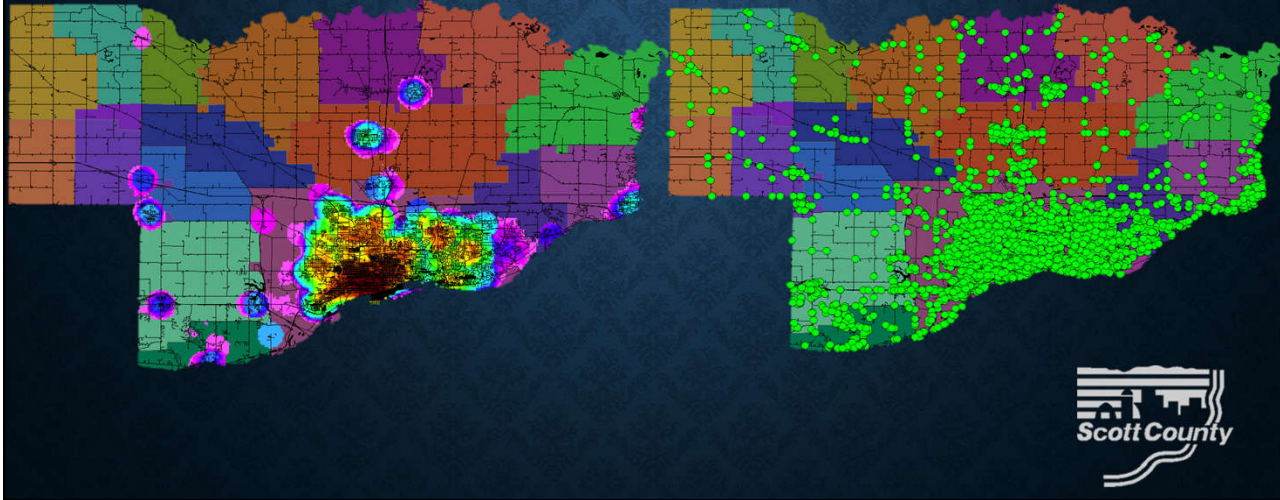
### 2018 Scott County MEDIC EMS Ambulance Demand



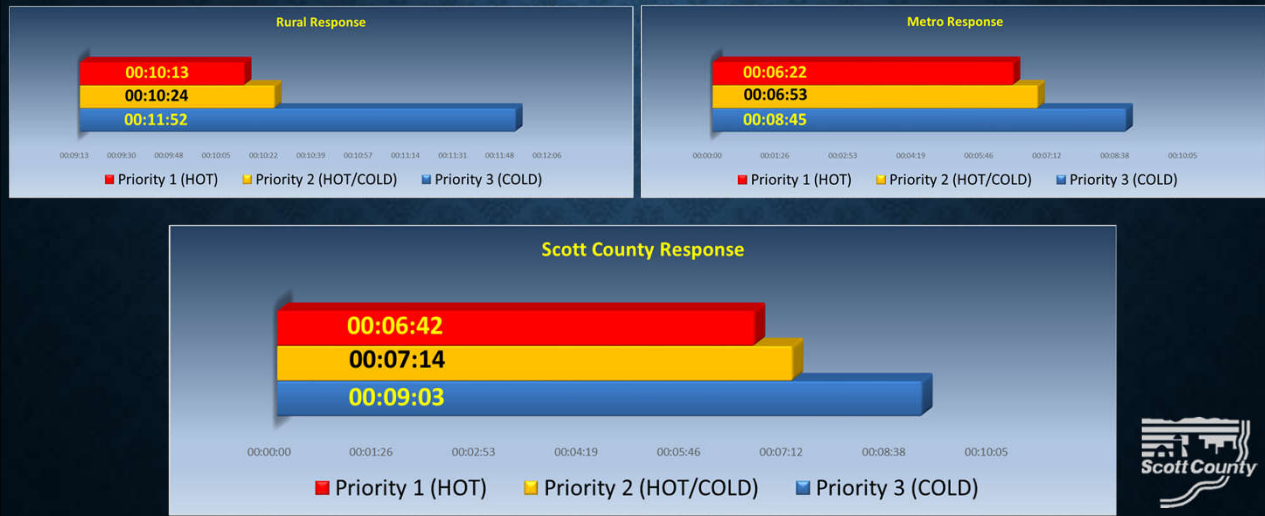
# Call Distribution

## Hot Spots

## Individual Calls



# AVERAGE RESPONSE TIMES FOR CALLS RECEIVED THROUGH 911 SYSTEM



## SUMMARY

- In an effort to achieve the best response time possible, MEDIC EMS utilizes a dynamic deployment model known as System Status Management to effectively position ambulances in Scott County
- 9-1-1 calls can occur anywhere, with higher requests consistent with greater population density
- The closest ambulance is sent to a 9-1-1 call; ambulances may be redirected from lower to higher severity calls



# Should MEDIC EMS Become a 28E Entity?

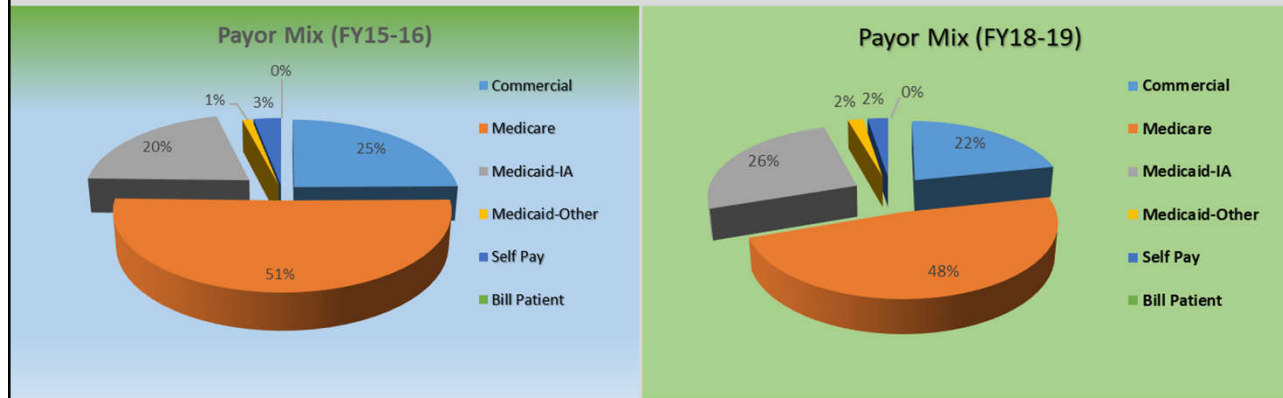
## The Question...

### History

- The Scott County Board of Health
  - Met with the MEDIC EMS Executive Committee on July 30, 2015
    - Purpose of Meeting: follow up from the 2014 Scott County Study on the delivery of EMS Services in Scott County
    - Board of Health Representative
      - Denise Coiner, Chair
      - Dr. Kathy Hanson
      - Ed Rivers
  - Board of Health suggestion that MEDIC EMS consider reorganizing into a 28E organization, which would help to ensure sustainability through the addition of deficit-erasing revenue

## 2015 to 2019

- MEDIC EMS continues to operate efficiently
- Shift in payor mix contributes to a gradual decline in net revenue



## 2018

- Strategic initiative by the MEDIC EMS Board of Directors to evaluate the sustainability of both the current, and well as future corporate structure
- Comprehensive review by Washko and Associates, who also evaluated MEDIC EMS in 2010
  - Recommendation to the Board of Directors: Pursue opportunities for restructuring into a 28E organization
- Nyemaster Law Firm, Des Moines, IA
  - Development of two 28E Agreements
    - Option #1: 28E Entity Formed Only with Iowa Municipalities
    - Option #2: 28E Agreement or Entity Formed with Iowa Municipalities and Other Non-Public Entities, Operated through Subcontract with Iowa Municipality
  - Nyemaster Recommendation: Option #1 to best secure revenue

## MEDIC EMS Board Consideration

- 28E exploration findings discussed at the March 28, 2019 MEDIC EMS Board of Directors meeting
- Unanimous approval of the Option #1, 28E Formed Only with Municipalities
- Development of Talking Points and scheduling of Stakeholder meetings

## Operational Benefits of a 28E Intergovernmental Agreement

1. Improved ability to configure MEDIC EMS to better respond to surge events
2. Enhanced integration with the Scott Emergency Communication Center
3. Capacity to determine/deploy ambulance stations in response to population shifts
4. Maintain, protect, and improve the Scott County EMS infrastructure, supporting continued effective and efficient out of hospital patient care and treatment
5. Improved response to rural areas, with reduced dependence on out-of-county volunteer organizations for NW Scott County coverage

## 28E Operational Benefits, continued

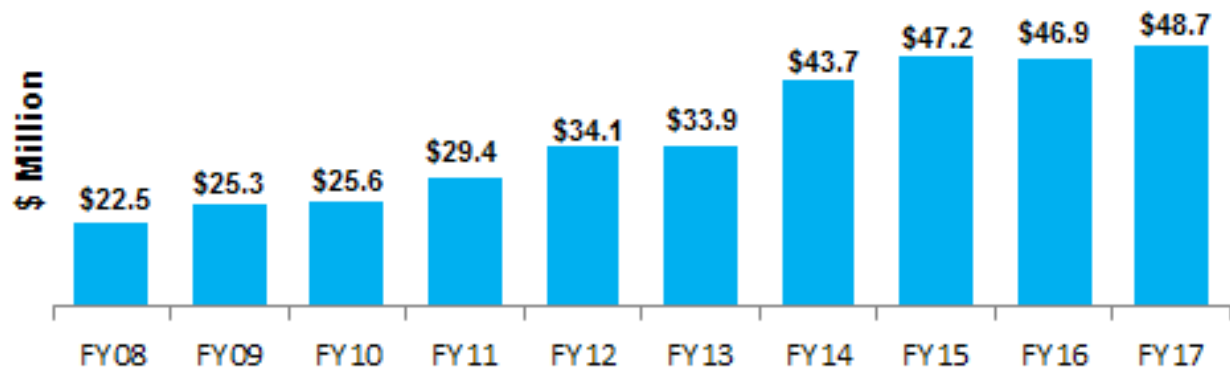
6. Improved ability to recruit and retain valuable EMS personnel
7. Ability to enter into agreements with other jurisdictions for mutual aid response
8. Facilitate of the enhancement of county-wide EMS

## Enhanced Revenue Opportunities-28E

1. Iowa Offset Program-provides predictable, balancing revenue through debt recovery from personal income tax returns and casino winnings
2. Potential for Ground Emergency Medical Transport Revenue; estimated at \$775,000 if final CMS approval occurs
3. Additional revenue could help to stabilize or reduce ambulance charges for patients



## The Iowa Offset Program



## Expense Reduction

- Improved employee benefits = reduction in turnover
- Sales tax exemption
  - 5% on vehicles
  - 7% on everything else
- State/Federal Fuel Tax Exemption
  - 86,891 Gallons
  - \$0.491/gallon = \$42,663
- Our Customers: stabilize or reduce ambulance transport rates

## Employee Benefits – 28E Organizations

- IPERS, a defined benefit vs. defined contribution retirement program
  - Paramedics and EMTs (Protected Class) – 72%
  - Other MEDIC EMS Employees – 65%

## Proposed Composition: 28E Governing Board

- Chair, Scott County Board of Supervisors
- Scott County Administrator
- Mayor or City Administrator for the City of Bettendorf
- Mayor or City Administrator for the City of Davenport
- Mayor or City Administrator of Another City within Scott County
- A Representative from Genesis Health System
- A Representative from UnityPoint Health Trinity

# Conceptual Framework Diagram

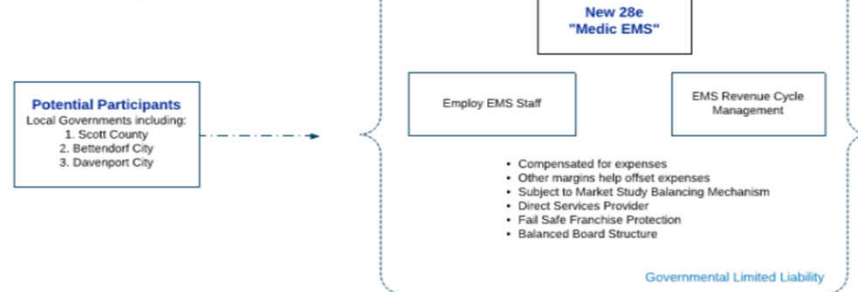
## Conceptual Framework Diagram

Updated Date - August 28, 2019  
Confidential discussion document

Governmental Only 28e organization - eligible to access:

- State of Iowa Offset Program
- Ground Emergency Medical Transport Medicaid reimbursement program & ET3 eligibility
- EMT, Paramedic and other staff participating in Iowa Public Employee Retirement System

### Governmental Entity



### For or Non-Profit Organizations, Government

**28e Owned Entity / JV / Contract Healthcare Service Offerings**

Indemnification

Direct Services  
IA / IL

ACO Services  
Mobile & Call Cntr

Shared Services  
IA / IL

