

EUGENE SPRINGFIELD FIRE

AMBULANCE TRANSPORT UPDATE

EUGENE CITY COUNCIL

NOVEMBER 9, 2022



Our Mission: To serve our communities by preserving life, protecting property, and the environment through prevention, education, emergency medical services, rescue, and fire suppression services.

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EMS REDESIGN GOALS

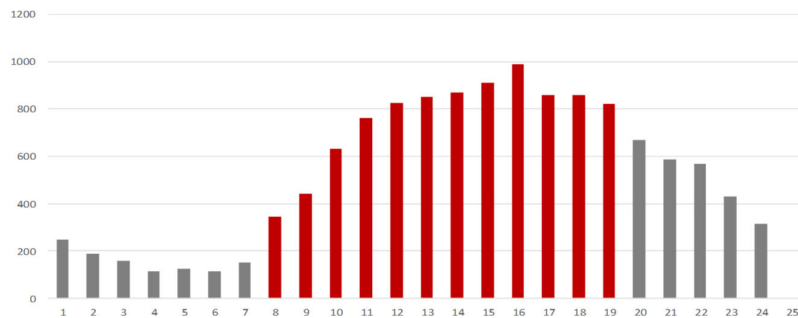


- Address critical **system capacity**
- Increase **unit reliability**
- Actualize a **fully tiered response system**
- Provide **24-hour transport system supervision**
- **Stabilize basic life support** staffing
- **Create an EMS only career path** with opportunities for a new workforce

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System Capacity

FY21 Simultaneous Incidents by Hour of Day



Advanced Life Support (ALS)

- Frequently out or low on units
- Frequently dispatched to BLS calls
- Reliability concerns as part of NFPA standards
- Limited ability to train on duty for both fire and EMS

Basic Life Support (BLS)

- Unit utilization exceeds acceptable standards
- Unreliable staffing
- Frequently out of service
- Substandard compensation package
- Requires ALS support on all calls

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Resource Deployment	CURRENT	PHASE 1	PHASE 2
	<p>7 Dual Role ALS Ambulances</p> <p>3 Single Role BLS Ambulances</p> <p>168 Full Time Service Hours 48 Peak Hours 216 Total Service Hours</p> <div> <p>Dual Role ALS</p> <p>Single Role ALS</p> <p>Single Role BLS</p> <p>CSI Funded</p> </div>	<p>5 Dual Role ALS Ambulances</p> <p>2 Single Role ALS Ambulances</p> <p>5 Single Role BLS Ambulances</p> <p>1 Community Response Unit</p> <p>1 EMS Supervisor</p> <p>168 Full Time Service Hours 72 Peak Hours 24 Supervisor Hours 264 Total Service Hours</p>	<p>3 Dual Role ALS Ambulances</p> <p>5 Single Role ALS Ambulances</p> <p>6 Single Role BLS Ambulances</p> <p>1 Community Response Unit</p> <p>1 EMS Supervisor</p> <p>144 Full Time Service Hours 108 Peak Hours 24 Supervisor Hours 276 Total Service Hours</p>

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Community Safety Initiative Support

Peak-hour Community Response Unit (CRU)

- A unit dedicated to the high utilization area in Eugene to relieve capacity on our busiest fire companies
- To be staffed with single-role employees currently receiving field training and experience

Reserve funding allocated for 3 new ambulances

- New ambulances support the single-role system – they are smaller and more economical than current dual-role ambulances

Future allocation for nurse triage

- Nurse triage is a tool to redirect non-emergency calls to appropriate services



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BLS Impact



Recruitment and Retention

- Competitive wage
- Career growth opportunities

Deployment

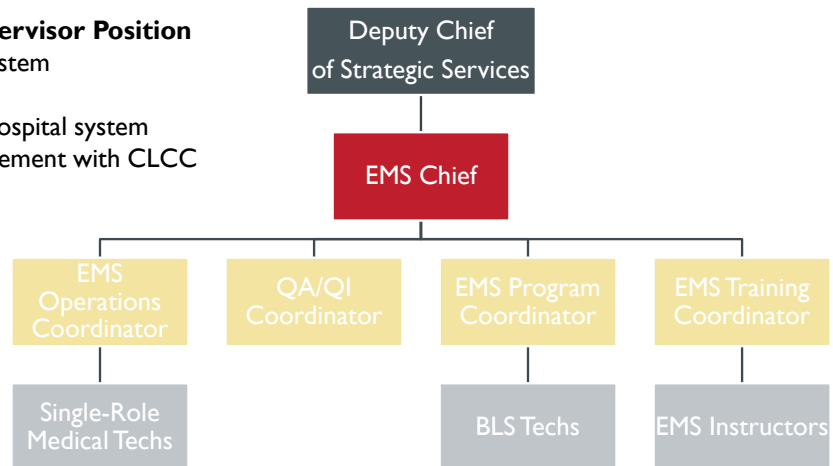
- Supervision allows for more independent deployment of BLS resources
- Allows system flexibility between peak ALS and BLS capacity

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EMS Supervision

Create a 24-hour EMS Supervisor Position

- Supervises transport system
- Transport staffing
- Coordinates with the hospital system
- Supervisory-level engagement with CLCC



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Methodology



For each 24-hour fire-based ambulance reclassified as single-role there are approximately \$300,000 in savings

Allows for additional resource investments when needed more economically

Cost savings are applied to the system needs to include:

- Additional peak hour units
- BLS compensation adjustment
- System supervision
 - EMS Shift Supervisor
 - EMS Operations Battalion Chief (40-hour)

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Non-Emergency Transport (NET) Contract

- MidValley Ambulance (MVA) has given notice their intent to not renew their contract providing non-emergency ambulance transport in the cities of Eugene and Springfield at the end of FY23

- MVA provides non-emergency transport services including:

- Care facility transports
- Urgent care transports
- Hospital-to-hospital transports
- Out-of-area transports

- MVA also has a robust wheelchair and stretcher car service which is not a part of our contract



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Non-Emergency Transport (NET) Contract Cont'd

MVA has already started to reduce wheelchair and stretcher transport service as of November 4, 2022.

Where the reduced services are not a component of our contract for service the loss of these resources has a ripple effect in the health care system.

- Congestion in hospitals
- Long wait times for ambulances to off load patients at the ER
- 911 system resources misused for from hospital (return) transports



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NET Contract Options

New RFP process

Exploration of this option revealed the work to be a challenge as a stand-alone contract unlikely to generate a bidder in the current market

Bring work under ESF service model

Work on the system redesign prepared ESF to assume the work and positions necessary to complete the mission

Potential for added transport capacity accessible by the 911 system

Additional career opportunities

Initial forecasting suggests the potential for cost recovery would help stabilize revenue in the ATF

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Future of EMS

In an ever-changing healthcare system, EMS remains a critical safety net for our communities.

The EMS Redesign will position ESF to grow with changing demands by:

- Diversifying our services and the workforce that provides them
- Deploying the right resources to the right calls
- Providing living wage career positions at entry level with opportunities for growth
- Creating capacity to plan for and anticipate future needs within the communities we serve



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