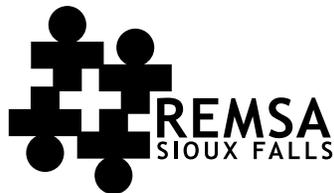




Ambulance Contract Performance Report **2018**



Contract year ending May 21, 2018
Approved June 27, 2018
Amended July 12, 2018

A contract between the City of Sioux Falls and Paramedics Plus (now Paramedics Logistics South Dakota, LLC, dba Paramedics Plus, and a.k.a. “Contractor”) for ambulance service within the City went into effect on May 21, 2015. That contract requires an annual report from REMSA to the City Council detailing performance in these areas:

- **Response Time Performance**
- **Clinical Performance**
- **System Improvements**
- **Workforce Stability**
- **Compliance of Pricing and Revenue Recovery Efforts**
- **Reporting Compliance**

The City’s Internal Audit department audited this contract in 2017. The report was approved by the City Council on July 18, 2017.

In conclusion, our audit provides assurance that the City Health Department has various procedures in place to ensure Paramedics Plus is compliant with the contract requirements for response times and mutual aid services. Further, we noted that there is a positive working relationship between the City Health Department staff and Paramedics Plus. Those interviewed appear to be exceptionally knowledgeable and dedicated to their professions.

–2017 Audit Contract Audit Conclusion

Response Time Performance

Response time performance is the result of a coordinated effort of the Contractor’s total operation.

Response time requirements:

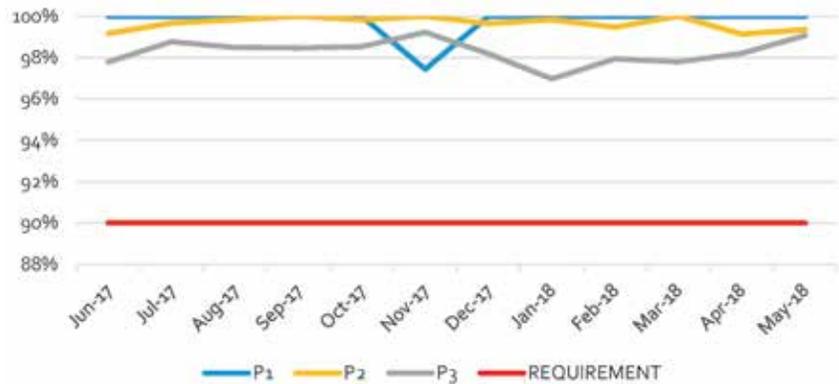
- Emergency calls:
 - **Priority 1** (Life-threatening emergencies) require a paramedic ambulance on the scene within 8 minutes, 59 seconds, on not less than 90 percent of all Priority 1 response requests.
 - **Priority 2** (Non-Life-threatening emergencies) require a paramedic ambulance on the scene within 11 minutes, 59 seconds, on not less than 90 percent of all Priority 2 response requests.
 - **Priority 3** (non-emergency ambulance requests) require a paramedic ambulance on the scene within 15 minutes, 59 seconds, on not less than 90 percent of all Priority 3 response requests.

- Interfacility Transfers
 - Priority 4 (scheduled inter-facility ambulance requests) require a paramedic ambulance on the scene within 30 minutes of the requested pick up time 90 percent of the time.
 - Priority 5 (unscheduled inter-facility ambulance requests) require a paramedic ambulance on the scene within 3 hours of the request 90 percent of the time.

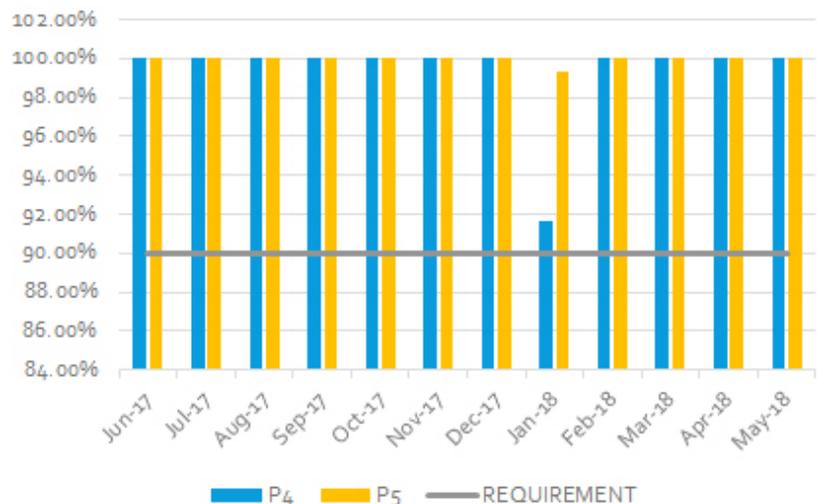
Findings:

- Response Time requirements for each priority have been met every month.

Priority 1, 2, 3, Response Time Compliance



Interfacility Transfer Response Time Compliance



Clinical Performance

Based on system oversight and review of clinical key performance indicators, I am again very happy to report that our system remains a quality high-performing EMS community. Our system continues to utilize best practice standards, through evidence-based criteria. The collaboration of all involved agencies is impressive and clearly demonstrates a synergistic network providing excellent pre-hospital care. I am very confident the system will continue to provide the best emergency services care to people in our community in need of EMS services.

—Dr. Jeff Luther, REMSA Medical Director

REMSA utilizes local patient care guidelines based on national standards and industry supported best practices. The Medical Director and REMSA Medical Board approve these guidelines which are then adopted by REMSA. Ambulance call audits for compliance with guidelines are undertaken for random calls. High-risk calls including 100 percent of drug-assisted intubation calls, were reviewed by the Medical Director with no calls outside the expected performance. All pediatric calls, cardiac arrests, heart attacks, and serious trauma calls were reviewed, with no calls outside acceptable standards.

Highlights of over 50 clinical key performance indicators are shown below.

Clinical Highlights

CARDIAC	
12-lead EKG done on patients with sustained pulses after cardiac arrest	94%
12-lead EKG done on patients with Acute Coronary Syndrome	100%
Aspirin given for patients with cardiac chest pain	98%
Heart attack (STEMI) patients transported to appropriate hospital	100%
Hospital notification within 10 minutes from an EKG that shows a heart attack	91%
Average time on scene for heart attack	15 minutes
STROKE	
Last known well time captured for patients with stroke	100%
Average time on scene for stroke patients	13 minutes
Stroke patients transported to appropriate hospital	100%
TRAUMA	
Average time on scene for trauma patients	9.5 minutes
Trauma patients transported to appropriate hospital	100%
Average Early Trauma Team activation	5.2 minutes
ASTHMA	
Oxygen saturation documented	100%
Appropriate oxygen therapy	100%
Appropriate medications given	100%
AIRWAY MANAGEMENT	
End Tidal CO ² measured to confirm successful intubation	100%
Airway success on first attempt	90.90%
Airway success by second attempt	93.90%

Mission: Lifeline Gold Plus Recognition

For 2017, Paramedics Plus received one of only 155 American Heart Association *Mission: Lifeline*® EMS GOLD Plus Recognition Awards after receiving the Silver Award the previous year. This award is based upon achievements identified through the agency's submission of data, representative of care delivered in 2017. Paramedics Plus received the only *Mission: Lifeline*® award in the state of South Dakota for 2017; it is one of only 483 awards given nationally.

Collaboration among pre-hospital and hospital providers is the essence of *Mission: Lifeline*. The American Heart Association (AHA) recognizes the vital importance of the emergency medical system to the overall success of *Mission: Lifeline* STEMI (heart attack) Systems of Care. The correct tools and training allow EMS providers to rapidly identify the STEMI, promptly notify

the destination center, and trigger an early response from the awaiting hospital personnel.

Mission: Lifeline quality awards recognize an EMS agency's commitment to on-going quality improvement. Consistent monitoring of Mission: Lifeline achievement measures translates into better outcomes for cardiac patients. In addition, Mission: Lifeline awards represent a commitment to cardiac systems of care. Mission: Lifeline awards cannot be achieved without collaboration from hospitals and other responding agencies. Mission: Lifeline communities are communities that strive to achieve the highest levels of care for cardiac patients.

—Gary Myers, REMSA Chair



The American Heart Association proudly recognizes

**Paramedics Plus
Sioux Falls, SD**

**Mission: Lifeline®-EMS – GOLD PLUS
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*®-EMS 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

Eric Smith
Eric Smith, MD
Chairperson, Get With The Guidelines®
Steering Committee

John Warner
John Warner, MD
President American Heart Association

*For more information, please visit Heart.org/MLQualityAwards.

Cardiac Arrest Outcomes (2017)

The Cardiac Arrest Registry to Enhance Survival (CARES)

Each year, approximately 300,000 persons in the United States experience an out-of-hospital cardiac arrest (OHCA) or sudden death; approximately 92 percent of persons who experience an OHCA die. Despite decades of research, median reported rates of survival to hospital discharge are poor and have remained virtually unchanged for the past 30 years. Without a uniform and reliable method of data collection, communities cannot measure the effectiveness of their response systems, nor can they assess the impact of interventions designed to improve OHCA survival. Participation in an OHCA registry enables communities to compare patient populations, interventions, and outcomes with the goal of identifying opportunities to improve quality of care and ascertain whether resuscitation is provided according to evidence based guidelines.

Data taken from the 2017 CARES Registry, comparing cardiac arrest survival in Sioux Falls to survival in all CARES registry communities—including 61 communities in 18 states and 24 additional statewide registries—show the excellent cardiac arrest outcomes our community achieves.



	OVERALL CARES	SIoux FALLS
2017 REGISTRY STATISTICS		
Total Records	350,000 (since 2005)	1,261 (since 2007)
Non-traumatic arrests in 2017	76,215	133
Catchment area	102,600,000	177,375
Statewide registries	23	
Additional communities in 18 states	61	
2017 EMS STATISTICS		
EMS agencies	1,156	1
Cardiac arrests who were female	38%	32%
Median age	64	64
Arrests in the home	70%	74%
2017 BYSTANDER STATISTICS		
Bystander-witnessed arrests	37%	39%
Bystander CPR	38%	73%
Bystander AED	11%	28%
2017 HOSPITAL STATISTICS		
Hospitals	1,304	3
Patients admitted	36%	42%
Received hypothermia	45%	41%
Patients discharged alive	10.4%	18.8%
Utstein survival (witnessed with shockable rhythm)	32.6%	70.0%
Lives saved in 2017	7,949	25

D518005.indd

- All cardiac arrests of cardiac etiology
 - Sioux Falls—20 percent survival
 - All CARES—10 percent survival
- Witnessed cardiac arrests with a rhythm that can be helped with defibrillation
 - Sioux Falls—70 percent survival (55 percent in 2016)
 - All CARES—33 percent survival

Comparing Sioux Falls to the National CARES metrics data (video of national metrics at https://www.youtube.com/watch?v=c5d_5LEDdEUG&feature=youtu.be)

Medical Audits/Case Review

- Paramedics Plus has participated in quarterly case reviews with all EMS system agencies. Specific calls with learning opportunities or other insights are reviewed by all agencies participating in care. This is a valuable process and will continue.

Other Clinical Measures

- The nationwide opioid crisis is being felt in Sioux Falls as well. Paramedics Plus and our system's first responder partners administer Naloxone (an opioid reversal agent) and track opioid use. While opioid specific calls are increasing, the total volume of EMS calls involving drugs and/or alcohol is considerable. Last year, 25 percent of all EMS calls (excluding interfacility transfers) had one or more alcohol and/or drug use indicators noted, with 90 percent of those having alcohol involved. In the previous contract year, 23 percent of EMS calls (excluding transfers) had one or more alcohol and/or drug use indicators noted.

- As required by contract, every ambulance rendering Emergency Ambulance Services under the Agreement has been staffed and equipped to provide paramedic-level care and transport with a minimum of one state certified and locally certified paramedic and one state- and locally-certified EMT.
- As required, every call has had a REMSA certified paramedic providing care to the patient in the back of the ambulance during transport.
- All paramedic and EMT staff have the required licensure and certifications. All required staff training, including mass casualty, driving, infection control, Homeland Security, HIPAA and compliance, has been completed and documented.

System Performance

Paramedics Plus has been engaged in facilitating innovative programs to improve system performance within the city of Sioux Falls. Examples of Paramedics Plus's commitment to system innovation include:

- **PULSE Process (Performance Utilization Late-Call System Evaluation)**

A conference call is conducted Monday through Friday and includes, at minimum, one management representative each from REMSA, Paramedics Plus, and Metro Communications. Additionally, it is open to all partners of the Sioux Falls REMSA system, including Sioux Falls Police and Sioux Falls Fire Rescue.

Every noncompliant medical call is reviewed by the participants, and other issues relevant to the EMS system are identified and addressed by stakeholders during this conference call.

- **System Status Management (SSM)**

Paramedics Plus utilizes a SSM model in the city of Sioux Falls that focuses on dynamic deployment, whereby ambulances resources are strategically placed at different locations within the city based upon both the level of available resources and the best possible location for response.

- **Pit Crew CPR**

Paramedics Plus along with system partners at Sioux Falls Fire Rescue and Sioux Falls Police implemented a focused review of every cardiac arrest, including all care team members, in order to monitor all aspects of cardiac arrest performance. Additional opportunities for improvement of the pit crew resuscitation model, including mechanisms to reduce interruptions in CPR and improvement in the speed of compressions were identified and implemented.

Workforce Stability

Paramedics Plus has taken several key steps to help mitigate unnecessary employee turnover, including continuing to provide a competitive wage throughout 2017 and into 2018. In early 2017, in addition to the cumulative wage increase, Paramedics Plus raised starting wages for new staff by 7 to 10 percent and starting wages for new experienced staff by 3 percent per year of experience.

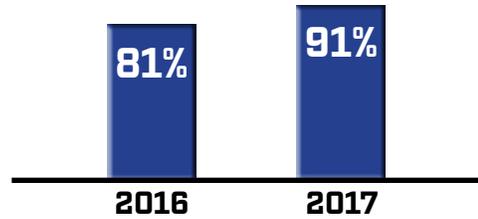
Paramedics Plus continues to offer competitive benefits and access to Supplemental Insurance through local AFLAC representatives.

Paramedics Plus utilizes a professional development program to prepare new employees through a two-week orientation period conducted in a classroom setting. Included in this period is an introduction to the company’s guiding principles and standard operating procedures, an overview of the Sioux Falls REMSA system, and a comprehensive emergency vehicle operator course. This classroom period builds a strong foundation for new employees and helps assure their success with Paramedics Plus. New employees are then assigned a Field Training Officer who evaluates their performance and skill level while working in the system. The Field Training Officer acts as an instructor and mentor as the employees progress through several stages of training with incrementally increasing levels of responsibility, until the new employees are prepared to function independently. Throughout this field experience, the new employee is the third team member of a functioning in-service ambulance.

Paramedics Plus continues to refine and improve the professional development program that serves to guide new employees and Field Training Officers through the critical first months of employment. According to a recent new hire with experience at other agencies, “This is the most comprehensive training I’ve ever had.”

Paramedics Plus provides all required continuing medical education to employees through its ownership of The School of EMS

Annual Employee Retention Rate



located in Sioux Falls. In addition, through its ownership of the School of EMS, Paramedics Plus continues to provide quality Emergency Medical Personnel through its EMT and Paramedic course that benefits not only Sioux Falls, but also the region as a whole.

Paramedics Plus has made significant investment in employee appreciation, including a holiday party, catering holiday meals for on-duty employees, and an entire week of events for EMS Week.

Paramedics Plus conducts employee engagement surveys in the Sioux Falls system. Based on the respected Gallup Q 12, this 15-question survey provides guidance for workforce stability and employee engagement. Survey results showed 83 percent of employees are satisfied with their work environment, a 6-percent increase over last year.

All supervisors were enrolled to attend the SafeTech Solutions, LLP, EMS Leadership Academy—a dynamic, four-level 60-hour educational program designed to prepare participants to lead and manage today’s EMS. After the academy was held, overall work supportive and engaged culture increased to 72 percent, a 12-percent increase over last year.

A 10-percent increase was also noted in satisfaction related to personal and professional development over last year.

Employee retention rate is currently at 91 percent, up from 81 percent last year, while the average employee attrition rate by month is 3 percent.

Compliance of Pricing and Revenue Recovery Efforts

Paramedics Plus engaged a qualified entity to conduct a claims review as described in the Office of Inspector General Compliance Guidance. The independent audit reviewed randomly selected Medicare claims for compliance with Centers for Medicare and Medicaid Services rules and regulations, appropriate documentation, medical necessity, and level of service. Paramedics Plus will submit this audit report to REMSA within 120 days of the end of the contract year as required in the agreement.

As part of REMSA's review of charges, a discrepancy was identified. Due to a rounding error, 292 individuals overpaid a total of \$272.26. Paramedics Plus acknowledged the error and is refunding the 292 accounts the total of their overpayments, which averages \$0.94 per account.

Reporting Compliance

All reporting requirements have been met.

- Response time reports have been submitted monthly as required.
- Clinical, operational, and personnel data is available online at all times for REMSA review.
- Community affairs data has been reported monthly at REMSA meetings.

SUMMARY

REMSA finds ambulance contractor performance to be acceptable for the past year. The required services were delivered while improving system quality. Specific system improvements and actions to improve workforce stability are reaping benefits. There were no breaches of the contract and the required performance security remains in place. We look forward to Paramedics Plus's next year of service to the community.

