



# County of Santa Cruz

99

## BOARD OF SUPERVISORS

701 OCEAN STREET, SUITE 500, SANTA CRUZ, CA 95060-4069

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WALTER J. SYMONS  
SECOND DISTRICT

MARDI WORMHOUDT  
THIRD DISTRICT

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FIFTH DISTRICT

AGENDA: 5/18/99

April 30, 1999

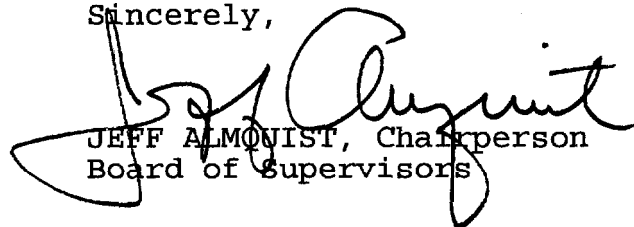
BOARD OF SUPERVISORS  
County of Santa Cruz  
701 Ocean Street  
Santa Cruz, CA 95060

RE: ANNUAL REPORT OF THE AMBULANCE  
CONTRACT COMPLIANCE COMMISSION

Dear Members of the Board:

Attached is the Annual Report of the Ambulance Contract Compliance Commission for calendar year 1998. I recommend that the Board accept and file this report and direct the Chairperson to thank the members of the Commission for their efforts on the County's behalf.

Sincerely,

  
JEFF ALMQUIST, Chairperson  
Board of Supervisors

JA:ted

cc: Ambulance Contract Compliance Commission

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EMERGENCY MEDICAL  
SERVICES

# COUNTY OF SANTA CRUZ

## HEALTH SERVICES AGENCY

1080 EMELINE AVENUE, P.O. BOX 962  
SANTA CRUZ, CA 95061  
(408) 454-4120 FAX: (408) 454-4488

April 26, 1999

### BOARD OF SUPERVISORS

County of Santa Cruz  
701 Ocean Street  
Santa Cruz, CA 95060

Subject: **Annual Report for the Ambulance Contract Compliance Commission**

Dear Board Members:

Attached please see the 1998 Annual Report to your Board of the Ambulance Contract Compliance Commission. If there are questions about this report or the activities of the Commission, they can be addressed to Charles Moody, HSA Administrator, or myself.

Sincerely,

Mary Bryant  
Chair, Ambulance Contract Compliance Commission

MB/rs  
Attachment

cc: CAO  
Auditor-Controller  
County Counsel  
HSA Administration  
EMS Program

## **SANTA CRUZ COUNTY AMBULANCE CONTRACT COMPLIANCE COMMISSION**

### **ROLES OF THE COMMISSION:**

The County's Ambulance Contract Compliance Commission was established by the Board of Supervisors to monitor the performance and terms and conditions of the Agreement between the County and American Medical Response West (AMRW) for the provision of Advance Life Support (ALS) ambulance service and transport.

### **RESPONSIBILITIES OF THE COMMISSION:**

The Santa Cruz County Ambulance Contract Compliance Commission, in conjunction with Health Services staff, reviews, comments on and in certain instances approves Contract issues, as defined by the 9-1-1 Exclusive Provider Contract between the County of Santa Cruz and American Medical Response West.

### **MEETING DATES, TIME AND LOCATION:**

The Ambulance Contract Compliance Commission meets monthly on the fourth Friday between 8:30 a.m. and 10:30 a.m. The meeting place is the H.S.A. Administrative Offices at 1080 Emeline Ave. in Santa Cruz. The Commission's mailing address is 1080 Emeline Ave., Santa Cruz.

### **COMMISSION STRUCTURE:**

As of December 1998, the Commission comprises the following members:

	<u>Sup. District</u>	<u>Term Expiration</u>
Mary Bryant (Chair)	1	April 1, 2001
Dr. Janet Bell	4	April 1, 2001
Kimberly Carter	3	April 1, 2001
Steve Lind	5	April 1, 2001
Christine Macias	2	April 1, 2001
Charles Moody		
Ron Prince *	At large	April 1, 2002
* Represents the Emergency Medical Services Integration Authority		

### **COMMISSION STAFF:**

The Health Services Agency provides staff assistance to the Commission. The Secretary of H.S.A.'s EMS division serves as Commission Secretary.

ATTENDANCE:

See attached

1998 ACCOMPLISHMENTS:

1998 was the inaugural year of this Commission. Prior to the April date, Commission duties required under the terms of the Contract were carried out by the members of the county's ambulance Contract negotiating team, along with Santa Cruz City Fire Chief Ron Prince. The Commission convened for the first time in April. Mary Bryant was elected Chair of the Commission.

FIRST YEAR START-UP:

With the start of the Contract, the Commission has developed bylaws and meeting practices to carryout the Commission's duties under the Contract.

PERFORMANCE REVIEW AND STANDARDS:

As part of the Contract, each month the Commission reviews the Contractor's performance. This year the Commission has worked to develop, standardize and streamline the reports required under the Contract. Additionally, County staff and the Commission have developed working policies to review Contractor's late calls. Last Summer, after about 6 months of study, the Commission presented the Board with a "preferred" performance plan that improved the standard response times the Contractor had to meet, which resulted in adding new twelve (12) minute and thirty (30) minute zones.

DEPLOYMENT REVIEW:

As part of the Contract, the Commission and the Health Services Administrator must review the Contractor's system status and deployment plans. This year a committee of dispatchers, Dispatch Center managers, AMR managers and AMR paramedics met to improve dispatch, field radio and deployment practices.

In measuring the work of this committee, surveys show a decrease in the number of late calls experienced in the system, and improved overall response times. Additionally, we expect the Commission to recommend a summer-time and peak season deployment plan that will better respond to the increases in visitor traffic seen during the peak of the tourist season.

OPERATIONAL REVIEW:

As part of the Contract, the Commission has reviewed various aspects of the Contractor's regular operations. This has resulted in the Contractor increasing the Division's stock of medical supplies and medical equipment.

The Commission has reviewed and determined that the new, improved training standards required by the Contract have been implemented. This has included advanced training for medics and required standardized and expanded field training for new medics.

#### CAPITAL SPENDING:

In the first Contract year, the Contractor purchased a new ambulance for the local fleet. The unit's turbo-charged engine allows medics to respond more quickly to Highway 17 accidents. Additionally, the Contractor has improved computers used for filing patient reports, and purchased new field portable radios.

In the second Contract year, the Contractor will significantly upgrade radio capability, including the purchase of equipment to allow medics to directly radio emergency department staff at area hospitals from the field via portable radios.

#### FINANCIAL REVIEW:

The Commission chair has worked with the Health Services Administrator to develop a regular, reliable reporting system for the Contractor within the terms of the Contract. The County's Auditor-Controller is currently reviewing this work.

#### NOTES:

The Commission has found the Contractor's staff including Regional Vice president Robert Zuckswert and Santa Cruz/Monterey/San Benito Director of Operations Michael Poirier to provide excellent support, and to be responsive to requests for assistance regarding Contract matters. Also, the Commission extends a special commendation to Santa Cruz Operations manager Dan Quinto, who has worked diligently to implement the provisions of the Contract and improve the capabilities of the local system.

#### FUTURE GOALS:

The Commission had planned to continue refining its activities as noted above. Recent discussions have focused on the interactive role of staff and Commissioners in carrying out compliance monitoring activities. On March 26, 1999 the Commission resolved to recommend to the Board of Supervisors that effective July 1, 1999, the Commission be reorganized and that membership be replaced with a staff based work group to carry out monitoring activities. The H.S.A. Administrator will officially convey this recommendation to the board, and develop specific guidelines with the consultation of the Commission.

# 1998 Ambulance Contract Compliance Commission

## Attendance Matrix

<u>Commissioner</u>	<u>Sup. Dist.</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>AUL.</u>	<u>Sep.</u>	<u>Oct.</u>	<u>Nov.</u>	<u>Dec.</u>
Mary Bryant	1	x	x	x	x	x	x	x	x	x
Christine Macias	2	x	x		X		X			
Kimberly Carter	3	x	x	x	x	x	x	x	x	
Janet Bell	4	x	x	x	x	x	x	x	x	x
Steve Lind	5	X		x	x	x		x	x	x
Ron Prince*	At large	x	x	x				x	x	x

\*Represents Fire Chiefs