

Washington County Emergency Ambulance Service Franchise Agreement
18 Month Periodic Assessment
Period #: 4 Period Ending: December 2015

This document details the outcomes of monthly monitoring and evaluation of MWA operational performance as well as an in-depth review of additional organizational management and administrative metrics for this performance period.

During this contract period a pilot project named Community Appropriate Response Times (CART) was implemented by Metro West and two of the fire districts in the County. This pilot resulted in metric changes for area response times starting December 2015 and ambulance dispatch measurements in January of 2016. Metric measurement changes were developed and agreed up by the EMS Operations Committee.

Criteria:			Meets Standard:	
			Yes	No
1	Requirement: Reference: Comments:	<p>90% Overall County Response Time Washington County EMS Administrative Rule 500-500(c) For the first 17 months of the evaluation period MWA performance was 90.91%. Metric Changed to 85% The overall metric was changed beginning December 2015 to accommodate the Community Appropriate Response Times (CART) pilot in the South and the West Equity Zones. In December 2015, MWA's performance was 88.17%. Metric met with overall monthly average being 90.76%.</p>	X	
2	Requirement: Reference: Comments:	<p>88% in North Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) For the first 17 months of the evaluation period MWA's performance was 90.31%. Metric Changed to 80% The North Equity metric was changed beginning in December 2015 to accommodate the CART pilot in the South and the West Equity Zones. In December 2015, MWA's performance was 85.77%. Metric for both periods met.</p>	X	
3	Requirement: Reference: Comments:	<p>88% in Central Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) For the first 17 months of the evaluation period, MWA's performance was 90.24%. Metric Changed to 80% To accommodate the CART pilot in the South and the West Equity Zones, the Central Equity Zone response time was amended beginning in December 2015. In December 2015 MWA's performance was 86.14%. Metrics for both periods met.</p>	X	
4	Requirement: Reference: Comments:	<p>88% in South Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) The CART pilot was implemented in the South Equity Zone in November 2014. The 4 months pre-CART, MWA's performance was 89.92%. The 14 months with CART, the joint MWA/TVFR performance was 94.67%. Metrics met both pre and post CART implementation.</p>	X	

5	Requirement: Reference: Comments:	88% in West Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) The CART pilot was implemented in the West Equity Zone in October 2015. The 15 months pre-CART, MWA's performance was 89.94%. The 3 months with CART, the joint MWA/FGFR/CFD performance was 90.28%. Metrics met both pre and post CART implementation.	X	
6	Requirement: Reference: Comments:	Monthly Unit Hour Utilization Rate at 0.4500 or less Washington County Franchise Agreement Section V., A., 3. Monitored monthly over the 18 month period; cumulative average was 0.3827 with a range of 0.3607 to 0.4173.	X	
7	Requirement: Reference: Comments:	Ambulance Dispatched within 60 Seconds of Receipt Washington County EMS Administrative Rule 500-500(B) This metric was monitored monthly over the 18 month period with a cumulative average of 11 calls per month greater than 60 seconds. The monthly allowance is 11 calls per month. In May 2015, 14 dispatches exceeded the 60 second requirement. Based on review and investigation this is found to be an isolated and incidental lapse not meriting a failure to meet standard determination (see Franchise Agreement: Section II, A, Granting an Additional 18 Period). Due to the implementation of the second CART pilot there were three additional months that this metric was not achieved. With the continuation of CART the EMS operations committee reviewed performance and acknowledged the need for a metrics change. Moving into this next assessment period, new metric measurements that take into account call volume and accommodates CART changes are being used.	X	
8	Requirement: Reference: Comments:	No more than 1% of Responses Handled by Another Agency Washington County Franchise Agreement: Penalty Schedule, Appendix A This was monitored monthly over the 18 month period with a cumulative average of 5 (0.19%) calls per month being handled by the fire service under the ARMUP program. The range has been from 0-16 calls monthly. Based on approximately 2,650 responses per month, both average and range are well below the 26 allowed per month.	X	
9	Requirement: Reference: Comments:	Meet Equipment Standards set forth in Administrative Rule Washington County EMS Administrative Rule 400-300 and Oregon Administrative Rule 333-255 WCEO office validated Certificate of Price in Ownership (CPO) on all Washington County licensed ambulances during the last inspection period. Current and ongoing standards are to validate CPOs at a minimum of one per month, to include all new ambulances. The current standards are reflective of compliance and a quality improvement process. Requirements are met.	X	

10	Requirement: Reference: Comments:	Maintain State Licensure of All Franchise Ambulances Oregon Administrative Rule 333-250-000 Copies of agency and vehicle licenses were provided for all ambulances utilized during the 18 month evaluation period. Current fleet inventory information is consistent with county records.	X	
11	Requirement: Reference: Comments:	Maintain County Licensure of All Franchise Ambulances Washington County EMS Administrative Rule 100-100 Washington County agency and vehicle licenses were validated as current and on file at WCEO.	X	
12	Requirement: Reference: Comments:	Staff Ambulances According to Administrative Rule Washington County EMS Administrative Rule 400-270 Sampling and verification of staffing was conducted throughout the evaluation period as part of QI reviews, data entry analysis and chart reviews. Staffing was found to be consistent with the minimum paramedic/EMT requirement as set forth in rule.	X	
13	Requirement: Reference: Comments:	Meet Employee Training Standard set forth in Administrative Rule Oregon Administrative Rule 333-250-0043-1 In review of materials provided by MWA and onsite sampling of training records, files were found to be in order and compliant with OHA EMS & TS standards as set forth in rule. Organization of files and materials was a marked improvement from the last evaluation period.	X	
14	Requirement: Reference: Comments:	Completion of Coursework and Ride-A-Long Components of New Employee Orientation Program Prior to Staffing an Ambulance Franchise Agreement Section V., B. This evaluation cycle shows continued and marked improvement in content, organization and presentation of New Employee Orientation Program documentation. Files were found to be complete, in order and without deficiency.	X	
15	Requirement: Reference: Comments:	Completion of 2 Month (minimum) Field Training Officer (FTO) Assessment Prior to Staffing an Ambulance as a Junior Paramedic Outside the FTEP Program Franchise Agreement Section V., B. This evaluation cycle shows continued and marked improvement in content, organization and presentation of 2 Month FTO Assessment documentation. Files were found to be complete, in order and without deficiency.	X	
16	Requirement: Reference: Comments:	Provide Patient Information to Receiving Facilities as set forth in Administrative Rule Oregon Administrative Rule 333-250-0044 MWA has the ability to demonstrate electronic delivery of ePCRs to the destination hospital. There were no complaints or concerns regarding receipt of documentation in this evaluation period.	X	

17	Requirement:	Actively Monitor the Triage (over and under) of Requests For Service for Appropriate and Timely Transfer to 911	X	
	Reference:	Franchise Agreement Section V., E.		
	Comments:	MWA continues to develop its QI program for their dispatch center to further decrease its under-triage rates. Four calls were identified as under-triaged by the MWA Communication Center during the 18 month evaluation period. WCEO continues to work with MWA on improving this quality measure. RECOMMENDATION: While all the major components of a quality EMD program exist, further development of a scripted algorithm that identifies emergency calls and a QI process which reviews for under and over triage of emergency calls needs to be developed.		
18	Requirement:	Maintain Functional CAD to CAD Bridge with Receipt Verification	X	
	Reference:	Franchise Agreement Section V., E.		
	Comments:	CAD to CAD communications continue to function with a high level of reliability - 96-97%. Last assessment included a recommendation to differentiate misses between planned/known service outages and unexpected failure or breakage outages. This report was received upon request as part of the site visit. ACTION ITEM: Continue to provide future reports that differentiate and assess unplanned outages of the CAD to CAD BUS.		
19	Requirement:	Completion of EMD Training for Dispatch Personnel Within Six (6) Months of Hire	X	
	Reference:	Franchise Agreement Section V., E.		
	Comments:	Records indicate that all dispatch personnel have completed their EMD training within 6 months of hire. This was an identified short coming in the prior evaluation period which has been corrected.		
20	Requirement:	Failure to Respond an Ambulance as set forth in Administrative Rule	X	
	Reference:	Washington County EMS Administrative Rule 500-400, (K)		
	Comments:	There were no "Failure to Respond" calls during this assessment period.		
21	Requirement:	Record and Retain All Dispatch Related Telephone and Radio Communications as set forth in the Franchise Agreement	X	
	Reference:	Franchise Agreement Section V., E.		
	Comments:	Sampling and verification of retention of telephone and radio communications was conducted throughout the evaluation period as part of QI reviews. No requested records were found to be missing.		

22	Requirement:	Maintain Adequate and Appropriate Records of Responses, Patient Care and Maintenance for the Retention Period set forth in the Administrative Rules	X	
	Reference:	Washington County EMS Administrative Rule 400-700 and Oregon Administrative Rule 333-250		
	Comments:	<p>Response and patient records are electronically accessible to MWA staff and WCEO staff. These records are routinely retrieved for incident, event and QI reviews throughout the evaluation period. There were no response or patient records which were not able to be located and retrieved.</p> <p>WCEO has been in conversation with MWA regarding fleet maintenance standards and documentation. Recently, there have been specific issues with emissions and coolant fluid compatibility. While there has been no catastrophic or trend failures, the potential does exist. A specific recovery plan has been developed and executed by the new fleet manager. Additionally, daily and weekly monitoring and reporting to WCEO is in place.</p> <p>ACTION ITEM: Execution of the established maintenance plan according to the set service cycles with no greater than 10% overage in mileage as proposed. Monthly reporting to WCEO to assure active and ongoing monitoring and management of fleet maintenance.</p>		
23	Requirement:	Submit Quarterly Staff Retention Reports as Mutually Agreed Upon	X	
	Reference:	Franchise Agreement Section III., E.		
	Comments:	<p>MWA has collected and compiled meaningful data to meet this metric. However, use of the data is limited. Specific to retention and call back data, MWA could review graphed and trended data and conduct ongoing analysis and assessment for quality improvements.</p> <p>RECOMMENDATION: Develop systems to demonstrate the application of the knowledge drawn from this process for quality improvement efforts.</p>		
24	Requirement:	Notify County of Changes in System Status Management Plan, to include Post Locations, Posting Order and Staffing Plan Prior to Implementation	X	
	Reference:	Franchise Agreement Section V., C.		
	Comments:	<p>MWA meets the technical requirement of notification, and response time performance, reflecting the effective utilization of SSM. But within the current system, the County lacks the ability to actively monitor and evaluate actions taken or the benefit of the actions taken. As part of EMS systems assessment and improvement activities, the EMS Office and the EMS Advisory Council needs to be able to explore options with regards to integration, service delivery and deployment models.</p> <p>ACTION ITEM: Implement a mechanism which monitors activity and allows for the trending of meaningful metrics which demonstrate the benefits of actively managing posting and staffing plans.</p>		

25	Requirement:	Provide Data or Reports as Requested by Due Date Stated in the Request	X	
	Reference:	Franchise Agreement Section III., E.		
	Comments:	MWA has been cooperative and has been making efforts to develop the external working relationships to facilitate this work and provide data and information to support healthcare transformation and system enhancement pilot projects. The continued goal is for this evolving data need to be met as effectively and efficiently as internal data needs are met.		

"It is the expectation that Metro West Ambulance will meet or exceed each of the standards set forth in the 18 Month Periodic Assessment on an ongoing basis. It is, however, acknowledged by the County that on occasion there may be incidental lapses in compliance of a standard within the 18 month period under consideration. A single isolated lapse of a standard does not mandate a failure to meet the standard for that period... Single standard lapses which remain unaddressed or unresolved for greater than 45 days, or any combination of three lapses in a given period are grounds for denying an additional 18 Month Period." Excerpt from Section II.A., Term of Agreement and Renewal Provisions

Assessment Conducted By:

Date: