

# Washington County Emergency Ambulance Service Franchise Agreement

## 18 Month Periodic Assessment

**Period #: 2      Period Ending: December 2012**

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.

*- excerpted from Section II. A., Term of Agreement and Renewal Provisions*

Criteria:			Meets Standard:	
			Yes	No
1	Requirement: Reference: Comments:	90% Overall County Response Time Washington County EMS Administrative Rule 500-500(c) Monitored monthly over the 18 month period with a cumulative average of: 90.81%.	<b>X</b>	
2	Requirement: Reference: Comments:	88% in North Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) Monitored monthly over the 18 month period with a cumulative average of: 90.84%.	<b>X</b>	
3	Requirement: Reference: Comments:	88% in Central Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) Monitored monthly over the 18 month period with a cumulative average of: 91.30%.	<b>X</b>	
4	Requirement: Reference: Comments:	88% in South Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) Monitored monthly over the 18 month period with a cumulative average of: 90.09%.	<b>X</b>	
5	Requirement: Reference: Comments:	88% in West Equity Zone Response Time Washington County EMS Administrative Rule 500-500(c) Monitored monthly over the 18 month period with a cumulative average of: 91.02%.	<b>X</b>	
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 with a cumulative average of: 0.3975. Noteworthy is that in April 2012 when MWA assumed responsibility for the Kaiser contract, UHU has consistently exceeded 0.4000. For the last 6 months of this assessment period the range has been from 0.4155 to 0.4309.	<b>X</b>	

7	Requirement: Reference: Comments:	Ambulance Dispatched within 60 Seconds of Receipt Washington County EMS Administrative Rule 500-500(B) These are soft numbers due to manual input - an automated electronic interface has since been re-established. n=79 with an avg of 4.4 events per month and a range of 0-10 events per month. (11 = maximum allowed)	X	
8	Requirement: Reference: Comments:	No more than 1% of Responses Handled by Another Agency Washington County Franchise Agreement: Penalty Schedule, Appendix A An average 1% would allow for 21 per month to be handled by another agency. Based on ARMUP statistics for this period: n=75 with and avg of 4.2 / range of 0-9 There were no 911 turnovers to AMR.	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 This was a recommended area of improvement in the prior 18 period. A more formal process has been established and record retention addressed. A sampling of units 236 and 228 were provided. A structured vehicle inspection plan has been established in which all new ambulances and the entire fleet will have validation inspections each 18 month assessment period.	X	
10	Requirement: Reference: Comments:	Maintain State Licensure of All Franchise Ambulances Oregon Administrative Rule 333-250-000 Copies of agency and vehicle licenses provided.	X	
11	Requirement: Reference: Comments:	Maintain County Licensure of All Franchise Ambulances Washington County EMS Administrative Rule 100-100 Copies of Washington County licenses on file.	X	
12	Requirement: Reference: Comments:	Staff Ambulances According to Administrative Rule Washington County EMS Administrative Rule 400-270 Sample daily staffing rosters provided and random samples pulled and viewed for validation during the site review.	X	
13	Requirement: Reference: Comments:	Meet Employee Training Standard set forth in Administrative Rule Oregon Administrative Rule 333-250-0043-1 A stratified random sampling of training records was viewed based on position (Basic, Junior and Senior Paramedic) and longevity with MWA (< 1 year, 1-5 years and > 5 years). Within this sampling a random sampling for completeness was viewed for items such as current HR information, E-4 forms, current professional licenses and certification, required recurring training, and appropriate immunizations and screening.	X	

14	Requirement:	Completion of Coursework and Ride-A-Long Components of New Employee Orientation Program Prior to Staffing an Ambulance	X	
	Reference:	Franchise Agreement Section V., B.		
	Comments:	A list of new hires and compiled "New Recruit Hiring and Evaluation Program" forms were provided for pre-review. Supporting document for four names on the list were not provided but available upon request at the site review. Paperwork for one new hire was pre-provided but not on the new hire list. Review of the provided documentation revealed significant inconsistency in completion of the form. Check boxes unchecked, pass/fail not indicated, successful/unsuccessful and disposition/recommendation signatures were among the items found missing. One form (Hunter) had all of the deficiencies listed above. Of the 18 forms provided, only 4 had both the required signatures and 5 had no signatures at all.		
		<p><b>RECOMMENDATION:</b> An internal review should be conducted to identify gaps in processes: the process of completing the form which realistically involves 3-7 individuals, and the process for "processing" the paperwork. Filing of these documents is often done by light-duty and office personnel and it appears that this has occurred a number of times before the documents had been reviewed and signed off by both required parties.</p>		
15	Requirement:	Completion of 2 Month (minimum) Field Training Officer Assessment Prior to Staffing an Ambulance as a Junior Paramedic	X	
	Reference:	Franchise Agreement Section V., B.		
	Comments:	Field Training Officer Observation Reports were compiled and provided for pre-review. This is a structured report with numeric ratings, Yes/No valuations, narrative commentary and a pass/extend/fail recommendation for each phase/month. There was found to be great variability in both content and completeness of the documentation of this important assessment.		
		<p><b>RECOMMENDATION:</b> This appears to be a repetition and volume issue where the same form is filled out multiple time. Review, checks &amp; balance, and attention to detail may be all that is needed to correct this. However, as a similar issue with documentation was identified in the new hire orientation process, it is recommended that parallel review be done on FTO observation time as well.</p>		
16	Requirement:	Provide Patient Information to Receiving Facilities as set forth in Administrative Rule	X	
	Reference:	Oregon Administrative Rule 333-250-0044		
	Comments:	Inquires were made at all county hospitals. There were a couple comments regarding minor isolated events which were caused by other unrelated activities.		

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:	This was an area of recommendation last evaluation period. Progress has been made since that time and calls referred to WCCCA are actively being monitored and reviewed by the QI Committee as appropriate. Further discussion was had that a deliberate assessment process needs to developed to monitor for under triaged calls - calls which potentially should have been sent to WCCCA. It was agreed that these are the more important calls to be monitoring for, and then making adjustments as appropriate.		
		<b>RECOMMENDATION:</b> Continue to review calls referred to WCCCA, and develop and implement a mechanism for monitoring and assessing under triage. The goal is to be monitoring both under and over triage, and determining the safe and appropriate balance between the two.		
18	Requirement:	Maintain Functional CAD to CAD Bridge with Receipt Verification	X	
	Reference:	Franchise Agreement Section V., E.		
	Comments:	The lack of a CAD to CAD interface has a 4 year plus history steeped in politics, logistics and technology. While a solution was eminent during this 18 month assessment period, it did not come to fruition until shortly after. The BUS interface is now functional and provides an electronic record of every information exchange, and therefore meets the verification requirement.		
19	Requirement:	Completion of EMD Training for Dispatch Personnel Within Six (6) Months of Hire	X	
	Reference:	Franchise Agreement Section V., E.		
	Comments:	While training was completed within the required 6 months, there were logistical and documentation challenges in being able to demonstrate this. Rosters, letters and e-mail threads demonstrate that this was accomplished.		
20	Requirement:	Failure to Respond an Ambulance as set forth in Administrative Rule	X	
	Reference:	Washington County EMS Administrative Rule 500-400, (K)		
	Comments:	One event occurred during this assessment period. An RCA was conducted and identified both process and human error. Both were appropriately addressed. The implementation of the CAD to CAD interface has eliminated the manual process where the error occurred.		
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:	Multiple random sampling of recording of both radio and telephone communications were demonstrated during the site review.		

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:	Multiple random samples were produced upon request during the site review. Seven and ten year samples were archived and not available at that time. Archive was later accessed and samples were provided demonstrating compliance with retention requirements.		
23	Requirement:	Submit Quarterly Staff Retention Reports as Mutually Agreed Upon	X	
	Reference:	Franchise Agreement Section III., E.		
	Comments:	Individual reports provided quarterly providing both data and assessment. Enough consistent data has been accumulated to compile for monitoring and evaluation purposes and will be incorporated into the quarterly reports.		
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:	Timely and appropriate notifications were made when there were adjustments to the plan. Changes within the organization, incorporation of the Kaiser contract and even more active monitoring and managing of the system by MWA resulted in a significant increase in the number of changes, in comparison to the previous assessment period.		
25	Requirement:	Provide Data or Reports as Requested by Due Date Stated in the Request	X	
	Reference:	Franchise Agreement Section III., E.		
	Comments:	This has been a rather informal process and has worked well for both MWA and the County. It is anticipated that need and requests will increase with system development and enhancements as it will be important to be able to monitor and measure changes and improvements to our EMS system.		

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Assessment Conducted By:

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Date:

\* = 18 Month Periodic Assessment /Appendix D Parameters Phase-In

Phase-In Provision: The parameters in the 18 Month Periodic Assessment tool are carryovers from the previous franchise agreement which carried different terms and infrastructure. Under the new terms and infrastructure some of the standards and parameters may have limited or different applications and value in monitoring and assessing the performance of Metro West Ambulance. It is mutual understood and accepted by Metro West Ambulance and Washington County that with time and experience that there will be need to assess and revise some of the standards and parameters, along with their application. The standards, parameters and application of Appendix D will be collaboratively assessed and revised at the end of the 1st, 2nd and 4th 18 Month Periods as appropriate.