

Washington County Emergency Ambulance Service Franchise Agreement

18 Month Periodic Assessment

Period #: 1 Period Ending: June 30, 2011

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:	90% Overall County Response Time	X	
	Reference:	Washington County EMS Administrative Rule 500-500(c)		
	Comments:	Monitored monthly over the 18 month period with a cumulative average of 90.98%		
2	Requirement:	88% in North Equity Zone Response Time	X	
	Reference:	Washington County EMS Administrative Rule 500-500(c)		
	Comments:	Monitored monthly over the 18 month period with a cumulative average of 90.48%		
3	Requirement:	88% in Central Equity Zone Response Time	X	
	Reference:	Washington County EMS Administrative Rule 500-500(c)		
	Comments:	Monitored monthly over the 18 month period with a cumulative average of 91.62%		
4	Requirement:	88% in South Equity Zone Response Time	X	
	Reference:	Washington County EMS Administrative Rule 500-500(c)		
	Comments:	Monitored monthly over the 18 month period with a cumulative average of 90.83%		
5	Requirement:	88% in West Equity Zone Response Time	X	
	Reference:	Washington County EMS Administrative Rule 500-500(c)		
	Comments:	Monitored monthly over the 18 month period with a cumulative average of 91.07%		
6	Requirement:	Monthly Unit Hour Utilization Rate at 0.4500 or less	X	
	Reference:	Washington County Franchise Agreement Section V., A., 3.		
	Comments:	Monitored monthly over the 18 month period with a cumulative average of 0.3817		

7	Requirement: Reference: Comments:	Ambulance Dispatched within 60 Seconds of Receipt Washington County EMS Administrative Rule 500-500(B) Monitored monthly over the 18 month period	X	
8	Requirement: Reference: Comments:	No more than 1% of Responses Handled by Another Agency Washington County Franchise Agreement: Penalty Schedule, Appendix A Monitored monthly over the 18 month period	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 Stocking conducted on a daily basis. Monthly inventory procedure not actively monitored, or known to be consistently conducted. Recommendation: actively monitor and document inventory on monthly basis.	X	
10	Requirement: Reference: Comments:	Maintain State Licensure of All Franchise Ambulances Oregon Administrative Rule 333-250-000 Copies of state license provided for review	X	
11	Requirement: Reference: Comments:	Maintain County Licensure of All Franchise Ambulances Washington County EMS Administrative Rule 100-100 On file at WCEO - MWA License file	X	
12	Requirement: Reference: Comments:	Staff Ambulances According to Administrative Rule Washington County EMS Administrative Rule 400-270 Validated by random sampling of daily staffing roster for both day and night shifts. Roster dates selected by WCEO onsite.	X	
13	Requirement: Reference: Comments:	Meet Employee Training Standard set forth in Administrative Rule Oregon Administrative Rule 333-250-0043-1 Validated by random sampling of personnel files of new employees. Employee file selected by WCEO onsite.	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. Validated by random sampling of personnel files of new employees. Employee file selected by WCEO onsite.	X	
15	Requirement: Reference: Comments:	Completion of 2 Month (minimum) Field Training Officer Assessment Prior to Staffing an Ambulance as a Junior Paramedic Franchise Agreement Section V., B. Validated by random sampling of personnel files of new employees. Employee file selected by WCEO onsite.	X	

16	Requirement:	Provide Patient Information to Receiving Facilities as set forth in Administrative Rule	X	
	Reference:	Oregon Administrative Rule 333-250-0044		
	Comments:	Inquiries made of all WA County receiving facilities: both verbal and written reports were received for all patients - mention of a couple isolated incidents of delays in receipt of FAXed hard copy at one facility - attributed to logistical and technological issues on both ends		
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:	Filtered and monitored as part of individual dispatcher QI but not collectively as a metric with an external interface (WCCCA). Recommendation: Incorporate into dispatch QI program as a standing report at the organization level, with consideration for collaborative review with WCCCA as appropriate		
18	Requirement:	Maintain Functional CAD to CAD Bridge with Receipt Verification	N/A	
	Reference:	Franchise Agreement Section V., E.		
	Comments:	Not Applicable at this time. Existing electronic bridge was discontinued with the change in CAD systems. MWA was not part of the decision or specifications process for reasons beyond their control. Replacement of the bridge was not part of the original specifications. For political, logistical, technological and economic reasons the 2-1/2 year process to develop an effective enterprise BUS connection have failed. Note: MWA recognizes this is a franchise requirement and is actively working with WCCCA and Tiburon to create an interim solution in anticipation of the replacement of the Tiburon CAD.		
19	Requirement:	Completion of EMD Training for Dispatch Personnel Within Six (6) Months of Hire	X	
	Reference:	Franchise Agreement Section V., E.		
	Comments:	Validated by random sampling of personnel files of new employees.		
20	Requirement:	Failure to Respond an Ambulance as set forth in Administrative Rule	X	
	Reference:	Washington County EMS Administrative Rule 500-400, (K)		
	Comments:	Monitored monthly over the 18 month 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:	Validated by random sampling of incident specific telephone and radio communications. Specific incidents were selected by WCEO onsite with demonstrated audio play back		

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:	Onsite validation of specific records via random selection and electronic recall of requested records representing dispatches, patient treatment, and the maintenance of vehicles, equipment and biomedical devices		
23	Requirement:	Submit Quarterly Staff Retention Reports as Mutually Agreed Upon	X	
	Reference:	Franchise Agreement Section III., E.		
	Comments:	Reports providing summary data and assessment received via e-mail on a quarterly basis		
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:	WCEO advised via e-mail of pending changes to SSM plan, date and time of implementation and updated documents reflecting the change		
25	Requirement:	Provide Data or Reports as Requested by Due Date Stated in the Request	X	
	Reference:	Franchise Agreement Section III., E.		
	Comments:	All requested information provided as requested and at the time agreed upon. Time frames and timelines were mutually developed and allowed for accommodation for variables beyond MWA's control		

Assessment Conducted By:

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.