



Sumter County and Rural/Metro Ambulance

Partnership * Transparency * Accountability



Rural/Metro Ambulance

Sumter County Proposal Team

David Lindberg – Senior Vice President of Business Development

John Karolzak – South Zone Vice President

Christopher Blach – Division General Manger

Tracie Ryan – Clinical and Training Supervisor



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Central Florida Team

Mr. Christopher Blach- Division General Manager

John Geeslin, MD,FACEP - Medical Director

Ms. Mary Mulvie, BS - Human Resources Manager

Mr. Mel Lopez - Communications Supervisor

Mr. Angel Perez - Fleet Manager

Ms. Tracie Ryan – Quality Improvement / Training Supervisor

Ms. Yaima Acosta, MPA – Business Development Representative



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Corporation***

Rural/Metro Ambulance

Proposal to Sumter Highlights

- Weekly UH 1,248 (64,896 annually)
- Staffing – Field FTE 54
- Peak Staffing – 9 ALS
- Minimal Deployment – 6 ALS
- Annual Subsidy - \$ 1,320,000
- New Vehicles – 10 Type III and 1 Supervisor
- PowerPro Stretchers
- LP15's with EKG transmission capability
- Clinical upgrade fund \$25,000



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Traits that define Rural/Metro Ambulance

Respected : *Preferred service provider agreement with Orlando Health, contract with the City of Orlando extended 2 more years and currently an education field training site for five programs*

Recognized : *Accredited by the Commission on Accreditation of Ambulance Services , a distinction held since 1993*

Reliable : *Consistently exceed contractual on-time performance standards*

Responsible : *Our crews are required to train and pass rigorous exams at county, state and national levels*



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Patient Focused

“Driven to a Higher Standard “

“The intent of the CAAS Standards is to define a “Gold Standard” for the medical transportation industry of a higher caliber than is typically required for a state of local licensing.”



*Rural/Metro Ambulance was the first
in the State of Florida to be accredited by CAAS
and currently one of only six*



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Florida CAAS Accredited Agencies

- Broward Sheriffs Department of Fire & EMS
- Coastal Health Systems
- Leon County EMS
- Nature Coast EMS
- Sunstar Paramedics
- Rural/Metro Ambulance



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CAAS Standards

(Very Comprehensive - Over 100)

- ❖ Agency Management
- ❖ Financial Management
- ❖ Budgeting and Strategic Planning
- ❖ Relations with Outside Agencies
- ❖ Mutual Aid and Disaster Coordination
- ❖ Community Education and Relations
- ❖ Human Resources and Personnel Management
- ❖ Hiring, Credentialing, Training
- ❖ Clinical Standards
- Quality Improvement
- Safe Operations and Risk Management
- Vehicles, Equipment and Facilities
- Communications/ Dispatch
- Problem Resolution
- Performance Evaluations



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CAAS

- Any ambulance operation can claim it is delivering quality service, but the accredited agency can prove it through its written or documented procedures, systems, and reports.
- There is comfort in knowing that your provider meets the highest national standards for the medical transportation industry – standards that often exceed those of local and state EMS regulatory bodies.



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Central Florida – A Proven Provider

Presence

- *Certificate of Need Emergency – Orange County*
- *Certificate of Need Non-Emergency – Orange, Osceola , Seminole*

Staffing

- *74 Emergency Medical Technicians*
- *76 Paramedics*
- *43 Support Staff*
- *Maintain a Fleet of more than 40 vehicles*

Service in 2010

- *Responded to over 70,000 requests for service*
- *Transported over 55,000 patients*



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Description of Proposed System

- 56 Employees – Market General Manager, Clinical/Customer Services Representative, 54 FTE - EMT's and Paramedics
- 10 New Type III Ambulances (Branding in partnership with Sumter County). Commit to keep these units in Sumter system.
- New Flex Fuel Chevy Tahoe for Sumter County MGM which will be available to back-up the system as necessary
- Bariatric configured ambulance to be maintained and housed in Sumter County



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Proposed Deployment Plan

- 6 – 24 hour units
- 3 – 10 hour units, staggered 4 days a week
- 3 – 8 hour units, staggered 5 days a week
- Peak deployment – 9 units (in addition, availability of MGM ALS response)
- Minimum deployment – 6 units
- Weekly unit hours – 1,248 (64,896 annually)



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Proposed Sumter County EMS System Advisory Board

Work in cooperation with Sumter County and the Villages Public Safety Medical Director to develop a cross agency team of system stakeholders.

- Sumter County Fire
- Villages Public Safety
- Hospital Emergency Department
- Community Stakeholders
- County EMS Staff
- Rural/Metro



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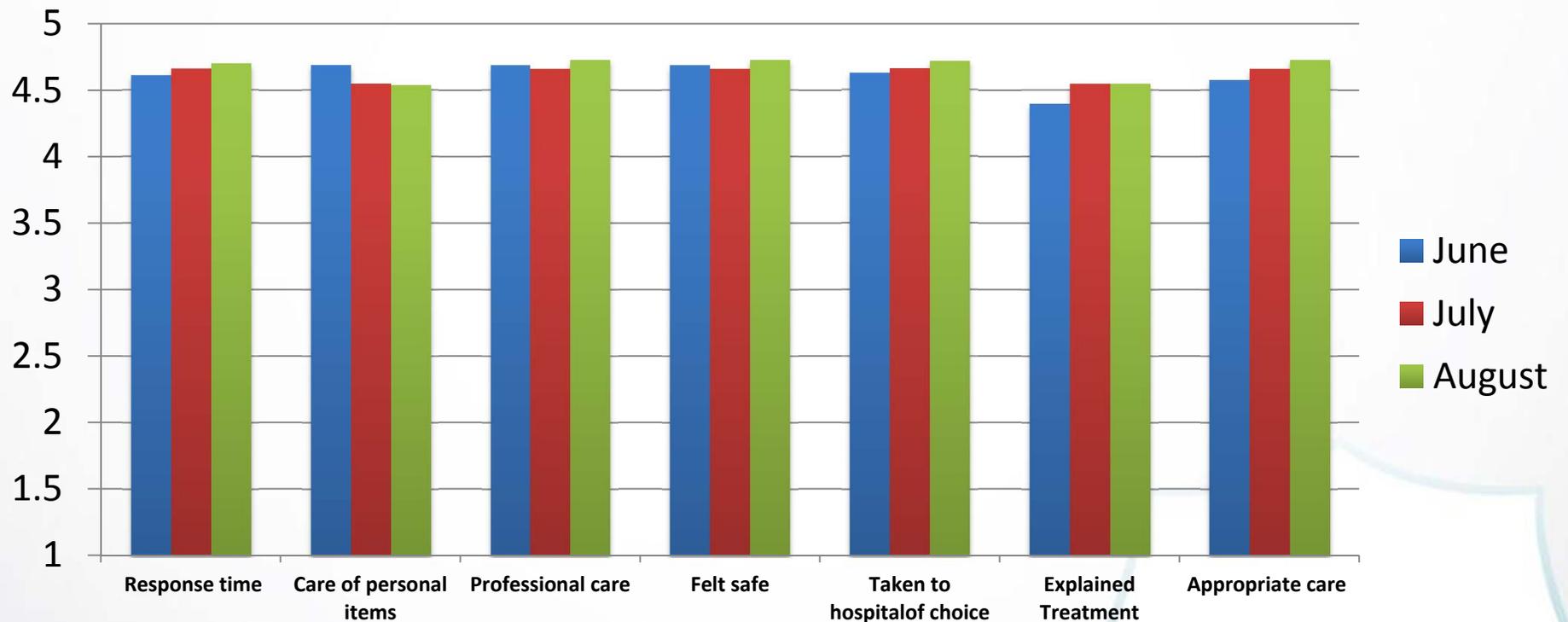
Clinical Quality Improvement

- Follows CAAS Guidelines
- Assesses – Retrospective, concurrent, prospective performance analysis
- Collects and analyze data – institutes corrective action if needed – reevaluates for success
- Continually examines protocols, new equipment, medications, and procedures for incorporation into service
- Both phone and mail survey to assess customer satisfaction



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Survey Data Results



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Billing and Collections

- ❖ Local customer service representative with access to billing system
- ❖ Sumter County customized web page with access to service fees, provide company contact information and allow for billing inquiries
- ❖ Contracting with insurance providers whenever possible
- ❖ Invoicing, collections and payment plans



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Technology and Equipment

- Physio – Control LIFEPAK 15 (9) with EKG transmission capability
- Styker Power-Pro XT Stretchers
- Intermedix TripTix ePCR System (NEMSIS Gold and EMSTARS Compliant)
- CentraLearn Online Education
- Fleeteyes AVL System/ DriveCam Safety Program
- FirstWatch Online Compliance Utility
- TriTech VisiCAD – Will work with Sumter County Fire and the Villages Public Safety to provide Fire Dispatch Services if requested



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Disaster Response

- Over 40 units in Central Florida area serving Seminole, Osceola, and Orange County. With 24/7 backup off-line Supervisor support. Will maintain spare units in Sumter County.
- Equipment and personnel support from Georgia, Alabama and Tennessee
- Maintain two local medical supply warehouse's (one in Sumter and one in Orlando)
- Availability of medical supplies within 6 hours from Atlanta warehouse
- Disaster switch-over to Communications Center in Atlanta
- Contract for disaster shelter after execution of agreement



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Partnership with Orlando Fire

- ❖ New system design
- ❖ New 2 year contract with the City of Orlando
- ❖ 20 month feasibility study



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Supporting our Community



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Dedication to the Community

Truck-o-Treat Community Event - 10/30/2010

Creating a Safe Halloween for our Community Children

Ronald McDonald House of Charities (Ride 4 Ronald) - 9/26/2010

Provided standby medical service for the event

Frontline Outreach Community Center - 8/10/10

Trained an average of 70 children ages 5 to 14 in hands only CPR

Trained and certified an average of 30 young adults and staff on CPR

Financial Support

Valencia College

Support to the EMS scholarship program – over \$48,000

Donated 3 ambulances to Jamaica and 3 to Puerto Rico in the last year



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Community Outreach Programs

- ❖ Public Access Defibrillation & CPR Education
- ❖ Welfare Checks for Seniors
- ❖ Envelope for Life
- ❖ Fall Prevention
- ❖ Community Health Screenings
- ❖ Pool Pack
- ❖ Click for Kids
- ❖ Resource Access Program (RAP)



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RFP Comparison

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Weekly UH 1,248 (64,896 annually)
Staffing – Field FTE 54
Peak Staffing – 9 ALS
Minimal Deployment – 6 ALS
Annual Subsidy - \$ 1,320,000
New Vehicles – 10 Type III and 1 Supv
PowerPro Stretchers
LP15's
Clinical upgrade fund \$25,000

AMR

Weekly UH 836 (43,472 annually)
Staffing – Field FTE 32
Peak Staffing – 7 ALS
Minimal Deployment – 5 ALS
Annual Subsidy - \$ 1,850,000
New Vehicles – 8 Type III and 1 Supv
PowerPro Stretchers
LP15's
Clinical upgrade fund \$25,000



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