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 Manager

Tracie Ryan – Clinical and Training Supervisor
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
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

Rural/Metro Corporation
Traits that define Rural/Metro Ambulance

**Respected**: Preferred service provider agreement with Orlando Heath, 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.
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
Florida CAAS Accredited Agencies

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

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
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.
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
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
Rural/Metro Ambulance

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)
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
Rural/Metro Ambulance

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
Rural/Metro Ambulance

Survey Data Results

- Response time
- Care of personal items
- Professional care
- Felt safe
- Taken to hospital of choice
- Explained Treatment
- Appropriate care

June
July
August
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
Rural/Metro Ambulance

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
Rural/Metro Ambulance
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
Rural/Metro Ambulance

Partnership with Orlando Fire

- New system design
- New 2 year contract with the City of Orlando
- 20 month feasibility study
Rural/Metro Ambulance
Supporting our Community
Rural/Metro Ambulance

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
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)
## RFP Comparison

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<th>AMR</th>
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<tbody>
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