



County of San Diego

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CSA-17 ADVISORY COMMITTEE MEETING
Sherryl Parks, Chair/Barb Cerny, V-Chair
Minutes
Tuesday, July 28, 2015

Members Present

Cerny, Barbara – Torrey Pines Community Planning Group
Heiser, Don – Citizen at Large
Hillgren, Nancy – Rancho Santa Fe Fire Protection District
Muir, Mark – City of Encinitas
Parks, Sherryl – City of Del Mar
Zahn, Peter – City of Solana Beach
Zovanyi, Peter – Citizen at Large

Agency Representatives Present

Austin, David – American Medical Response (AMR)
Daigle, Mike – Encinitas Fire Department
Michel, Tony – Rancho Santa Fe Fire
Murphy, Mary – CSA-17 EMS Coordinator
Stein, Mike – Encinitas Fire Department
Twohy, Frank – Elfin Forest Fire

County Staff Present

Ameng, R.N., Diane
Brewton, Linda
Leverson, Jim
Metz, Marcy
Shahri, Sheri
Wolchko, Janet I. (Recorder)

Guests

Keiholtz, Bob

I. CALL TO ORDER/INTRODUCTIONS/ANNOUNCEMENTS

Sherryl Parks, Chair called the meeting to order at 3:00 pm.
Don Heiser was announced as the new citizen at large member.

II. APPROVAL OF MINUTES

A motion was made by Peter Zovanyi, seconded by Peter Zahn to approve the CSA-17 Advisory Committee minutes from May 5, 2015. Motion carried.

III. PUBLIC COMMENTS/PETITIONS

There were no public comments or petitions.

IV. MANAGEMENT TEAM REPORT

A. Budget and Finance Report – Linda Brewton

1. Revenue Growth by Source

| | | |
|----------------------------|-------------------|---------------------|
| Ambulance Transports | | \$ 1,873,700 |
| Residents | \$ 1,078,200 | |
| Non-Resident | <u>\$ 795,500</u> | |
| Benefit fee | | \$ 1,515,900 |
| Property Tax | | \$ 1,127,200 |
| Interest Penalties & Other | | <u>\$ 52,500</u> |
| Total Revenue | | \$ 4,569,300 |

- Total revenue was down 5% from the prior fiscal year due primarily to lower resident and nonresident transport fees.
- Payments collected from residents declined 6% from the prior year, while non-resident collections were down 22%. There is typically a delay between provision of ambulance service and payment.
- The Board of Supervisors approved a benefit fee increase of 1.85%, comparable to the rate of increase in the CPI for the San Diego region for Calendar Year 2014. The new benefit fee is \$28.59 per parcel.

2. Expense Growth by Source

| | | |
|-------------------------------|--|---------------------|
| Ambulance | | \$ 3,661,200 |
| Dispatch Services | | \$ 15,000 |
| Billing & Collection Services | | \$ 78,500 |
| County – Admin Services | | <u>\$ 121,900</u> |
| Total Expenses | | \$ 3,876,600 |

- Expenses were down 1% from the prior fiscal year. The decrease was driven by a one-time expense for the purchase of radios in FY 2013/14 which was not repeated in FY 2014/15.

3. Resident and non-resident Transports

- The number of resident ambulance transports for this fiscal year was 10% higher than the prior fiscal year.
- Non-resident transports were down 8% from the prior year. During the first half of FY 2014/15 non-resident transports declined and then increased in the second half of the fiscal year.
- Resident payment collection declined 6% from the prior year, while non-resident collections were down 22%. Typically there is a delay between providing ambulance service and receiving payment. Because of the increase in non-resident transports

provided in the last several months of Fiscal Year 2014-2015, it is expected that non-resident collections will begin to improve over the next several months.

4. Reserve Balance

The reserve balance increased by approximately \$692,744 due to revenue exceeding expenses. Reserve balance projections include a 1.85% increase in the benefit fee adopted by the Board of Supervisors on July 22, 2015.

Action Item:

Research policy and range of days for reserve funds.

5. Ambulance payments by payor breakdown shows the percentage of collections and payments from insurance companies declined while Medicare payments increased.

B. Administrative Report – Marcy Metz

1. The 4th Annual Southern California *Sidewalk CPR Day* was held on June 4, 2015 from 10 am to 4 pm. San Diego County had 27 agencies participating in the event at 31 locations with approximately 2,577 individuals trained. Total of individuals trained in compression only CPR for Southern California Counties was 20,035. Ms. Metz thanked all agencies and fire staff for their participation.
2. The EMS Commission will host its conference in San Diego on September 2, 2015 at the Holiday Inn Bayside from 10 am to 1 pm.
3. The County EMS Heat Plan goes into operation from May 1 to September 30 each year as needed. The National Weather Service and medical surveillance systems are monitored for heat related illnesses and deaths, and provides information to the Excessive Heat Response Plan Task Force. One (1) heat related death was reported in June.
4. EMS currently has six (6) open positions, four (4) in disaster, one (1) in the Administrative Unit and one (1) in Epidemiology Surveillance.

C. Medical Director's Report – Marcy Metz

1. Updated paramedic protocols for the field went into effect on July 1, 2014. Changes and discussion included weight based pain management and use of backboards.
2. San Diego Stroke system's 5th anniversary will occur next year. The system is preparing its five (5) year report to include extrication of clots from arteries in the brain and a review of comprehensive stroke centers.
3. The PulsePoint application to alert for cardiac arrests that may occur in the area is available for cell phones. A Project Heartbeat report showed that since the PulsePoint application has been activated beginning in July, there have been 274 activations. Outcomes for the year will be reviewed next week and reported for July.

D. Paramedic Provider Report – Dave Austin

1. AMR quarterly compliance reports for April, May and June were distributed and sent out prior to the meeting. AMR second quarter performance reports for 2015 were presented and included response time compliance, mutual aid and transport by community.

Monthly highlight summary:

- April compliance performance was 95.68% based on 625 calls and 425 transports.
 - May compliance performance was 97.27% based on 622 calls and 432 transports.
 - June compliance performance was at 95.43% based on 657 calls and 441 transports.
 - There was a one (1) call per day increase in responses for the second quarter 2014 compared to 2015 second quarter and a 1.5 increase per day in transports compared to the second quarter in FY 2013/14.
 - In June, AMR experienced its highest call volume to date at 111 calls during the San Diego County Fair. Fair response contracts for medical coverage include one (1) additional CSA unit and continue during the thoroughbred season.
 - Policy of transport: AMR's procedure is to transport patients to the most appropriate facility for trauma or pediatrics, the closest facility, or to the facility specifically requested by the patient.
2. Community Service and Public Education:
Community public service hours completed for April through June was 198.25 hours serving 3,075 people with 2,593 trained in compression only CPR. Year to date there have been 338 public education hours completed, 3,311 served in the community, 2,663 trained in CPR.
 3. Participation in *Sidewalk CPR Day* and training in compression only CPR was held at the following locations: 4S Community Park, Fletcher Cove, 4S Ranch Library, Seaside Market and S4 Ranch Lanier Park.
 4. In May, the Padres Pep Squad, the Friar mascot and Padre Officials took a road trip to Fire Encinitas Station 5 and Solana Beach Station 1 to thank fire fighters for the job they do each day. Everyone received a gift bag and tickets to the August 7th game.
 5. Cardiac Arrest Registry to Enhance Survival (CARES) data collection:
 - Through June there were 35 incidents reported in the CSA-17 area, of which 27 were cardiac in origin. Of the 22.2% that survived, 81% were male, 18% female. 63% of cardiac arrests occurred in the resident's home, 18% on highways, 9% at nursing homes and 9% in public or commercial buildings.
 - Mary Murphy reported that preliminary data through July shows a total of 42 cardiac arrests in CSA-17 of which 17 survived; this equates to a 40% survival rate. The CSA's high survival rate is attributed to the CSA's ongoing community outreach and education efforts. In 2014, 60% of CPR was initiated by bystanders, 10% involved AED usage.

E. Operations Report – Mike Stein

- In May and June, paramedic program certification audits were conducted in all three coastal regions. The audit included paramedic equipment and certification documentation.

- Two (2) new paramedic fire fighters will start in the Coastal Region, one (1) in Encinitas, one (1) in Del Mar. Two (2) are currently going through background check in Rancho Santa Fe.
- During the Del Mar races, coverage by AMR included four (4) ambulances on standby, onsite.

F. CSA-17 EMS Coordinator Report – Mary Murphy

Education:

- Pathogens review class for firefighters
- Information related to drowning was reviewed
- CPR classes were held
- Protocol review is mandated by June/July

V. OLD BUSINESS

A. Annexation of CSA-107 (Elfin Forest/Harmony Grove) Update – Marcy Metz

The LAFCO application is being drafted. EMS met with Chief Frank Twohy of Elfin Forest and Chief Tony Michel of Rancho Santa Fe Fire Protection District regarding ambulance First Response in Harmony Grove.

There was an inquiry regarding the parcel tax revenue that is currently not being collected in the 4-S Ranch region and the property tax of 1.3% for CSA-17 that was not transferred over. CSA-17 Advisory Committee comments regarding 4-S Ranch parcel and property tax will be discussed between County EMS and Department of Public Works (DPW) after the LAFCO application has been submitted.

The LAFCO application draft will be submitted this year.

B. Mileage/Transport Routes – Marcy Metz

The CSA-17 Advisory Committee requested a follow-up on the mileage/transport route issues based on a public comment brought forward at the November 4, 2014 CSA-17 Advisory Committee meeting.

1. The CSA-17 resident ambulance transport was provided by an AMR mutual aid unit, not a CSA-17 unit. The resident was mistakenly charged the mutual aid fee rather than the CSA-17 resident fee. AMR has taken a number of measures to ensure that transports within the CSA-17 for CSA residents are performed by primary CSA ambulances. When other units are dispatched for mutual aid, they have taken some measures and put procedures in place so the pre-billing staff can identify if a patient is a CSA resident.
2. There was an overcharge of \$70 for mileage and a question regarding the use of MapQuest. Centers for Medicare and Medicaid Services (CMS) allows medical transports to use MapQuest for mileage billing; however it is not to be used as a primary source, but can be used as a backup. AMR has addressed the calculation of mileage issue and the service fee/mutual aid agreement.

The County is satisfied that there is no contract issue and is assured that measures taken by AMR on billing of CSA residents are satisfactory and not in breach of contract with CSA-17.

3. There was no quality of patient care issues.
4. Mr. Keiholtz comments on the issue:
 - AMR unit 494, a San Dieguito marked unit, is a float unit but is attached to CSA-17.
 - Orientation of the call and misdirection of the address added up to the mileage issue and billing overcharge which was discussed with AMR.
 - Mr. Keiholtz brought the issue to CSA-17 due to the reimbursement issues with AMR.
7. Discussion topics:
 - Procedural changes and backup mechanism to reinforce the appropriate mileage designation when a call goes out.
 - CSA Advisory Committee made a request for EMS to contact AMR regarding who can address the billing issue.
 - Failsafe and accuracy of reporting the mileage.
5. AMR comments:

The complainant has filed an additional complaint with the DA's office. AMR is fully cooperating with the investigation. The calculation of mileage using the odometer is the standard of the industry no different than any other agency in the United States. Mileage calculated by MapQuest is a feature that exists in some electronic Patient Care Records (ePCRs) as a default and is fully vetted.

Action Item:

Mark Muir requested that the Operations Chiefs perform a quality assurance review of AMR regarding how mileage is calculated and refer back to the Board.

VI. FUTURE AGENDA ITEMS

Agenda topics for Follow-up:

- Operation Chiefs regarding mileage and transports
- LAFCO application
- 120/180 day policy for reserve fund, how many days is needed and what is the limit.

VII. SET NEXT MEETING/ADJOURNMENT

Next CSA-17 Advisory meeting is November 3, 2015.

The meeting was adjourned at 4:10 p.m.