

TO: HONORABLE CITY COUNCIL

FROM: CITY MANAGER DEPARTMENT: FIRE

DATE: FEBRUARY 16, 2010 CMR: 137:10

SUBJECT: Emergency Medical Services Master Plan Contract Update

This is an informational report and no Council action is required.

BACKGROUND

The Palo Alto Fire Department has awarded a contract to The Public Safety Research Group (PSRG) to develop and provide a Master Plan for Emergency Medical Services (EMS) delivery within the City of Palo Alto. The amount of this contract is \$48,000 which is below the \$85,000 threshold that would otherwise require City Council approval. Staff is providing this report to inform the Council about this important project.

DISCUSSION

The City of Palo Alto provides a comprehensive fire department-based EMS delivery service to the community comprising paramedic ambulance transport services, paramedics on first responder engine companies and a Basic Life Support (BLS) ambulance that provides transport for inter facility and paramedic downgrade patients. As noted in the Auditor's Service and Accomplishments (SEA) report for FY 2008-09, the EMS program responded to 4509 medical and rescue incidents resulting in 3,331 ambulance transports and generating \$2.1 million in revenue to the City. The goal of the Master Plan is to provide a current evaluation of the City's EMS services and to outline detailed recommendations for future plans to provide adequate emergency medical services to the changing community. The plan will also evaluate compliance with Federal, California State, Santa Clara County or medical professional standards, mandates and/or goals.

To develop the Master Plan, PSRG will review and analyze a variety of information including but not limited to: historical records, organization and delivery models, statistical transport data, policies and procedures, and finances. PSRG will conduct interviews with leadership, personnel and customer base to develop an understanding of the current EMS model as well as future service delivery needs for this division of the Fire Department.

The Master Plan is designed to be comprehensive and utilitarian. At a minimum, Master Plan will include analysis of and recommendations for the following areas:

- a. History of service delivery, evolution of service delivery and defined levels of current service delivery.
- b. Current methods and manner of staffing and deployment of EMS resources.
- c. Desirable staffing numbers to maintain full Advanced Life Support (ALS) compliment of equipment.
- d. Training to reach desirable staffing goal and retain personnel.
- e. Existence and history of mutual and/or automatic aid agreements with other entities or jurisdictions.
- f. Current and projected utilization of Advanced Life Support (ALS) and Basic Life Support (BLS) resources within the EMS system.
- g. Current revenues received by the system and future projected revenues within alternative future scenarios.
- h. Current and projected payer mix of the EMS revenue model.
- i. Current and projected degree of subsidies available to the EMS system.
- j. The rate setting process for fee-for-service rates for the EMS system.
- k. Historical and projected growth rate and demographic changes projected for the City.
- l. Historical, current and projected call demand.
- m. Ability of the current system to meet peak and surge demand in service levels.
- n. Impact of current staffing models and methodologies on overall fire defense system and EMS delivery system.
- o. Dispatch roles, responsibilities and practices including utilization of priority dispatch and/or pre-arrival instructions.
- p. Feasibility of City Dispatch becoming an accredited communication center including requirements still to be met and an estimated time frame.
- q. Requirements, advantages and disadvantage of establishing Medical Priority Dispatch System.
- r. Role of community wellness and education in EMS service delivery including the role of Cardio-Pulmonary Resuscitation (CPR) classes, Emergency medical Services (EMS) Access, Automatic External Defibrillator (AED) placement, utilization and maintenance and the role of the EMS system in disease management efforts.
- s. Pandemic/Natural Disaster response capabilities and planning/exercise efforts.
- t. Alternatives to current system design configurations including tiered responses and/or alternative staffing configurations.

The Master Plan is designed to include phasing plans for the above areas utilizing measurable milestones or identifiers that timelines system growth with community needs.

Upon completion of the EMS Master Plan, PSRG shall provide presentations and reports to various policy bodies (as determined by City Staff) which include:

- a. Documentation of the findings related to the review and analysis described in the Scope of Service.
- b. Recommendations including specific policy and financial recommendations related to the Scope of Service.
- c. Cost impacts and related potential revenues related to plan recommendations.

- d. Outline of a proposed schedule and phasing in order to successfully implement recommendations.

The estimated date of completion and presentation is approximately six to eight weeks after the start of PSRG's contract which began January 22, 2010. Upon completion of the EMS Master Plan, an Informational CMR will be submitted to present the PSRG's findings. The contractor can be available to make a presentation to the Council, if so desired, regarding the findings in their final report.

RESOURCE IMPACT

The PSRG contract was funded under existing program budget and staffing.

POLICY IMPLICATIONS

This project is consistent with existing City policies.

ENVIRONMENTAL REVIEW

This is an informational report only and CEQA review is not required.

PREPARED BY:

ROGER BLOOM
Deputy Chief, Fire Support Services

DEPARTMENT HEAD:

NICK MARINARO
Fire Chief

CITY MANAGER APPROVAL:

JAMES KEENE
City Manager