

CLACKAMAS COUNTY BOARD OF COUNTY COMMISSIONERS

Policy Session Worksheet

Presentation Date: 12/04/2018 **Approx. Start Time:** 2:30pm **Approx. Length:** 1 hour

Presentation Title: Proposal to Amend the Clackamas County Ambulance Service Contract

Department: Public Health Division

Presenters: Richard Swift, Health, Housing and Human Services Director

Other Invitees: Dr. Ritu Sahni

WHAT ACTION ARE YOU REQUESTING FROM THE BOARD?

Provide an update to the Board of County Commissioners (BCC) regarding the County's current contract with American Medical Response, NW (AMR). Discuss a possible amendment to the current contract and development of a work plan toward improving the County emergency medical system.

EXECUTIVE SUMMARY:

As the Local Public Health Authority, Clackamas County has the responsibility through the H3S Public Health Division to provide medical oversight, overall coordination and contract compliance for Emergency Medical Services (EMS) for its Ambulance Service Area (ASA). The County is split into three separate ASAs.

Clackamas County entered into a new Ambulance Service Contract with American Medical Response (AMR Northwest) in May 2014 for a five-year contract with an option to extend up to five years in three, two, or one-year increments at the recommendation of staff and approval by the Board of County Commissioners (acting as Board of Health).

On February 6th, 2018, staff provided a policy session for the Commissioners on emergency medical services and are following-up on discussion related to the contract extension process. The current five year contract period ends this coming May, 2019. The BCC inquired regarding AMR's performance and the possibility of extension.

AMR's performance has met contract requirements and staff recommended that the County consider extension of the current contract. However, this could not happen at the 2/6 policy session as we did not possess a formal request from AMR seeking contract extension.

Subsequent to that policy session AMR has submitted a formal request to extend. H3S staff believe that approval of a contract extension is appropriate based on performance. However, staff recommend that we amend the current contract and combine the three and two year extension periods into a single five year extension. This would move the next possible extension or other contract action to May of 2024.

In addition, through conversations with leadership from AMR and Clackamas Fire District #1 staff recommend development of a work plan as an addendum to the amended contract. The work plan could contain but is not limited to the following examples:

- Ambulance Service Plan Review – The Ambulance Service Plan is six years old. Review is required every five years.
- Combined Resources – further integration is needed to place emphasis on minimizing duplication in emergency services.
- Single Resource Response – Ambulance only and fire apparatus only response is analyzed and recommendations made.
- Dispatch Integration – Review, analysis and develop recommendations regarding current dispatch structure in partnership with CCOM.
- Automatic Vehicle Locators (AVL) – Feasibility review of integration of communication and technology used between the ambulance provider and fire agencies.
- Education and training – Identify education and training overlaps and recommend efficiencies and work flows to ensure confidence across responders regarding training, skills and capabilities during response.
- Public Education – Exploration of content and design of shared public education campaign such that the public clearly understands appropriate system use and response agencies can provide consistent, targeted and timely message to high risk groups in our communities.

As an addendum to the contract, consistent progress by all parties involved in the work plan would be required. Reporting requirements would be established and progress would be reported back to H3S and to the BCC through the EMS Council. Work plan implementation and outcomes would be used to determine recommendations to the BCC no later than three and a-half-years into the five year extension. This would allow the BCC time to determine next steps regarding the ambulance services contract.

H3S staff will need time to assemble the contract extension and addendum. This work will require the participation of County Counsel, Contracting and Procurement and EMS stakeholders. This work can be completed by mid-January for submission to the BCC for approval with amendment allowing for subsequent five year extension.

FINANCIAL IMPLICATIONS (current year and ongoing):

Is this item in your current budget? YES NO

What is the cost? Approximately \$6 million annually

What is the funding source? Franchise Fee

STRATEGIC PLAN ALIGNMENT:

- How does this item align with your Department's Strategic Business Plan goals?
 - Monthly contract compliance for emergency medical services is a key performance measure incorporated into the County's annual budgeting process.
- How does this item align with the County's Performance Clackamas goals?
 - Ensure safe, healthy & secure communities.

LEGAL/POLICY REQUIREMENTS:

This extension requires the current contractor (AMR Northwest) to submit documentation to the H3S Public Health Division expressing interest to remain the contractor, which has been submitted. It would require County Counsel review prior to approval by the Board of County Commissioners.

PUBLIC/GOVERNMENTAL PARTICIPATION:

N/A

OPTIONS:

1. Instruct staff to proceed with contract amendment and addendum creation for submission to the BCC in January. Depending on timing the BCC may entertain and approve the five year extension.
2. Reject option one and direct staff to take other steps.

RECOMMENDATION:

Public Health Division staff recommend that the Board of County Commissioners approve option one above based upon the following justifications:

1. The Public Health Division monitors AMR Northwest’s contract compliance monthly and has found it to be in substantial compliance, which includes response time provisions, and other stipulations related to the quality of medical care provided to residents.
2. Combining possible extensions simplifies the contracting process and allows EMS partners to engage in and implement the agreed upon work plan.
3. While the Board of County Commissioners may at any time choose to open this contract for bid, the Public Health Division staff does not have reason to recommend doing so, due to the high level of service and collaboration across agencies that currently occurs.

ATTACHMENTS:

None

SUBMITTED BY:

Division Director/Head Approval _____
 Department Director/Head Approval _____
 County Administrator Approval _____

For information on this issue or copies of attachments, please contact: Richard Swift @ 503-650-5694
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