



Emergency Medical Services

Welcome!

# Emergency Medical Services

## Welcome!

- Introductions
- Purpose of Meeting
- Overview: EMS in Maine and the Mid-coast
- EMS Review Process
- Recommendation
- Next Steps
- Q&A

# Why We Are Discussing EMS

- Camden First Aid Association (CFAA) has served our community since 1936
- Grateful for their service
- Confident in the quality of the care they deliver
- They've always been there when the call came
- EMS in the Mid-coast and elsewhere is changing
- Our expectations for EMS services vs what is possible and affordable
- Earlier this year, CFAA requested a substantial increase

# Camden First Aid Association

**FY 2013**

***Requested FY 2014***

**Cost:        \$57,000**

**Cost:        \$407,000**

Camden        \$20,000

Camden        \$174,000

Hope            \$ 2,000

Hope            \$ 27,000

Lincolnvile \$10,000

Lincolnvile \$ 77,000

Rockport      \$24,000

Rockport      \$129,000

*An increase of \$350,000*

# Financial Realities

- *If not for the large funding increase from CFAA, it's unlikely that Towns would be discussing EMS*
- Budgetary pressures on the Towns: the economy, the State
- Elected Officials have a responsibility to taxpayers
- Funding level triggered Charter and purchasing policy requirements to seek competitive proposals

# CFAA and Towns

- CFAA contacted Towns last fall regarding financial pressures
- Managers and Administrators met with CFAA staff and Board to understand the issues facing CFAA
- **Goal:** develop cost-effective solutions to allow CFAA to continue to serve the 4 communities
- CFAA met with the Select Boards of the 4 Towns in February to explain financial issues and funding request

# Request for EMS Proposals

- To comply with Charter and purchasing policies, perform due diligence, and meet fiduciary duties
- 4-Towns worked together to draft and issue a Request for Proposals
- **Purpose:** Seek proposals from EMS providers interested in contracting with the 4 Towns to serve as the 9-1-1 First Responders and deliver emergency medical services to the four towns
- RFP: Issued March 23; Due April 23, 2013

# EMS Review Team

**Purpose:** To become knowledgeable about EMS, review the proposals, conduct interviews, and make recommendations to the 4 Select Boards regarding contracting with an EMS provider

## **Camden**

Martin Cates, Select Board  
John French, Jr., Select Board  
Pat Finnigan, Town Manager

## **Hope**

Eric Campbell, Select Board  
Bill Pearse Jr., Budget Committee Member  
Jonathan Duke, Town Administrator

**Independent Advisor:** Rick Petrie,  
Executive Director of Atlantic Partners  
EMS

## **Lincolnvile**

Jason Trundy, Selectman  
Jim Sinclair, Citizen  
David Kinney, Town Administrator

## **Rockport**

Ken McKinley, Select Board  
Geoff Parker, Select Board  
Roger Moody, Interim Town Manager

# EMS Overview

**Rick Petrie**, Executive Director Atlantic Partners EMS

- State and Regional Oversight
- EMS in the Mid-coast and Maine
- Service Levels: Basic EMT, Advanced EMT, Paramedic
- Challenges of Rural Maine (call volume, distance)
- Who Pays the Bills (payer mix, diversified services)
- Outlook

# EMS Team

## Process:

- Mission
- Educated ourselves
- 4 proposals were submitted:
  - Camden First Aid
  - Delta Ambulance
  - North East Mobile Health Systems
  - Sterling (proposed service to Hope only)

# Review Criteria

The minimum requirements (based on current service by CFAA)

## 1. Scope of Service

Coverage: 24 hours a day 7 days a week

Service Quality

Service Level: Basic, Advanced , Paramedic

Number of staff assigned to this area

Vehicles and equipment

Response times

Quality Assurance protocols

## 2. Experience

Successful record of serving municipalities of similar size and density

Clinical experience

Patient satisfaction

# Review Criteria

## 3. Qualifications

Qualifications of the organization's management staff

Qualifications of the First Responders/EMT's

A record of delivering high quality, efficient, and timely emergency medical and transport services

## 4. Cost

Cost is a factor in the selection process, but not the sole or primary criteria

Are the costs clearly explained

Does the quoted cost cover all proposed services

# Review Criteria

- The proposals met the minimum requirements
- The EMS Team decided to interview 3 of the organizations
- The Hope EMS Team members interviewed Sterling Ambulance

# Interviews

The EMS Review Team met with the providers on May 16

Sample questions:

- *Why did you submit a proposal to provide EMS services in our 4-towns?*
- *How does our community fit into your organization's long term vision?*
- *How did you develop your cost? What opportunities do you have to lower the cost?*
- *How would you establish relationships with other local ambulance services and public safety departments?*
- *Describe training resources utilized by your organization and your general Quality Improvement process.*
- *How would you propose our four towns maintain influence and control over the contract term?*
- *How would you handle the transition with respect to starting a service?*



# Results

# Results

<b>Camden First Aid</b>		<b>Delta Ambulance</b>		<b>North East Mobile</b>		<b>Sterling</b>	
<b>Scope of Service</b>	High	<b>Scope of Service</b>	High	<b>Scope of Service</b>	High	<b>Scope of Service</b>	Good
<b>Experience</b>	High	<b>Experience</b>	High	<b>Experience</b>	High	<b>Experience</b>	Good
EMS	High	EMS	High	EMS	High	EMS	Good
Local	High	Local	Low	Local	Good	Local	High
<b>Operations</b>		<b>Operations</b>		<b>Operations</b>		<b>Operations</b>	
First Responders	High	First Responders	High	First Responders	High	First Responders	Good
Business Managmnt	Low	Business Managmnt	High	Business Managmnt	High	Business Managmnt	Low
<b>Business Model</b>	Low	<b>Business Model:</b>	High	<b>Business Model</b>	High	<b>Business Model</b>	Low
<b>Cost:</b>	<b>\$407,000</b>	<b>Cost:</b>	<b>\$552,640</b>	<b>Cost:</b>	<b>\$28,000</b>	<b>Cost:</b>	<b>\$6,500</b>
Camden	\$174,000	Camden	\$231,396	Camden	\$10,000		
Hope*	\$ 27,000	Hope	\$ 62,832	Hope*	\$ 1,000		
Lincolnville	\$ 77,000	Lincolnville	\$103,400	Lincolnville	\$ 5,000		
Rockport	\$129,000	Rockport	\$155,012	Rockport	\$12,000		

\* Service to Hope Corner  
half of Hope only

# Team Recommendation

The Team is making a recommendation based on:

- Proposals submitted, interviews, references
- Minimum requirements needed to operate a solvent EMS program (call volume, payer mix, sustainable business model)
- Fiscal responsibility to taxpayers
- Financial capacity of the provider
- Long-term stability for the community

# Team Recommendation

The EMS Review Team finds that *all 3 of the EMS providers* rated:

- ✓ **HIGH for Quality Services**
- ✓ **HIGH for Qualifications of First Responders/EMTs**
- ✓ **High for EMS Experience**

## *Team Recommendation:*

The EMS Review Team finds that

- **North East Mobile Health Services' and Delta's Management Structure *EXCEEDS* CFAA**
- **North East Mobile Health Services' and Delta's Business Model *EXCEEDS* CFAA**
- **North East Mobile Health Services' Cost is LOWEST and provides high quality services with 24/7 paramedic coverage**
- **North East Mobile Health Services' business model is based on a record of financial sustainability without relying on municipal tax dollars subsidy**

# Team Recommendation

- Contract with **North East Mobile Health Services** to provide EMS First Responder services to the Towns of Camden, Hope, Lincolnville and Rockport

# North East Mobile Health Services

- High quality EMS services

9-1-1 Service at the paramedic level 24 hours a day  
7 days a week

- 24/7 Paramedic-level ambulance
- 12/7 Paramedic-level ambulance (daytime)
- 12/7 Paramedic-level ambulance on-call (nighttime)
- 24/7 Transfer-focused paramedic-level ambulance available as backup

# North East Mobile Health Services

- Well-managed organization
- Broad expertise in EMS service delivery in rural areas
- Local presence; understanding of the mid-coast
- Highly qualified EMTs
- Service Chief is former Director of Maine EMS
- Response Times
- Ambulances are based here
- Safe, fuel-efficient fleet
- Advanced dispatching system
- Largest paramedic service in Maine
- Extensive training and education program
- Efficient use of personnel
- Leaders in innovation in mobile medical health field
- Active in policy development at Federal/State level

# Next Steps

- Each Town will hold a Select Board Meeting to hear from citizens
  - What are citizens expectations for emergency medical services
  - How much are citizens willing to pay for emergency medical services

## Meetings:

Camden: June 4

Hope: June 11

Lincolnton: June 3

Rockport: June 3

# Next Steps

## Town Meeting

- Voters will be asked to approve a funding amount for emergency medical services
- Voters will not be voting on a specific EMS provider
- ❖ *After the Town Meetings, based on the amount of approved funding, the Towns will work together to negotiate a contract with appropriate terms and conditions*



# Q & A

# Questions

- Select Board Members and Selectmen
- Public

# What's Next

- **Citizen input**

The Elected Officials want to hear from you!

## **Select Board meetings**

Camden: June 4

Hope: June 11

Lincolnton: June 3

Rockport: June 3

## **Town Meetings**

Camden: June 12

Hope: June 17

Lincolnton: June 15

Rockport: June 12



# What's Next

## **Contract Negotiations**

After the Town Meetings, when funding is approved, the Towns will work together to negotiate a contract with appropriate terms and conditions.

# Conclusion

- Get involved!
- Become educated consumers!



Thank you



Thank you