



## CITY COUNCIL AGENDA ITEM

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Date: May 30, 2012

To: Mike W. Culpepper, Interim City Manager *MC*

From: Gary Mayer, Chief of Police *GM*  
William S. Nelson, Fire Chief *WSN*

Subject: Emergency Medical Service 2011 Annual Report

### Background

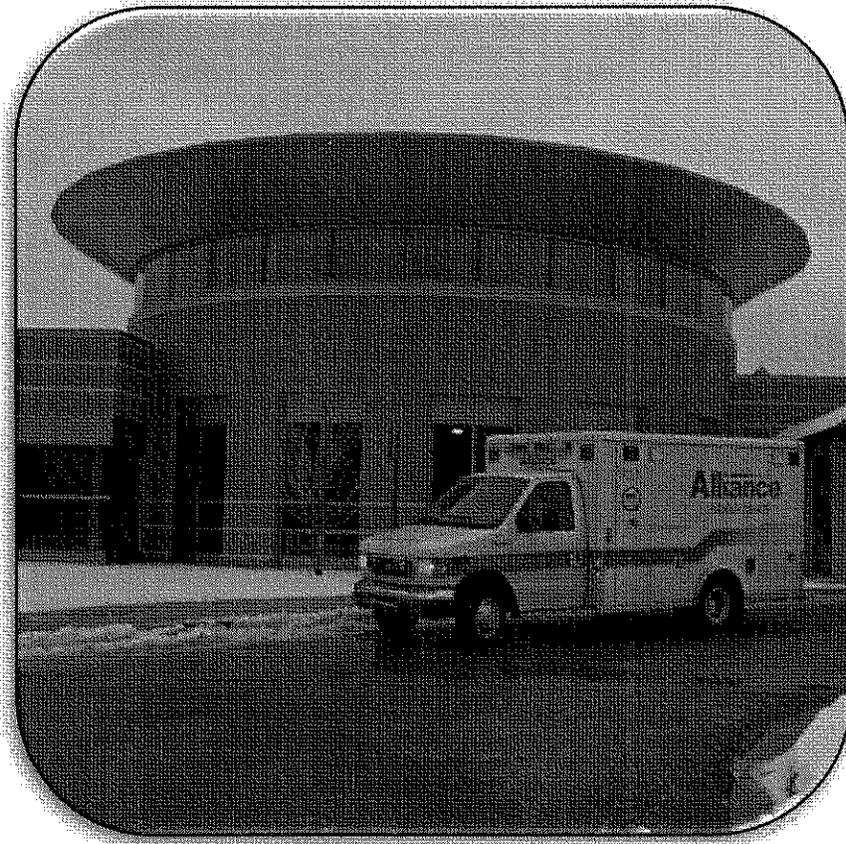
For the past 25 years, Troy has utilized an innovative service model for the provision of emergency medical services to the community. This model utilizes a private EMS provider which is operationally integrated with the police and fire departments. The EMS system is performance driven and provides a high level of service at the lowest possible cost.

Attached is the 2011 annual report from Alliance Mobile Health, the provider of this service for the past 8 years. Alliance Mobile Health has consistently met or exceeded the performance requirements of the contract since they were awarded the contract in September 2003.

# **Emergency Medical Services**

## **City of Troy**

### **2011 Annual Report**



**Alliance Mobile Health  
2045 Austin Dr  
Troy MI, 48083**

## How the EMS system works in the City of Troy

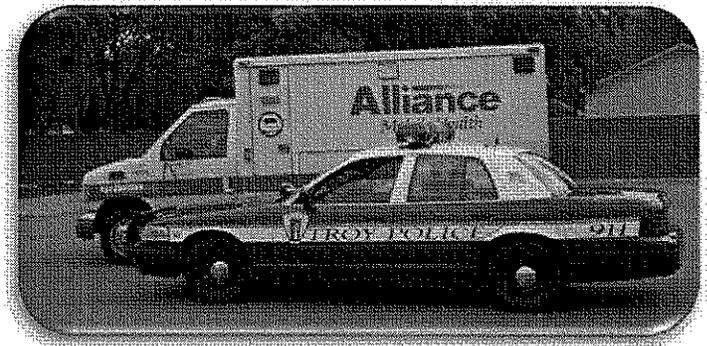
The Emergency Medical Service (EMS) system in the City of Troy is provided by a private ambulance provider selected by the City of Troy through a request for proposal (RFP). Alliance Mobile Health, a not for profit community based ambulance service, has provided the EMS in the City of Troy since October 2003. The contract requires both a first responder service as well as ambulance service.



The first response units are staffed with one paramedic and are known as paramedic first responders, or PFRs. PFR coverage is 24/7. Monday through Friday there are three PFR units deployed during the day and two units deployed at night. On weekends, there are two PFR units deployed day and night. PFR units are dedicated to the city at all times and must respond to all emergency medical calls in 5 minutes 00 seconds with 90% reliability. This component of the total services provided by Alliance Mobile Health is paid for by the City of Troy.

The ambulance service provided is required by contract to be advanced life support. This means that the ambulance is staffed with two paramedics capable of providing ECG monitoring, IV therapy, advanced airway interventions, and can administer medications. While these units are not dedicated to the City of Troy, a response time of 8 minutes 00 seconds is required for all emergency calls with 90% reliability. This service is not subsidized by the City of Troy. This service is paid for by the patients that utilize the services. In most cases, the services are covered by insurance companies.

When a citizen calls 911 for a medical emergency, the call is answered by the City of Troy's communication center. Once the information about the call is obtained by Troy, the call is transferred to Alliance Mobile Health's communication center to provide pre-arrival instruction to the caller. This assists the caller in rendering immediate aid to the patient before the first responder unit arrives. This pre-arrival care can range from controlling bleeding to cardiopulmonary resuscitation (CPR). At the same time instructions are given to the caller, both the first responder unit and an ambulance are dispatched to the address by Alliance Mobile Health's communication center. The dispatcher stays on the line with the caller until the first responder unit arrives at the address.



When Alliance Mobile Health's communication center receives a transferred call from the City of Troy, the call taker asks the caller a series of questions to determine the appropriate response to the ambulance request. Using a nationally recognized



algorithm, the call taker is able to determine whether the patient requires an emergency response with the use of emergency lights and sirens, known as a “priority 1” response, or an immediate response *without* the use of lights and sirens, known as a “priority 3” response. This differentiation is important because it reduces unnecessary emergency responses to stable patients and ensures emergency response to the patients that need it.

The Troy Police and Fire Departments and Alliance Mobile Health have regular communication about the EMS performance. Alliance Mobile Health provides monthly reports and an annual report on the ambulance and PFR response performance.

### Incident volume and response time analysis – 2011

In 2011, Alliance Mobile Health responded to a total of 6,083 ambulance requests in the City of Troy. Of those, 3,474 were emergent, with the use of lights and sirens. This averages about ten emergency calls per day. The other 2,609 calls were non emergency, an immediate response without the use of emergency lights and sirens. Alliance Mobile Health transported 4,189 patients in 2011 which is 69% of the total calls to which units responded. A comparison in volume, on-time percentage, and average response times is shown below.

#### Two year comparison of EMS performance

	Ambulance			First response unit		
	2010	2011	% Change	2010	2011	% Change
Total emergency calls	2852 *	2783 *	-2.42%	2439 *	2557 *	4.84%
Calls within response time standard	2583 *	2588 *	0.19%	2200 *	2297 *	4.41%
Percentage within time standard	90.57%	92.99%	2.68%	90.20%	89.83%	-0.41%
50th percentile response time	0:06:07	0:06:06	-0.27%	0:04:04	0:04:02	-0.82%
Total Responses	5,847	6,083	4.04%	5,328	5,785	8.58%

\*Not including exceptions for weather, construction or dangerous scenes

### Patient Satisfaction Surveys

Alliance Mobile Health mails out patient satisfaction surveys in an ongoing commitment to patient satisfaction. This process asks the patient to rate different aspects of their experience from helpfulness of the call taker at the communication center to the professionalism of the ambulance crew to the cleanliness of the ambulance. The surveys help identify areas that Alliance can improve. It also provides the patient or family member an opportunity to voice concerns or praise the crew for service above and beyond the patient’s expectations. A summary of the survey results are provided to the City of Troy on a quarterly basis.

In 2011, the average score overall was a 3.71 on one to four scale, with four being excellent. The highest scores in 2011 were in the categories of medical dispatcher being courteous and the paramedics treating the patients in a kind and courteous manner. The survey results for 2011 and the last three quarters of 2010 are listed below.

*Two year comparison on patient satisfaction surveys by quarter*

	2nd/3rd/4th 2010	1st/2nd 2011	3rd/4th 2011
How would you rate the services provided	3.74	3.80	3.75
Was the medical dispatcher courteous, helpful	3.83	3.86	3.68
Did the ambulance arrive in a timely manner	3.90	3.82	3.68
Rate the paramedic's explanation of procedures	3.72	3.75	3.62
Did paramedics treat you in a kind/courteous manner	3.74	3.84	3.74
Condition of ambulance clean/presentable	3.63	3.80	3.61
Billing office helpful in answering your questions	3.63	3.88	3.20

Based on a 0 - 4 scale, where 4 is excellent

**Alliance Mobile Health accreditation**

Alliance Mobile Health has been accredited through the Commission of Accreditation for Ambulance Services (CAAS) since 2003. This accreditation means that Alliance meets the high standards set by this independent accrediting agency. The comprehensive standards comprise every aspect of the ambulance service from patient care to hiring practices. Alliance Mobile Health was the first ambulance service in Oakland County to be accredited.



**Special programs/Community involvement**

- Tactical EMS team (TEMS) – These AMH paramedics train and respond alongside the Troy tactical support team. TEMS responds to high risk situations with the Troy tactical support team to provide emergency medical attention to any officers during tactical operations.
- Paramedic bike team – AMH paramedics that provide advanced life support for special events to maneuver quickly in large crowds in order to assess and treat patients during large events. The bike team is comprised of two paramedics riding bikes which are equipped with the same capabilities as an ambulance.
- CPR, blood borne pathogens, AED, and first aid training to Troy Police and Fire Depts.



- Firefighter rehabilitation – This is conducted during significant or long term fire incidents. Paramedics provide medical monitoring, including blood pressure, oxygen saturation levels, and ECG, to all firefighters that are involved in active firefighting in accordance with NFPA standard 1584.
- Carbon monoxide (CO) monitoring – PFR units respond to CO alarm calls to perform a preliminary check for CO.
- Translation services – Alliance employs a telephonic interpretation service available to all paramedics to better assess and communicate with patients and family members who do not speak English and have no interpreter available.
- Social worker program – For citizens that have underlying problems that place them in need of emergency medical care, the program puts the patient or family in touch with a social worker who can connect them with available resources to help the patient or family. An example of this would be a citizen who cannot afford to buy necessary medications.
- Evidentiary blood draws – Paramedics perform evidentiary blood draws under physician direction in the Troy lock up facility for individuals suspected of being under the influence of drugs / alcohol. This service saves the police department from escorting the patient to the hospital for the service.
- Nursing home evacuation training - Alliance Mobile Health and the Troy Fire Department conducted joint training on how to remove elderly patients out of nursing facilities during a fire.
- Troy People Concerned annual back pack event – Alliance hosts this annual event at their main station at 2045 Austin Dr. Alliance has several employees that participate in the event and the organization donates to the event as well. Alliance also donates office space for Troy People Concerned at their main building.
- Laurie Thiel, executive director for Alliance, is an active Kiwanis member. Alliance's involvement in Kiwanis includes financial support as well as volunteer support in the community
- Alliance has been a business sponsor for the Troy Community Coalition Prayer Breakfast
- Alliance is a business sponsor for Martin Luther King Day

