

EMS Service Delivery Model

APRIL 26, 2017





Background

Austin Emergency Medical Services was created as a third service by Council action in 1976, 40 years of service to the community.

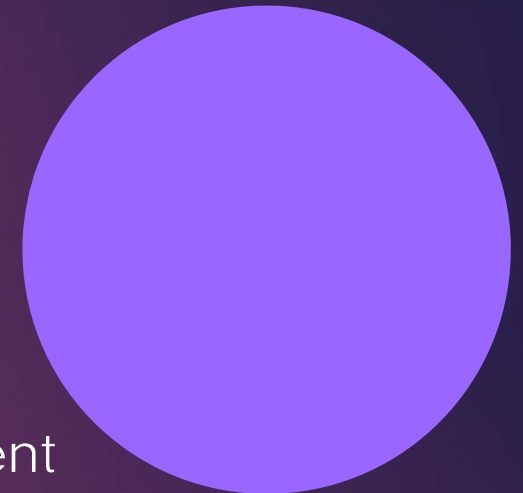
- ▶ Singular mission of Healthcare and a Practice of Medicine
- ▶ Inter-Local to provide transport service within Travis County in 2000 which then created the System of Austin – Travis County EMS
- ▶ Citizens voted and approved Civil Service in 2012 for medics
- ▶ Accredited through Commission on Accreditation of Ambulances Services (CAAS) in 2013 and 2016
- ▶ The communications center has been Accredited Center of Excellence (ACE) since 2000 from the National Academy of Emergency Dispatch

Different models



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- ▶ Third Service – Separate EMS department
- ▶ High Performance model
- ▶ Public Utility model
- ▶ Hospital Based model
- ▶ Fire Based EMS – Combined Fire/EMS department
- ▶ Outsourced EMS provider



Changes must consider...



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- ▶ What are we trying to solve? (e.g., operational efficiency, fiscal impact, etc.)
- ▶ Labor issues, including
 - ▶ Contracts
 - ▶ Pensions
 - ▶ Wage equity
 - ▶ Cultural differences
- ▶ Evaluation of healthcare delivery to the public

Should Council desire to explore further, consider providing funding to engage an independent consultant

In the meantime...



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- ▶ Continue Improvement Process effort to ensure right resource to the right patient in the right time
 - ▶ Alternative Transport Unit (ATU) pilot
 - ▶ Actively Developing New Revenue streams with payer groups
 - ▶ In May 2017, EMS launching another phase of modifications that will reduce Ambulance responses
 - ▶ Evaluate areas of duplication in AFD/EMS services, and work together to enhance areas of opportunity
- ▶ Future improvement cycles
 - ▶ Continue to modify which resources are sent to what calls as a system
 - ▶ Single Medic Response Units
 - ▶ Mobile Integrated Healthcare
 - ▶ Telemedicine