

City of Great Falls Emergency Medical Service (EMS) Transport Contract

PRESENTING FUTURE OF EMS IN OUR COMMUNITY

CHIEF STEVE HESTER

ASSISTANT CHIEF JEREMY JONES



The City's Emergency Medical Service System

- ▶ City Ordinance Chapter 5, Section 8 (hand-out)
 - ▶ Defines the roles and responsibilities for the City of Great Falls and Ambulance Transport Service Providers
 - ▶ The City has full responsibility to ensure the EMS system (specifically 911 emergencies) offers safe, reliable and competent EMS Services.
 - ▶ EMS is considered a critical emergency service and is no different than other 911 emergency services like Police and Fire, which the City has provided since its creation.
- ▶ City of Great Falls was one of the first Cities in Montana to see the importance in Advanced Life Support EMS.
- ▶ The other Class I and Class II Montana Cities also respond to and provide EMS. Billings, Missoula, Helena, Kalispell, and Bozeman either have or are working to provide full time ALS services by their Fire Departments.



The EMS Contract

- ▶ 2006 the first performance contract was created for 911 ambulance transport services
- ▶ 2008 the performance contract was approved by the Commission
 - ▶ Worked with the Community, County, and Great Falls Emergency Services (GFES) to develop a comprehensive EMS system that established standards and performance measures to ensure the highest level of medical service for the citizens of Great Falls
 - ▶ 2013 – contract was reviewed, edited, and awarded to GFES
- ▶ May 2019 – the EMS Transport contract with GFES is up for revision both parties have agreed to open the contract



Future of Great Falls EMS

- ▶ GFFR has recommended contract changes
 - ▶ Future of EMS considerations to meet service demand
 - ▶ Performance improvements directed more toward outcome
 - ▶ City oversight and management
 - ▶ Improvements in right resourcing incidents and greater reliance on Emergency Medical Dispatch
- ▶ The community demographic has changed
 - ▶ Examples – Park Manor and the Rainbow Assisted Living downtown
 - ▶ Hospitals and the City Medical Corridor
 - ▶ Aging population, City of Great Falls has an older population than other Class I cities in Montana.



GFFR-EMS Staffing model

- ▶ ALS Engine Companies (4)
- ▶ Rescue 1 (GFFR Ambulance) cross staffed with Engine 4
- ▶ Rescue provides surge capacity transport during times when the contracted transport provider has no ambulances available
- ▶ Recent MOU with GFES for GFFR to provide paramedic coverage due to GFES staffing shortages



911 EMS Calls for service in The City of Great Falls

2012

4297

2015

5009

2017

5624



GFES Staffing for 911 calls, county calls, inter-facility transfers and private calls.

Ambulance 1

24 hours/7 days a week

Ambulance 2

24 hours/7 days a week

Ambulance 3

Sunday-Thursday

on call 0700-0800

on duty 0800-2200

on call 2200-0700

Friday-Saturday

on call 0700-0800

on duty 0800-0000

on call 0000-0700



Using the following proposed unit hour matrix, the number of 24/7 ambulances to handle CoGF 911 only calls is as follows:

-Unit hour analysis referenced from Aurora Fire Rescue-

a. A minimum staffing pattern of (3) 24 hour dedicated ambulances will be provided based on 5300 EMS calls for service. Additional dedicated ambulances will be provided based upon the following annual transport volume:

Transports: Unit hours to be added per 24 hour day in addition to minimum 72 (3 ambulances x 24 hours)

> 7000 EMS calls for service	96 unit hours/day
> 8300 EMS calls for service	120 unit hours/day
> 10,000 EMS calls for service	144 unit hours/day
> 11,700 EMS calls for service	168 unit hours/day

b. A minimum of 2 ALS ambulances will be fully staffed 24/7 with ambulances in addition to this requirement being staffed at a BLS level. Ambulance staffing above 96 unit hours/day will be 1 to 1. For every ALS, a BLS ambulance can be placed into service.



Partners in community requesting that GFFR provide transport service

- ▶ Great Falls Clinic ED
- ▶ Benefis Mercy Flight
- ▶ Malmstrom AFB
- ▶ Due to our already limited staffing, we are unable to fulfill these requests and maintain 911 service uninterrupted



As noted, GFFR has proposed changes to the Performance Contract to ensure a healthy pre--hospital EMS system in the City of Great Falls and our community.

TO ASSURE CHANGES ARE ACCEPTABLE BY VENDORS, WE RECOMMEND PUTTING THE PERFORMANCE CONTRACT OUT FOR BID

