

EMS Consortium of Kent County  
Compliance Subcommittee  
February 11, 2020

Background:

The EMS Consortium of Kent County, in conjunction with KCEMS and the three Kent County ambulance providers (AMR, Life EMS and Rockford Ambulance), developed a system of quarterly reporting by the ambulance providers tied to the requirements of the 2016 AGREEMENT FOR THE DESIGNATION OF PRIMARY EMERGENCY GROUND AMBULANCE SERVICE AREAS AMONG EMS PROVIDERS. Ambulance providers submitted quarterly agency level reports in this format to KCEMS which aggregated the data and provided a single quarterly report of all ambulance providers serving the Consortium municipalities.

After a period of trial and adjustment, the reporting mechanism settled into the current format approximately the first quarter of 2019. Aggregate quarterly reports for 2019 reviewed by the Consortium in May, August and November showed a persistent aggregate non-compliance for Urban area Priority 1 responses. At the November Consortium Board meeting a motion was made to establish a Compliance Subcommittee directed to review records of individual ambulance providers in site visits in order to determine agency compliance.

Subcommittee conducted the site visits/record review in January, 2020 with visits to Life EMS and Rockford Ambulance on January 16 and AMR on January 23. All ambulance agencies were forthcoming with all information and records requested and fully answered all questions asked.

Results:

1. Life EMS and Rockford Ambulance were found to currently be fully compliant with the requirements of Sec. 10 of the agreement (Response Time Intervals).
2. AMR was determined to be non-compliant with Sec. 10(A) requirements that response time in the **Urban Priority 1** zone be in compliance  $\leq 90\%$ . Per Sec. 11(B)5, "failure of the EMS Provider to comply with any particular response time interval performance requirement for the Consortium Service Area in the aggregate for two consecutive months, or for any four months in a 12 month period" constitutes a MAJOR BREACH OF AGREEMENT.
3. AMR shared with the committee a multi-faceted plan, already initiated, to achieve compliance within a 6-month period as well as preliminary data showing positive progress in increasing its EMS capability within the Consortium area and reducing UP1 response times.

Subcommittee Recommendation:

1. Formally notify AMR of a major breach of agreement under Sec. 11(B)5 of the agreement with regard to 2019 Urban Priority 1 response time intervals.
2. Hold contractual fines/penalties under Sec. 10(A) in ABEYANCE for a 6-month period pending results of a formal compliance/improvement plan for AMR. The levying of fines being deemed counterproductive to AMR achieving prompt compliance.

3. Establish a formal improvement plan for AMR including mandatory monthly reporting to the Consortium starting with January 2020 data. Improvement plan monthly reporting to include, at a minimum:
  - Urban Priority 1 response time compliance data
  - # of calls turned over to other agencies
  - number of new hires for the month
  - total staffing, by certification
  - daily agency staffing levels compared to daily expected/planned staffing levels or # of times in a month daily staffing fell below daily planned staffing levels
4. Consortium to re-review after 6 months of AMR reporting (data through end of June 2020) and, at that time, either declare compliance and waive fines or determine insufficient progress and take additional steps with regard to the breach.