

Corrections/Clarifications to Tri-State Ambulance Draft Report .

From the Manitowoc Fire Department

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Summary of Major Findings:

System Consolidation to improve service delivery-

In 2002 there were 2 ambulance services in Manitowoc County (Hospital owned and operated and the Fire Department). Both were financially responsible and provided good patient care. Prior to these two services there were many different configurations that only lasted for short terms. A meeting was convened with the system medical director for both services, and the fire department EMS director to discuss options regarding the optimum way to deliver pre-hospital care to the citizens of Manitowoc County. It was decided that one service could deliver the care better than the way it was currently being delivered.

Three options were considered:

Hospital based service

Fire Department based service

Third party service

After reviewing the different options over about a 30-day period it was decided that the system would be improved if it were run through the fire department.

The purpose of the consolidation was to promote the best possible patient care as professionally, expeditiously, and as cost-effectively as possible with the resources at hand.

Experienced Paramedics-

In our case the fire department had experienced paramedics who were either trained and/or had worked with the hospital based paramedics. The hospital-based providers brought something most private or hospital-based providers do not normally have, and that was experience. Most of the providers from the hospital had worked in the area for 10 plus years. In the consolidation the Fire Department hired seven of the paramedics from the hospital-based service (in addition to two additional firefighter/paramedics).

Clinical / Operation Performance-

During the early conception of the new system it was noted by the now new system medical director, that IV starts were not done on all patients that truly needed an IV and the success rate was below his standard, so he issued a directive to start an IV on all patients that were transported. Patients who refused were exempt, and if a Paramedic felt an IV was not necessary, his/her decision needed to be cleared by medical control. Since the inception of this directive, our IV successes for first attempts are 91% and for patients who required an IV upon arrival at the hospital, it is at 97%.

During our QA process we collect monthly data in certain areas of clinical performance. We were unable at the time of the meeting to give annual data to the committee. One area that we do not monitor is fracture response times. The medical director and service director feel this monitoring may cause medics to drive too fast and unsafe to meet criteria. What is monitored, is turn out time. The medics are expected to be out the door in 45 seconds from the time the dispatcher gives the address.

Fiscal Performance-

According to our City Financial Director the numbers he presented to the group were as follows: EMS expenses \$ 955,577 (this includes all the expenses (the salaries, benefits, etc.) of all nine personnel hired) Vs. EMS Revenue \$ 1,121,633. **This leaves a surplus of \$166,056.**

Attached is a copy of our rates, so the percentage quoted in the report may be verified.

The City of Manitowoc staffs 4 squads daily and most of the time we have qualified personnel to staff a 5th squad. We do out of town transports. During the time a squad is out of town, one of the other 4 squads "covers" their territory. We do have a mutual aid agreement with the City of Two Rivers. They were asked to stand by for us 14 times at the City limits and 3 times at our Station. The City of Two Rivers did do one transport during a standby in 2006.

Page 3 Why is the MFD doing transports? Explained in System Consolidation statement. The MFD never received a \$ 250,000 subsidy. Unsure as to where that data came from.

Page 3 Financial performance. I am puzzled as to where the numbers stated in the report were acquired. The correct numbers are as stated in the Fiscal Performance section above.

Page 3 What is your overall recommendation regarding FD EMS transports. It is important for City government to be as fiscally responsible to their citizens. Fire departments can charge for service, have a good EMS service, and be fiscally responsible.

Conclusion- We noted several errors in the presentation and felt it was necessary, and in the best interests of all parties involved, to clear up any and all confusion.