Williamson County Sun 1974

Cities request Williamson County to undertake the EMS services and on January 1, 1975 the commissioner’s court approved the contract and WCEMS was formed.

“When the funeral homes give up the ambulance business who takes over?” It appears that now many funeral homes which have operated ambulance services for rural areas and small towns, have decided it is no longer profitable for them.

Georgetown Mayor Joe Crawford said that the county ambulance system is “The greatest thing that could happen for us.”

Sun City discussion from early 1990s
Overview

- Georgetown Fire Concerns
- Williamson County Concerns
- A Vision for an Integrated System
- Q&A

“The highest of distinctions is service to others”
Georgetown Fire Concerns

- Response Times
- Fire Fighters Engagement in Medical Response
- Fire Fighter Safety/Boots on the Ground
Georgetown Fire Concerns & Recommendations

- **Response Times**
  - Need to meet accepted NFPA standards
  - Recommend
    - Two additional GFD ambulances
    - Move to single, county-wide PSAP
    - Single county-wide Fire/EMS dispatch
    - Increase automation of dispatch
Jan. 1 to Dec. 31, 2013
Avg. Calls per day: 2.55
Georgetown EMS Calls for Service
Jan. 1 to Dec. 31, 2013

Avg. calls per day: 12.69
Avg. response time: 5:15 min
City of Georgetown EMS Calls for Service
Jan. 1 to Dec. 31, 2013

Total calls: 4,381
Avg. calls per day: 12.69
Avg. response time: 5:15 min
Georgetown Fire Concerns & Recommendations

- Firefighters Not Engaged in Medical Response

- Recommend
  * Add two new ambulances
  * Hire new paramedics
  * Hire a medical director
  * Build a separate credentialing process
Firefighter Safety/Boots on the Ground

* Need to enhance numbers of available personnel
* Recommend
  * Hiring additional paramedics in dual capacity role
  * Use medical transports to offset cost of additional personnel
Williamson County Concerns

- Fragmentation of existing system
- Increased cost to taxpayers
- Technological limitations
Williamson County Concerns

- Fragmentation of existing system
  - Currently have one County-wide EMS system
  - Proposal will create an additional system within our system
    - Non-emergency transfers
    - Separate hiring & credentialing process
    - Separate medical director, protocols and oversight
Williamson County Concerns

- Increased costs to tax payers

<table>
<thead>
<tr>
<th>2013 Fixed Cost per Ambulance</th>
<th>Georgetown Ambulances</th>
<th>Cost for Georgetown Ambulances</th>
</tr>
</thead>
<tbody>
<tr>
<td>$822,000</td>
<td>3</td>
<td>$2,466,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hourly Cost to Provide Standby Coverage for the City of Georgetown</th>
<th>Hours of Standby Coverage in Georgetown</th>
<th>Total Cost to Provide Standby Coverage in the City of Georgetown</th>
</tr>
</thead>
<tbody>
<tr>
<td>$93</td>
<td>1,948 hours</td>
<td>$181,164</td>
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</table>

<table>
<thead>
<tr>
<th>Cost to Provide 911 Service to the City of Georgetown</th>
<th>Revenue</th>
<th>Loss for 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2,647,164</td>
<td>$1,783,599</td>
<td>$863,565</td>
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</table>
## Williamson County Concerns

- **Increased costs to tax payers**

<table>
<thead>
<tr>
<th></th>
<th>City of Georgetown</th>
<th>Estimated Revenue</th>
<th>Estimated Loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proposed cost (2 Ambulances)</td>
<td>$1,400,000</td>
<td>$1,000,000</td>
<td>$400,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Williamson County</th>
<th>Estimated Revenue</th>
<th>Estimated Loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost to Provide Service (2 Ambulances)</td>
<td>$1,644,000</td>
<td>$830,740</td>
<td>$813,260</td>
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</table>

**Projected Loss:** $1,213,260.00
## Williamson County Concerns

### 2013 City of Georgetown Average Revenue

<table>
<thead>
<tr>
<th>Amount Billed</th>
<th>Amount Received</th>
<th>Calls for Service</th>
<th>Average Revenue per Call</th>
<th>Number of patients</th>
<th>Average Revenue per Patient</th>
</tr>
</thead>
<tbody>
<tr>
<td>$4,340,289</td>
<td>$1,752,599</td>
<td>4,381</td>
<td>$400</td>
<td>4,844</td>
<td>$362</td>
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</table>
Williamson County Concerns

Payer Mix: City of Georgetown

<table>
<thead>
<tr>
<th></th>
<th>Medicare</th>
<th>Medicaid</th>
<th>Commercial</th>
<th>Self Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Georgetown</td>
<td>40%</td>
<td>16%</td>
<td>27%</td>
<td>17%</td>
</tr>
</tbody>
</table>

Payer Mix: Williamson County

<table>
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<th>Medicaid</th>
<th>Commercial</th>
<th>Self Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamson County</td>
<td>35%</td>
<td>17%</td>
<td>32%</td>
<td>16%</td>
</tr>
</tbody>
</table>
Williamson County Concerns

- Technology limits operational integration
  - CAD to CAD
  - SSM
  - Dynamic Deployment
Williamson County Concerns
Williamson County Concerns

- System Status Management

http://youtu.be/loOPELNMwcc
15 other Ambulances

Georgetown Call Ratio

M31, M32, M33

System Status Mgt.

92% of calls

8% of calls
Vision for an Integrated System

- Multiple agencies working together across the entire spectrum of response to respect, care and serve our communities in an integrated fashion within a single medical control system
  * Prompt response
  * Courteous and compassionate service
  * Competent evidenced-based medical care
Steps to Achieve the Vision

- **Single PSAP**
  - Medical priority dispatching to reduce delays in the process
  - Single County-wide EMS/Fire dispatch partnership

- **Quality basic life support care with rapid response**

- **Intervention-dependent care, focused on patient outcome**
  - ASA for cardiac
  - Glucose for Diabetics
  - Epinephrine for allergic reactions
  - Albuterol for asthmatics

- **Paramedic Engine Company**
  - Advanced provider credentialing that is currently provided by existing WCEMS system.

- **Community Involvement**

Respect  Care  Serve
Selective hiring process

6-12 month credentialing process

On going training

* CQI-Driven, SOC-Based Topics
* Quarterly Mandatory Shift Track
* Quarterly Card Classes
* Medic CE

Continuous Quality Management
Questions?