



**JACKSON
COUNTY**
Oregon



2018
ANNUAL AMBULANCE SERVICE
REPORT

“Efficient and Effective Service”

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EXECUTIVE SUMMARY

Jackson County's Ambulance Service Plan requires each transporting agency to meet stringent response times, provide paramedic level of care to every emergency medical call, and adhere to extensive training and equipment requirements. With the exception noted in the paragraph below, all three ambulance agencies in Jackson County met or exceeded these requirements in 2018. Together, Rogue River Fire District, Mercy Flights, and Ashland Fire & Rescue can put 32 ambulances and 140 patient care staff into the system of emergency medical response and transport.

Ambulance providers are required to meet response times for 90% of emergency medical responses. With one exception, response times were met by all agencies for at least 90% of responses. The exception was in the Frontier Response Zone for Rogue River Fire District. They only received two calls in the Frontier Zone and were forced to stage an ambulance to wait for law enforcement during one of the responses, which resulted in meeting the response time for 50% of their Frontier calls.

There were a total of 29,803 medical runs in 2018, resulting in 20,928 transports (70% of runs resulting in transports). The remaining calls were either canceled or determined that ambulance transportation to a hospital was not required upon assessment at the scene. Combined, providers conducted about 82 runs per day and transported an average of 57 patients per day.

Historically, medical runs and transports generally increase each year. However, the countywide total of both medical runs and transports decreased from 2017 to 2018. Runs decreased by about 5% from 2017 to 2018, while transports decreased by about 4% during the same time period. While the reason for the decrease is not definitively known, ambulance providers believe it may be largely due to the excessive wildfire smoke that caused people to stay indoors for much of the summer.

Jackson County ambulance service agencies and the EMS community continue to serve the citizens of our community well.

INTRODUCTION

Oregon counties are required by Oregon Revised Statute (ORS) 682.062 to develop a plan for ambulance services. The plans serve to provide a coordinated framework and response system for ambulance services within each county. Jackson County’s Ambulance Service Plan has been adopted by County ordinance in Chapter 1075. The Plan meets the requirements of Oregon Administrative Rule (OAR) 333 Division 260 County Ambulance Service Area Plans, which delineates the obligations of county Ambulance Service Plans. As such, the Plan addresses essential components including assigned ambulance service areas, response times, coordination, medical supervision, and quality assurance, among other matters. A primary mission of Jackson County’s Plan is to ensure efficient and effective provision of ambulance services in Jackson County. It can be found online at <http://jacksoncountyor.org/>.

Jackson County has three ambulance service providers: Rogue River Fire District, Mercy Flights, and Ashland Fire & Rescue. Each provider is assigned to a specific ambulance service area (ASA) according to the County Ambulance Service Plan. By March 1 of every year, each provider is required to submit updated information to the Jackson County Health and Human Services Director. This information includes copies of current vehicle licenses, rates, a financial statement, certification of insurance, a mechanic’s inspection report, personnel certifications, and other documents deemed necessary by the Director. Jackson County Health and Human Services uses this information to create the Annual Ambulance Service Report. This report summarizes information and activities that occurred in the 2018 calendar year. A draft of this report is submitted to the Jackson County Emergency Medical Services (EMS) Committee for review and comment prior to finalizing. A copy of this report can be obtained by contacting Jackson County Environmental Public Health at (541) 774-8206.

AMBULANCE SERVICE AREAS AND PROVIDERS

Jackson County has three distinct ambulance service areas pursuant to the Jackson County Ambulance Service Plan. Mercy Flights has the largest ASA in terms of geographic area and population, followed by Ashland Fire & Rescue, then Rogue River Fire District. Table 1 describes the service area of each provider, while a map of the ASAs can be found in Attachment 1.

Table 1: Ambulance Service Areas and Providers

AMBULANCE SERVICE AREA	GEOGRAPHIC AREA	PROVIDER
ASA I	NW Jackson County (Rogue River)	Rogue River Fire District
ASA II	Central, NE, and SW Jackson County	Mercy Flights
ASA III	SE Jackson County (Talent/Ashland)	Ashland Fire & Rescue

STAFFING

Emergency medical service providers have five levels of certification: Paramedic, Emergency Medical Technician-Intermediate (EMT-I), Advanced Emergency Medical Technician (AEMT), and Emergency Medical Technician (EMT), Emergency Medical Responder (EMR), with Paramedic representing the highest level of training within the classification. In addition, registered nurses (RNs) are part of the EMS system when their practice includes

the pre-hospital ambulance setting. It is important to note that the Jackson County Ambulance Service Plan requires Paramedic level of care for all emergency ambulance responses. Total transport agency staffing levels in Jackson County slightly increased from 132 staff in 2017 to 140 in 2018. Table 2 depicts the staffing by agency.

Table 2: Agency Staffing Summary

ROGUE RIVER FIRE DISTRICT (ASA I)				
Certification	Full-time	Part-time	Volunteer	Total
Paramedic	11	0	2	13
EMT-Intermediate	0	0	0	0
Advanced EMT	1	0	1	2
EMT	1	0	4	5
EMR	0	0	0	0
RN	0	0	1	1
Total	13	0	8	21
MERCY FLIGHTS (ASA II)*				
Certification	Full-time	Part-time**	Volunteer	Total
Paramedic	43	6	0	49
EMT-Intermediate	0	0	0	0
Advanced EMT	0	0	0	0
EMT	26	4	0	30
EMR	0	0	0	0
RN	4	4	0	8
Total	73	14	0	87
ASHLAND FIRE & RESCUE (ASA III)				
Certification	Full-time	Part-time	Volunteer	Total
Paramedic	32	0	0	32
EMT-Intermediate	0	0	0	0
Advanced EMT	0	0	0	0
EMT	0	0	0	0
EMR	0	0	0	0
RN	0	0	0	0
Total	32	0	0	32

*Mercy Flights also provides air ambulance services. **Includes part-time and casual work classifications.

VEHICLES

By ordinance, ground ambulances in Jackson County are required to meet all State licensing requirements as prescribed in OAR 333 Division 255 Ambulance Licensing. All ambulances in Jackson County meet Advanced Life Support (ALS) level care, as opposed to only basic (BLS) or intermediate levels (ILS) of care requirements.

Ambulances must also meet federal construction specifications. The “Type” of ambulance refers to the federal standards that designate ambulances as Type I, II, or III. Generally, Type I ambulances are based on a truck cab-chassis; Type II are a standard van chassis; and Type III are cutaway van cab-chassis.

The Jackson County transport agencies license 32 ALS ambulances (Table 3). In addition, EMS response agencies (fire departments) have rescue vehicles and fire engines to arrive on scene with EMS providers to initiate care.

Table 3: Provider Ambulances

ROGUE RIVER FIRE DISTRICT (ASA I)				
Type	License / Unit #	Year	Mileage	Level
III	E260058 / 7431	2013	151,895	ALS
III	E268522 / 7433	2016	35,038	ALS
III	E274725 / 7432	2018	28,213	ALS
MERCY FLIGHTS (ASA II)				
Type	License / Unit #	Year	Mileage	Level
III	CN03125 / 148	2009	165,779	ALS
III	CN03126 / 149	2009	197,968	ALS
III	CN03139 / 150	2009	189,873	ALS
III	CN03165 / 151	2009	180,129	ALS
III	CN03552 / 152	2010	121,990	ALS
III	CN03553 / 153	2010	110,026	ALS
III	CN03652 / 154	2012	97,047	ALS
III	CN03651 / 155	2012	97,486	ALS
II	622GHV / 156	2013	130,759	ALS
II	759GHV / 157	2013	116,079	ALS
II	621GHV / 158	2013	135,337	ALS
II	728GKM / 159	2013	120,824	ALS
II	727GKM / 160	2013	128,889	ALS
II	669GWG / 161	2014	121,417	ALS
II	668GWG / 162	2014	101,726	ALS
II	667GWG / 163	2014	118,936	ALS
II	696HQQ / 164	2015	69,818	ALS
II	696HQQ / 165	2015	69,603	ALS
II	330JJW / 166	2016	58,775	ALS
II	001JJW / 167	2016	64,163	ALS
II	002JJW / 168	2016	54,040	ALS
II	219KCE / 169	2017	31,431	ALS
II	215KCE / 170	2017	30,211	ALS
II	220KCE / 171	2017	29,483	ALS
ASHLAND FIRE & RESCUE (ASA III)				
Type	License / Unit #	Year	Mileage	Level
I	E233465	2006	129,689	ALS
I	E244368	2008	104,395	ALS
I	E244394	2011	160,644	ALS

I	E263890	2015	77,7674	ALS
I	E271500	2018	621	ALS

STAGING LOCATIONS

Transport agencies strategically position their ambulances in order to achieve the quickest response times and greatest good for their ASA (Table 4). Providers with relatively small area and population may not have the need to stage in multiple locations (e.g., Rogue River Fire District), while Mercy Flights stages ambulances in various locations due to the significant geographic area and population density mix of their ASA.

Table 4: Ambulance Staging Locations

ROGUE RIVER FIRE DISTRICT (ASA I)	
Station	Location
Rogue River Fire District	5474 North River Road, Gold Hill
MERCY FLIGHTS (ASA II)	
Station	Location
HQ Station	2030 Milligan Way, Medford
South Station	828 S Central Ave, Medford
Providence Station	1111 Crater Lake Ave, Medford
RRMC Post	Rogue Regional Medical Center
Pech Station	401 Pech Rd, Central Point
Post Location	Hwy 62 & Vilas Rd, Medford
Post Location	11655 Hwy 62, Eagle Point
Post Location	West Main & Lozier, Medford
Post Location	N Pacific Hwy & Table Rock Rd, Medford
Post Location	Barnett Rd & Riverside Ave, Medford
ASHLAND FIRE & RESCUE (ASA III)	
Station	Location
Station 1	455 Siskiyou Boulevard, Ashland
Station 2	1860 Ashland Street, Ashland

NOTIFICATION AND RESPONSE TIMES

The Ambulance Service Plan requires specific notification and response times. “Notification time” is defined as the length of time between the initial receipt of the request for emergency medical service by either a provider or an emergency dispatch center ("911"), and the notification of the ASA provider. “Response time” means the length of time between the notification of each provider and the arrival of each provider's emergency medical service unit(s) at the incident scene or at the end of an ambulance access point.

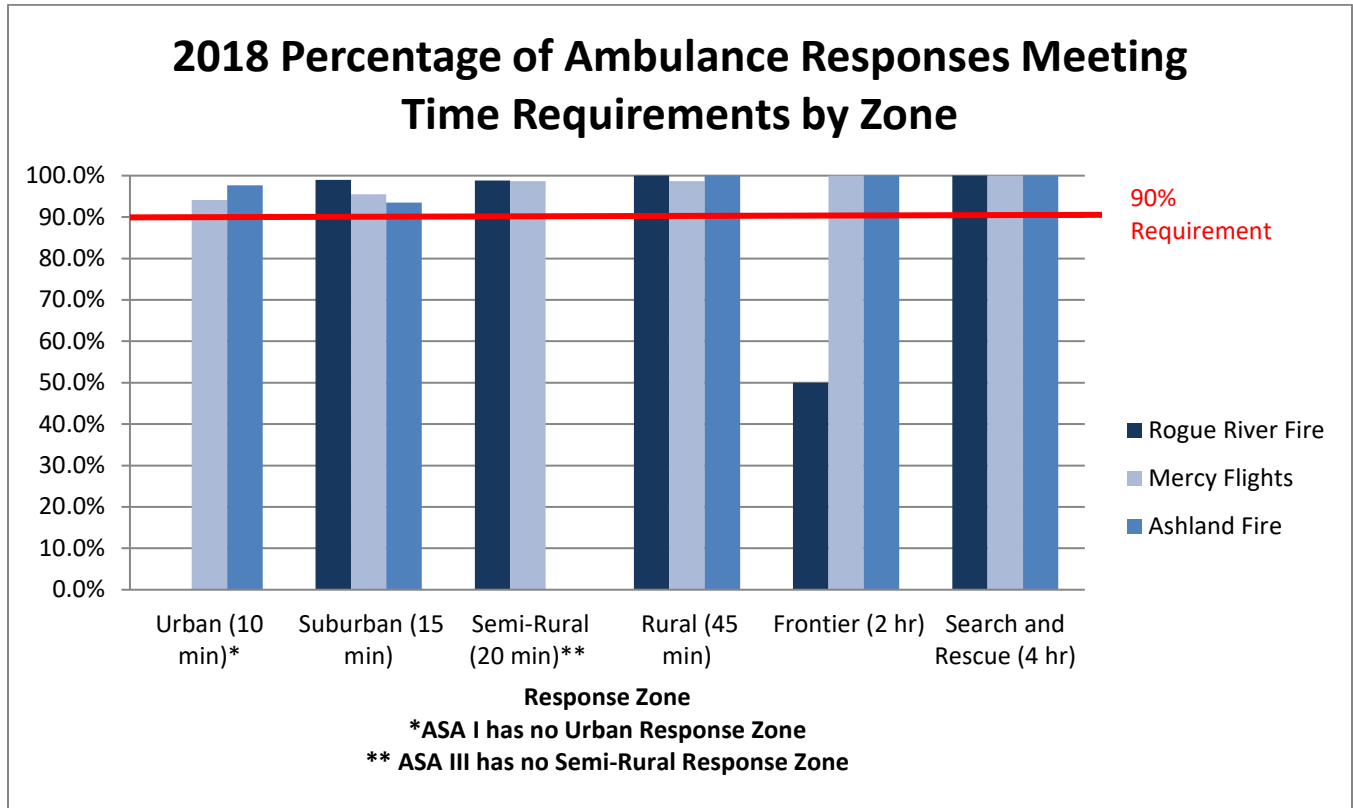
Ambulance response times are based on various zones as shown in Table 5. In general, response times increase with distance from urban areas.

Table 5: Response Times by Zone

ZONE	RESPONSE TIME	CRITERIA
Urban	10 minutes	Within the urban growth boundaries of Ashland, Medford and Central Point.
Suburban	15 minutes	Within 10 miles of Medford City Hall and Ashland City Hall (and on paved roads) and the city of Rogue River. Also I-5 from the Josephine County line to exit 12 south of Ashland (except those areas within urban response zones). Includes Jacksonville, Eagle Point Phoenix, Talent and White City. Includes the Jackson County Expo. Includes all areas within Rogue River Fire District along paved roads.
Semi-Rural	20 minutes	The urban growth boundaries of Gold Hill and Shady Cove. Also includes those portions of Galls Creek, Sardine Creek, and Hodson Roads within Rogue River Fire District and on paved roads.
Rural	45 minutes	More than 10 miles from Medford and Ashland City Hall, and a population of greater than 6 persons per square mile
Frontier	2 hours	6 or fewer persons per square mile and accessible by maintained roads.
Search & Rescue	4 hours	Primarily forest, recreation or wilderness lands not accessible by paved roads and with less than 6 persons per square mile. Response Time applies for ASA provider vehicle access only.

All transportation agencies are required to meet response times for 90% of emergency medical responses. With one exception, response times were met by all agencies as shown in Figure 1 (page 8). The exception was in the Frontier Response Zone for Rogue River Fire District. They only received two calls in the Frontier Zone and were forced to stage an ambulance to wait for law enforcement during one of the responses, which resulted in meeting the response time for 50% of their Frontier calls.

Figure 1



Note: Rogue River Fire District only received two calls in the Frontier Zone and were forced to stage an ambulance to wait for law enforcement during one of the responses, which resulted in meeting the response time for 50% of the Frontier calls.

TRANSPORTS

As the name implies, a “transport” is when a patient is transported via ambulance to a hospital. Transports are categorized as either Advanced Life Support (ALS) or Basic Life Support (BLS), depending on the nature of the medical assessment. The term “medical run” means an ambulance is dispatched as a result of a 911 call. There were a total of 29,803 medical runs in 2018, resulting in 20,928 transports (70% of runs resulting in transports). The remaining calls were either canceled or determined that ambulance transportation to a hospital was not required upon assessment at the scene. Combined, providers conducted about 82 runs per day and transported an average of 57 patients per day. Historically, less than 1% of patients are transported to the hospital by ambulance using lights and sirens (also called Code 3).

Medical runs and transports generally increase each year. Rogue River Fire District saw an increase in medical runs and transports by 4.8% and 2.9%, respectively, compared to 2017. However, Ashland Fire & Rescue and Mercy Flights had a decrease in medical runs and transports. Ashland Fire & Rescue had a 4.7% decrease in runs and 5.9% decrease in transports. Mercy flights saw a 5.6% decrease in runs and 5.3% decrease in transports. As a result, the total countywide runs decreased by about 5% from 2017 to 2018, while transports decreased by

about 4% during the same time period. While the reason for the decrease is not definitively known, ambulance providers believe it may be largely due to the excessive wildfire smoke that caused people to stay indoors for much of the summer. Medical run and transport information are represented in Figures 2, 3, and Table 6.

Figure 2

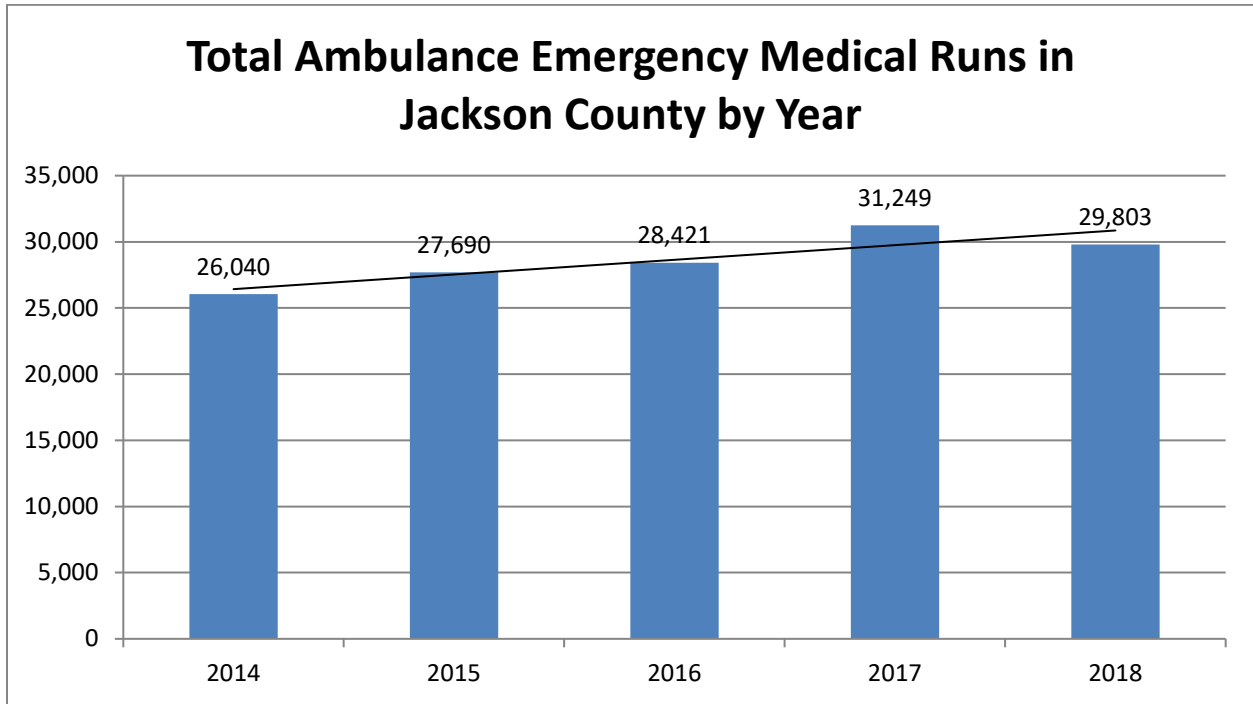


Figure 3

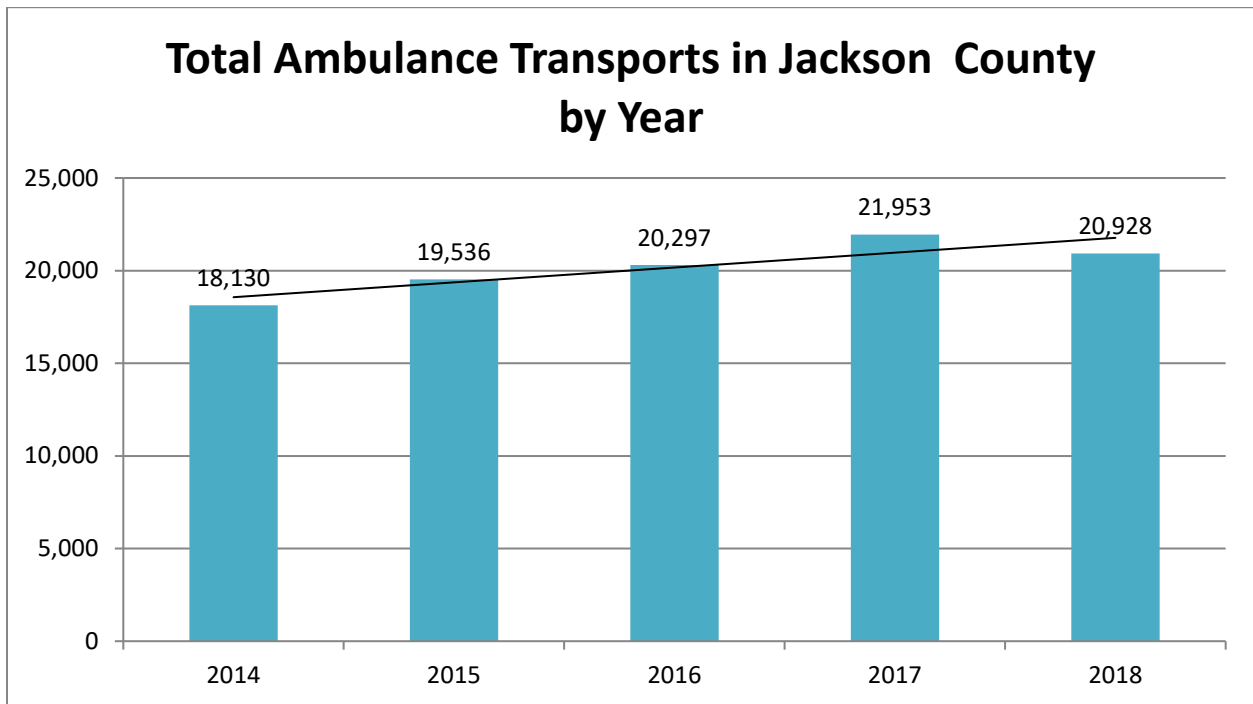


Table 6: Medical Run and Transport Data

TYPE	ROGUE RIVER FIRE DISTRICT (ASA I)	MERCY FLIGHTS (ASA II)	ASHLAND FIRE & RESCUE (ASA III)	TOTAL
Medical Runs	1,887	25,116	2,800	29,803
ALS Transports	948	13,502	1,425	15,875
BLS Transports	129	4,337	587	5,053
Total ALS and BLS Transports	1,077	17,839	2,012	20,928
Code 3 Transports (lights and sirens to hospital)	85	31	65	181
% of Transports per Medical Run	57%	71%	72%	70%

Table 7: Miscellaneous Run and Transport Data

TYPE	ROGUE RIVER FIRE DISTRICT (ASA I)	MERCY FLIGHTS (ASA II)	ASHLAND FIRE & RESCUE (ASA III)
Average Miles per Transport	16.0	6.01	7.1
Runs by Other Agency in Your ASA	69	0	23
Runs by Your Agency in Other ASA	80	47	0
Scheduled Transports	0	984	222
Membership Transports	288	4,887	630

RATES AND MEMBERSHIPS

Unless approved by the Jackson County Board of Commissioners, ambulance fee rates can only be increased using the Centers for Medicare and Medicaid Services (CMS) Consumer Price Index for all urban consumers (CPI-U). This allows ambulance fees to stay commensurate with inflation. Table 8 shows the ambulance service rates for 2018.

Table 8: 2018 Ambulance Rates

RATE	ROGUE RIVER FIRE DISTRICT (ASA I)	MERCY FLIGHTS (ASA II)	ASHLAND FIRE & RESCUE (ASA III)
ALS (base)	\$1,093.08	\$1,112.00	\$1,070.00
BLS (base)	\$862.96	\$1,112.00	\$1,070.00
Mileage	\$14.76	\$15.85	\$14.00
Treat and Release	\$287.67	\$410.00	\$310.00

All three providers offer annual memberships that are designed to provide revenue to the agency in exchange for reduced service fees. Rogue River Fire District and Ashland Fire & Rescue both offer FireMed memberships, which are also offered by other agencies in Oregon. Mercy Flights provides a membership service with comprehensive benefits for their constituents. Combined, there were 22,561 annual memberships in 2018.

Table 9: Membership Information

2018 MEMBERSHIPS	
ROGUE RIVER FIRE DISTRICT (ASA I)	1,136
MERCY FLIGHTS (ASA II)	18,369
ASHLAND FIRE & RESCUE (ASA III)	3,056

EMS COMMITTEE

The Emergency Medical Services (EMS) Committee is mandated by County ordinance. Its purpose is to review all aspects of medical services in Jackson County with the exception of issues involving quality of individual patient care. The EMS Committee may recommend changes to the Ambulance Service Plan, review ASA boundary changes, make recommendations on response time changes, review local ordinances as to their adherence to the Jackson County Ambulance Service Plan, review rates, and make findings and recommendations to the Director of Health and Human Services.

The EMS Committee remains active in promotion of collaboration between both pre-hospital and emergency department resources. Quarterly meetings are typically attended by agency leadership. The Committee remains focused on evaluating Systems of Care reporting (Stroke, STEMI, Cardiac Arrest, and Trauma) to improve continuity of care. Attendance at the Committee remains strong and sub-committees are active.

QUALITY ASSURANCE COMMITTEE

Like the EMS Committee, a Quality Assurance (QA) Committee is designated by ordinance. The purpose of the committee is to review pre-hospital care to assure that appropriate, safe and quality care and transport is delivered to Jackson County residents. The QA Committee reviews complaints of violations of the Ambulance Service Plan referred by the Director Health and Human Services and reviews dispatch processes and times. The Committee may also make recommendations for revisions of the Ambulance Service Plan. In addition to the QA Committee, quality assurance is also monitored by the transporting agencies' supervising physicians and in-house processes.

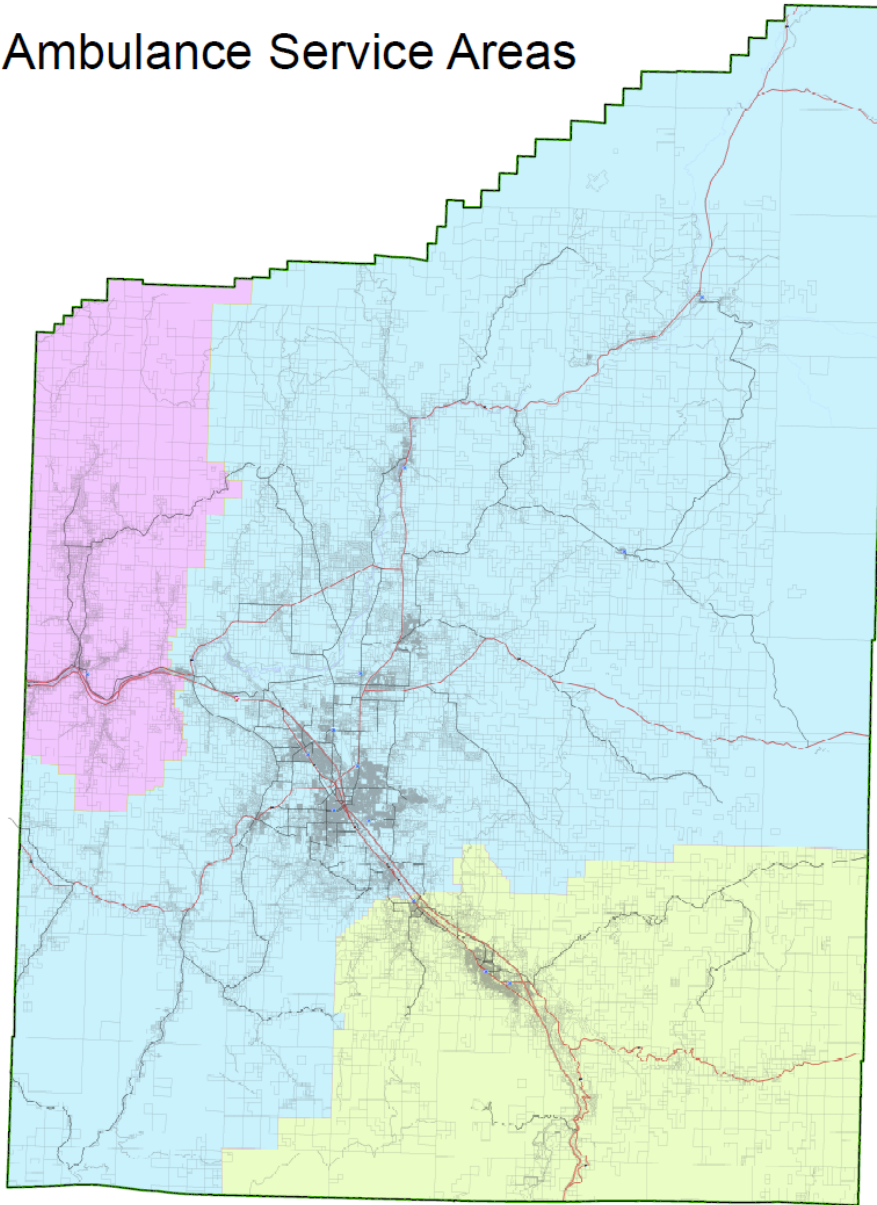
AMBULANCE SERVICE PLAN CHANGES

There were no changes to the Ambulance Service Plan in 2018.

ATTACHMENT 1: AMBULANCE SERVICE AREA MAP

Jackson County

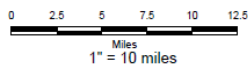
Ambulance Service Areas



Ambulance Service Areas

- Ashland Fire & Rescue
- Mercy Flights
- Rogue River Fire Department

Medical Responders



JACKSON COUNTY

GEOGRAPHIC INFORMATION SYSTEM
This map is based on a digital database compiled by Jackson County from a variety of sources. Jackson County cannot accept responsibility for errors, omissions, or positional accuracy. There are no warranties, expressed or implied.