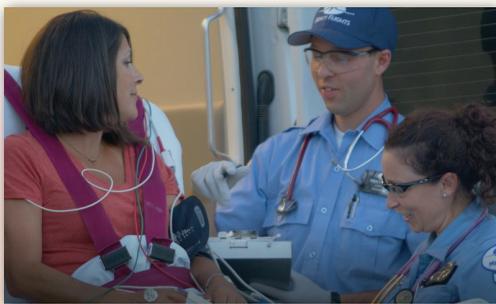




Cost Review Ad Hoc Committee Ambulance Service Questions



Non-Profit
AIR & GROUND
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2020 Milligan Way, Medford OR 97504 | 541-858-2600 or 1-800-903-9000

For employment opportunities and more info visit www.mercyflights.com



October 7, 2019

City of Ashland
Ashland Cost Review Ad Hoc Committee
20 East Main Street
Ashland, OR 97520

Re: Responses to Ambulance Service Questions

Dear Ashland City Council Cost Review Ad Hoc Committee,

Thank you for the opportunity to participate in the ambulance service and cost review for the City of Ashland. We are honored to be part of this important process as you determine how best to meet the ambulance needs of our Ashland neighbors. Attached please find our responses to the questions provided by the committee. We look forward to meeting with you on October 16th to continue the discussion and answer any additional questions. Please don't hesitate to contact me directly if there is additional information you need prior to our meeting.

Sincerely,

A handwritten signature in black ink, appearing to read 'Douglas K. Stewart'.

Douglas K. Stewart
Chief Executive Officer



MERCY FLIGHTS



City of Ashland
Cost Review Ad Hoc Committee
Ambulance Service Questions
September 10, 2019

1) How would the citizens be billed if the City did not provide the ambulance service?

Mercy Flights ambulance services are billed on a fee-per-use basis. Mercy Flights receives no tax subsidies from the citizens of any community or governmental agencies within its service areas.

Mercy Flights believes that a compassionate and convenient billing process is integral to providing patient-centered care. That's why we maintain a local, fully-staffed billing department with highly trained billing specialists. Our billing team is located at our administration office in Medford. Mercy Flights bills all insurance carriers including -- but not limited to -- Medicare, and Medicaid as well as commercial insurance companies. When there is a patient responsibility for uncovered service charges, Mercy Flights works closely with the patient to help manage the financial burden. This includes options such as payment plans, hardship exceptions, and collaboration for full payment from payors. Mercy Flights believes in providing excellent customer service throughout all phases of the patient's experience, including the billing process. In addition to an onsite billing department, Mercy Flights has the ability to securely accept online payments for treatment and transport, and membership services through the company website, www.mercyflights.com.

Dating back to the 1950's, Mercy Flights' membership program is set up to waive any air or ground transport costs not covered by a member patient's Medicare, Medicaid, or private commercial insurance benefits. Anyone can join the membership program. Currently, Mercy Flights participates in Ashland's FireMed program by providing air ambulance benefits in conjunction with AFR's ground ambulance benefits. FireMed ground members could be integrated into the Mercy Flights membership program without any gap in protection for citizens within ASA-3 (Ashland and surrounding areas).

2) Does the City have any influence in the service level of the private service?

In short, yes. Mercy Flights has thrived for 70 years with a focus on working for, and with our local communities. With that, the leadership of Mercy Flights believes that collaboration is the key to the safest and highest quality patient care and community health. Mercy Flights welcomes every opportunity to collaborate with agency partners including: EMS/Fire agencies, hospital systems, local governments, and elected officials to ensure we are providing a safe and high quality EMS system. Mercy Flights has enjoyed a strong relationship with the City of Medford, serving the community's needs for many years. We encourage this committee or the City of Ashland to follow up with City of Medford officials regarding our quality of service.

Mercy Flights understands that the City of Ashland expects the highest level of care and service for its citizens. Mercy Flights has a long history of serving Southern Oregon communities and we have met or exceeded the expectations for providing high level air and ground ambulance service. This includes very strict requirements outlined in Jackson County Ambulance Service Area Ordinance, the State of Oregon Administrative Rules, and Federal Aviation Administration Rules.



3) What services may the City lose (or gain) by privatizing?

Mercy Flights believes that there would be no loss of services and the City of Ashland would continue to enjoy the high quality of EMS service that they currently experience. If Mercy Flights is selected to partner with the City of Ashland, the City and its residents would gain:

Non-profit business model

- Money goes back into serving the community
- Potential budget relief

Local expert billing services

- Located in Medford

Community membership services and event participation

- A representative is available at local community events

Mobile Integrated Healthcare Program

- Non-emergent 'house calls' for specific patient populations
- A single paramedic in a passenger vehicle designated to engage with citizens chronically using emergency departments and that have an unusual amount of admissions to hospitals
- Support for select patients to discover barriers and social determinates that are causing negative health outcomes and over use of emergency departments and hospitals*
- Support for MIH patients to navigate the healthcare system
- MIH patient education on disease management
- Assistance with MIH patient access to community resources
- Improved MIH patient healthcare experiences by getting them the right care and resources
- Improved population health
- Reduced healthcare costs over-time

*In recent years, Mercy Flights successfully reduced emergency department visits by the patient pool enrolled in our Mobile Integrated Healthcare program by over 50%

Integrated dispatch center

- 24/7/365 ambulance dispatching services which includes a dynamic software system that uses historic 911 call data to post and move ambulances based on real-time 911 calls. This process allows Mercy Flights to produce the most coverage and best response times possible and creates a more efficient and effective EMS system

Fixed wing aircraft, helicopter, and emergency and inter-facility ground ambulance service

- A modern, state of the art, well maintained fleet ready to serve

More ambulance resources available to handle high 911 system volume demand and manage dynamic system needs

- 25 ground ambulances in Jackson County
- 3 fixed wing aircraft
- 1 helicopter
- 3 months of medical supply inventory maintained for catastrophic events

Non-emergency transport services

- Service to local healthcare systems, such as Ashland Community Hospital, including transport of local patients to facilities out of the county when requested

Onsite training department

- State of the art simulation robots to ensure high quality training
- External education, including community CPR and AED trainings, "Stop the Bleed Trainings" at local schools, and integration with Rogue Community College



Medical Continuing Education

- No cost training for Fire/EMS first responders working for the City of Ashland
- Reduction in City of Ashland training costs

Mercy Flights Explorer Post 131

- Youth-focused volunteer group providing professional development opportunities for youth, ages 16-21, interested in exploring careers in healthcare
- Attendance at local events to provide first aid services free of charge

Mercy Flights would be willing to provide all of the medical continuing education requirements for Fire/EMS first responders working for the City of Ashland free of charge

- Reduction in training costs

Mercy Flights Explorer Post 131

- Youth focused volunteer group
- Attends local events to provide first aid services free of charge
- Provides professional development for youth, ages 16-21, for careers in healthcare

4) Would a City Fire Engine be sent with every ambulance call? What are the different scenarios if not?

Mercy Flights service does not require that a city fire engine be sent with every ambulance call. Should the City of Ashland desire for Mercy Flights to be the ambulance provider for Ambulance Service Area (ASA)-3, Mercy Flights would respond to every 911 call in Ashland and the entire ASA-3 (Ashland, Talent, Green Springs, etc.), just as we currently do in the entire ASA-2 (Medford, Jacksonville, Phoenix, Central Point, Applegate Valley, Shady Cove, etc.).

Emergency medical systems in cities across the nation are dynamic systems that rely on collaboration between police, fire, and ambulance providers, particularly as the severity of a call increases. Sometimes, all three of these providers might respond to a 911 call depending on severity; for example; multiple victims, CPR in progress, domestic violence, vehicle extrication, crime scenes, etc. How a particular city chooses to deploy its resources is a city choice dictating who shows up and when. A major issue in smaller cities across the country is maintaining adequate resources for multiple calls happening simultaneously. When an ambulance is deployed to a 911 call, what resources are left when call #2 comes in, then call #3, is anyone left to respond? Mutual aid can be helpful, but is not a reliable solution for daily situations where multiple calls may occur in a short time period. When it comes to resources available for 911 medical calls, Mercy Flights has a deep pool of resources available to service multiple calls at any one time and would ensure the same level of service we provide in ASA #2 be provided in ASA #3.

5) Does your service rely on City Fire Engines to help deliver care? How do you imagine that your service and the City Fire Department would interact in different scenarios?

Mercy Flights does not rely on city fire resources to help deliver care. Our ambulances are fully stocked with state of the art equipment and lifesaving medications. We have a Paramedic and EMT on-board every one of our ambulances. Our staff is highly trained to be proficient in delivering high quality advanced life support care.

For example, Medford Fire and Rescue does not respond to every medical 911 call. They are dispatched to lights and sirens level emergency, which is determined by a dispatch triage system, while Mercy Flights responds to every medical 911 call. Despite Medford Fire and Rescue not responding to every medical 911 call, Mercy Flights has maintained the highest level of patient care delivered to the public.



6) Please provide the billing structure for the service you provide.

We have a local billing department that specializes in ambulance billing and we approach each patient with the same care and compassion they receive during their treatment and transport. We believe that patient care continues throughout the billing process and with any interaction we have with our neighbors and in our communities. Our Billing Manager has 23 years of EMS billing experience and is a National Ambulance of Academy Compliance (NAAC) Certified HIPAA Privacy Officer. The staff members are trained thoroughly by our internal auditor/trainer, who has over 15 years of experience in emergency medicine coding and billing. Many of our staff members are certified ambulance coders and documentation specialists. Our auditor/trainer audits claims to ensure compliant billing. In addition, we engage outside auditors to audit our claims every other year.

The billing processes and systems are integrated with the patient care systems where the patient care reports and all clinical information is electronically sent to the billing modules. In billing, we ensure all information has integrity and is verified prior to sending out the bills. We close our billing system monthly and provide end of month reports as needed.

For collection processes, we make every effort to collect the amounts due from insurance companies and government payers. When a patient does owe a balance, we work with them to set up payment plans they can afford. In addition, we have a financial hardship policy and process when a patient can't afford the bill. Finally, as mentioned in Question #1 above, the Mercy Flights membership program offers another avenue for our members to find billing relief for cost not covered by Medicare, Medicaid, or commercial insurance avenues.

7) How are ambulances physically located to respond to calls?

Mercy Flights deploys ambulance and staffing through an analytical process using historical response data. Using this analysis and our dynamic software program, ideal posting/station locations are selected for each ambulance within an ASA zone. Then, as a 911 call comes in and an ambulance moves toward that specific call, the other ambulances are shifted around geographically in real-time to ensure the most coverage and shortest response times for the next 911 call that comes in. On a biannual basis, call times and GPS data are used to create a demand analysis of our Ambulance Service Area (ASA). The demand analysis data is used to construct the most effective deployment of ambulance resources within the ASA to meet response time requirements and system demands. Along with the deployment of ambulance resources the demand analysis is used to manage staffing resources and starting shift times.

Mercy Flights utilizes 13 different starting shift times designed to meet the highest 911 call volume demands. All of our ambulances are on 12-hour shifts. We believe that this is the safest and most effective schedule in service to our communities.

8) What is your policy for upkeep of equipment?

Mercy Flights utilizes a proactive approach to maintenance of equipment. Understanding that vehicles, aircraft, and medical equipment are the tools needed to deliver high quality compassionate patient-centered care, it is very important to maintain that equipment in the best working condition. Below is a brief description of the preventative maintenance that is performed for each item listed:

Ambulances - Ambulances are purchased new and replaced when they reach the end of their service life, generally a 7 to 8 year cycle. We have our own ground maintenance department and facility in Medford that is staffed with a fleet manager and an ambulance mechanic. Both are Automotive Service Excellence (ASE) certified ambulance mechanics.



Any ambulance that is being retired from service, and is no longer being utilized by Mercy Flights is donated to local fire departments, CERT, non-profit communication organizations, and other public safety organizations.

Mercy Flights does not remount older ambulance modules on new chassis. Mercy Flights uses Mercedes 2500 Sprinter ambulances to respond and transport patients. The advantages of the Sprinter ambulance are 1) They are regulated by passenger vehicle safety standards making them safer than chassis with mounted modules 2) the fuel economy is nearly double 3) The capital cost is significantly less than a module ambulance 4) More ergonomic for our staff 5) Better maneuverability in city environments 6) Carries same amount of equipment 7) More efficient and effective.

Cardiac Monitors - Mercy Flights utilizes the Zoll X-Series 12-lead capable cardiac monitor. These monitors are purchased new and have annual preventative maintenance performed by a Zoll company technician.

Gurneys/Stair Chairs - Mercy Flights uses Stryker Power Cot style gurneys exclusively. These gurneys do not require physical strength to lift but utilize a hydraulic lifting system. The capacity of these gurneys are 700 pounds and are serviced regularly. Additionally, Mercy Flights purchases replacement gurneys annually.

IT/ Computers - IT/Computer equipment is on a 5-year replacement cycle.

Medical Supply Inventory - We maintain a 3-month medical supply inventory using a computerized inventory system to be prepared for a disaster such as Cascadia.

9) What would the cost difference be to lengthen response time? For example, if the standard is 5 minutes, what would 8 or 12 cost?

Generally, lengthening response times decreases operational cost because this normally means decreasing the amount of available in-service ambulances at any given time. Mercy Flights does a demand analysis on historic 911 call data to determine how many in-service ambulances are required over a given time period and where to position the ambulances to assure we are meeting the Jackson County 911 response time requirements.

There are no tax subsidies required for Mercy Flights to provide adequate levels of ground ambulances to service any of its ASA responsibilities.

10) What training is your staff required to complete? What type/level of certification?

Mercy Flights is home to over 70 highly-trained and experienced EMS clinical providers. We employ Oregon licensed EMTs and paramedics within our ground ambulance 911 system and Certified Flight Paramedics (FP-C) and Certified Flight RNs (CFRN) within our flight program. All of these clinicians maintain licensure through required extensive continuing education.

All of our paramedics must complete a minimum of 60 hours of continuing education every two years which covers national curriculum as well as Oregon State mandated topics.

In order to help meet these educational needs, Mercy Flights has numerous education stipends and tuition reimbursement programs. In addition, Mercy Flights employs an exclusive Medical Director to assure our medical staff gets high quality emergency medical education and training.

Mercy Flights is a Regional Training Site for the American Heart Association (AHA). This ensures our EMTs and paramedics receive the most up to date training on CPR, Advanced Cardiac Life Support and Pediatric Advanced Life Support.



Mercy Flights uses an in-house ambulance simulator with a computer control room and robot patient simulator to provide state-of-the-art training to our medical staff. These simulators are also used to test candidates during our hiring process.

Mercy Flights instructors also provide this curriculum to our community partners including hospitals, fire departments and schools.

Association of EMTs. This 8-hour course covers current trends and recommendations in trauma care in the out of hospital setting.

In addition to the national standards of education, Mercy Flights providers are required to attend 4 hours of additional training with our in-house Medical Director, Dr. Alicia Bond bi-annually. This training focuses on local trends in pre-hospital care and continuous maintenance of skills and knowledge.

Mercy Flights hosts area physician specialists who provide continued training in myocardial infarctions (STEMI), stroke and cardiac arrest care.

Mercy Flights utilizes real-time data collection to review patient care reports in a Continuous Quality Improvement system to ensure all of our providers receive feedback on high acuity calls. This CQI process is integral in guiding education for all of our clinical staff.

11) Who regulates paramedic/ambulance services? Please provide history of inspections/infractions/citations for your agency?

The Oregon Health Authority (OHA) EMS and Trauma program regulates ambulance service licensing, ambulance vehicle rules, and EMS provider licensing. For a full list of the Oregon Administrative Rules (OAR) and Oregon Revised Statutes (ORS) pertaining to ambulance services and personnel licensing please see the link below. <https://www.oregon.gov/oha/PH/ProviderPartnerResources/EMSTraumaSystems/Pages/rules.aspx>

In addition, Jackson County has adopted the Ambulance Service Plan pursuant to ORS 682.062 for the efficient and effective provision of ambulance services and is referred to as Chapter 1075 of the Jackson County Codified Ordinances. For the latest version of the Chapter 1075 please see link <https://jacksoncountyor.org/County/Codified-Ordinances>.

Attached is a letter showing exceptional compliance with OARs and ORS during our most recent OHA inspection in October of 2017. This is the only inspection we have received from the OHA in over 20-years.

Attached you will also find a letter showing that we are meeting all the electronic patient care reporting required by the OHA. This letter was sent to Mercy Flights to recognize our compliance at a time when many services across the State of Oregon are struggling with compliance.

Mercy Flights has no infractions. Please see attached list of recognition citations that we have received from the OHA below.

- Attached inspection letter from OHA
- Attached electronic compliance letter from OHA
- Attached OHA recognition citations



12) For the first 6 months of 2019, what was your average response times for county reportable calls in the different zones (urban, suburban, etc.)? What percentage of total calls in these zones are deemed to be reportable? For non-emergent (unreportable) calls, what is your average response time in the different zones?

Mercy Flights has been assigned the Jackson County ASA-2 for the past 26-years. During this time Mercy Flights has always exceeded the ASA-2 response time requirements.

It should be noted that the “Urban” response zone in ASA-2 versus ASA-3 have different geographical and cultural factors.

The urban response zone in ASA-2 includes all of the Medford and Central Point Urban Growth Boundaries (UGB) whereas ASA-3 includes the Ashland UGB.

The Medford and Central Point combined UGB is approximately 30-square miles and the Ashland UGB is approximately 7-square miles.

In 2018, Mercy Flights responded to over 27,000 requests for service and transported over 19,000 patients.

The 2019 estimated population for Medford and Central Point combined is approximately 101,000 while Ashland’s is approximately 21,263. The differences in square miles and population within these two ASAs create different challenges in the urban response zones and require different strategic ambulance deployment plans.

The following is the average response time for the reportable calls in the respective ASA response zones:

- Urban = 00:06:25
- Suburban = 00:08:47
- Rural = 00:19:35
- Frontier = 00:29:30
- Search & Recue = 00:33:00

Approximately 49.5% of the total 911 calls in this time period were reportable.

For non-emergent calls (non-reportable) our average response times are as follows:

- Urban = 00:14:36
- Suburban = 00:12:52
- Rural = 00:25:07
- Frontier = 00:44:30
- Search & Recue = 00:31:45

13) What is (or what would be) the annual taxpayer subsidy required to run your operation?

Zero.

Mercy Flights receives no taxpayer subsidy and would not require tax subsidy to provide ambulance service to Ashland (ASA-3). Mercy Flights is a 501(c)(3) non-profit organization that is funded by fee for service, membership fees, donations, and grants. Donations and grants enhance the services Mercy Flights provides to citizens within our region and help to reduce costs for those in need. Mercy Flights’ budget does not depend on grants or donations to provide the service levels required within ASA regulations.



14) What is the cost for an average deployment?

Our average cost to provide a transport is approximately \$503. This cost is factored by our direct and indirect cost divided by our transport volume. For a single transport, Medicare and Medicaid's ground ambulance fee schedule does not cover the cost of a single ambulance transport. Today, the key to being financial sustainable in the ambulance transport industry, is volume and innovative efficiencies without cutting services to the community. This is the main reason why we are seeing the regionalization of healthcare today.

15) What is your equipment utilization ratio (average usage per hour)?

Our average ambulance utilization hour was .39 for 2018.

16) What are your thoughts on a public/private hybrid model?

Mercy Flights is willing to explore innovative EMS hybrid models but would be cautious as many hybrid models across the U.S. have not proven to be successful long-term. We would need to ensure that any hybrid model would be beneficial to the community and would be financially viable long-term.

17) What are your thoughts where first responders show up faster than fully trained paramedics? Or prioritizing calls?

First responders play an integral part in every high quality EMS system across the nation. First responders can be anything from citizen first responders to full-time paid first responders and have the potential to make a lifesaving difference and many times arrive on scene before trained paramedics.

In our EMS environment we work well with and are supportive of all levels of first responders.

Call prioritization is accomplished through our local public-safety access point (PSAP), Emergency Communications of Southern Oregon (ECISO) using a system called ProQA. At the core of ProQA is the Medical Priority Dispatch System (MPDS). The MPDS has been developed and refined over the last two decades under the direction of Jeff J. Clawson, M.D. The MPDS Emergency Medical Dispatch (EMD) protocols are supported and continually validated by a scientific, international body of medical experts. Call prioritization is an important and necessary part of our safe, high-quality EMS system.

To best support our first responders, Mercy Flights would commit to providing medical "first responder" training for the public, city staff and police department on a regular basis and upon request free of charge.

18) Do you have any quality of care survey information from patients you can share?

Currently, we do not collect survey information from our patients. Mercy Flights prides itself on a positive patient experience from the time a 911 call is received through the billing process. Mercy Flights strives for excellent communication at all points of care and frequently receives compliments from our customers and members. On the occasion that Mercy Flights receives questions or concerns, each is addressed with care and in a timely manner to reach resolution.

Mercy Flights has countless stories of successful ground and air transports that have accumulated over the past 70 years of operation. We do have several videos that include patient success stories that can be made available to the committee members upon request.



19) What are the advantages of an independent not-for-profit EMS agency?

Mercy Flights is the only air and ground ambulance 501(c)(3) non-profit organization incorporated in Oregon. Originally founded on August 24th, 1949, our organization's sole purpose and focus for the past 70 years has been to benefit our communities by providing safe, high-quality medical treatment and transport at a value to the people we serve.

Mercy Flights has a board of directors made up of twelve citizens who are from Southern Oregon, including the City of Ashland, and care about the communities we serve. Our Board of Directors provides experienced leadership to Mercy Flights focused on long-term operational strategies and financial oversight. All decisions made by the board of directors and the chief executive officer are made in the interest of providing high quality medical treatment and transport to the communities we serve, and this local leadership allows us to be dynamic and responsive in our decision making.

Although we ensure the organization is financially solvent and sustainable, utilizing sound business principles so we can continue meeting our mission to the community, our decisions are not based on a "business first" model.

Mercy Flights' financial viability is not dictated by a share holding company, a private owner, or municipal tax subsidies. Our belief is that we are owned by the communities we serve, and we pride ourselves on being good stewards of the revenue generated by the organization. All revenue generated by Mercy Flights goes directly back into serving our communities.

20) How does the not-for-profit differ from the private for profit model?

Simply put, private for-profit organizations need to maximize profit margin to satisfy their shareholders, investors, or owner(s). Operational decisions and strategies may not always reflect the best interest of the patients or the communities they are serving because the core goal is to charge the highest price possible at the least cost to the private entity.

Mercy Flights is a 501(c)(3) non-profit organization that exists to benefit the communities we serve. We view the revenue and residual profit that is generated as the public's money and approach our fiduciary responsibilities with this philosophy.

We do operate Mercy Flights like a responsible business because if we are not financially solvent, we would not be able to deliver our mission to the communities we have vowed to serve. All the revenue and residual profit that is collected goes directly back into serving the communities the very best we can. Mercy Flights is sound financially and built to last for the long term.

21) In what ways does Mercy Flights operation differ from that of the fire department?

Mercy Flights has a rich clinical history and deep connections with medicine and the healthcare community throughout Jackson County, Oregon and nationally. American fire service also has a rich history with more than 100 years of providing fire prevention, fire suppression and rescue. We see our expertise in clinical medicine as an important compliment to the Ashland Fire department's expertise. We believe an expanded Mercy Flights partnership with the City of Ashland will free up local fire team experts and resources to focus on their core expertise.

Operationally, Mercy Flights is able to have a singular focus – the best possible emergency medical response, care and transport for the residents and visitors of Jackson County whether they are in a downtown setting or remote areas in the region. We use a dynamic deployment structure with 25 modern ambulances, 3 EMS fixed wing aircraft, and one EMS Helicopter. Please also see our response to question #7.



22) What are the advantages of a regional provider like Mercy Flights?

Regional providers offer a depth of resources that can be difficult for local operators to achieve. Mercy Flights has a large pool of trained staff, a large fleet of ambulances, regularly updated equipment, transportation options, high level training, connection to industry leaders, and solid finances. Reimbursement for EMS is volume dependent and healthcare today has moved toward regionalization. By using a regional approach, the provision of EMS is more efficient and sustainable. Mercy Flights has strong ongoing relationships with the medical community and healthcare resources. Disasters and large-scale medical events will likely not be confined to a single local community. Mercy Flights continues to plan, connect and prepare for regional responses. In addition, our innovative Mobile Integrated Healthcare Program is a regional initiative designed by Mercy Flights in Jackson County that provides opportunities for more access to care and efficiencies.

23) In what ways will Ashland benefit from having EMS transport outside of the fire department?

If Ashland Fire and Rescue did not provide EMS transport within the ASA-3 the following benefits to the city would occur:

1. Ashland fire personnel would have more time and resources to focus solely on fire prevention and response. This includes expanded availability of Ashland Fire personnel, apparatus and other equipment for fire suppression, wildfire prevention, regular building inspections, fire training, community engagement, hazard assessments, etc.
2. The Jackson County ASA-3 contract requires Ashland Fire and Rescue to respond to 911 medical calls that are far outside the city's UGB such as Talent, Green Springs, Dead Indian Memorial Road, Emigrant Lake area, Mt. Ashland, and the I-5 Siskiyou Summit. Ashland receives taxes from Ashland citizens to provide ambulance service to the entire ASA-3. Therefore, citizens in those areas outside of Ashland pay no tax to receive the service from Ashland Fire. When Ashland Fire responds to 911 calls outside of the city, it requires a substantial time investment because of the distance and then they may have to transport the patient to the Medford hospitals. Medical calls that originate outside of the city leave the City of Ashland with reduced resources and are extremely costly. These responses, transports, and expenses would be eliminated allowing Ashland Fire to keep its readiness within the city.

The City of Ashland's fire department budget could be significantly reduced by the following:

- Capital to purchase ambulances
- Maintenance of 5-ambulances
- Over-time cost for calling back personnel when resources are needed outside of the city
- Medical training costs
- Fuel
- Ambulance and organization state licensure
- Medical supplies other than outside of what Ashland Fire may carry for first response
- Equipment reduction
- Potential revenue from leasing ambulance posting/station space to Mercy Flights



APPENDIX



Oregon Health Authority Recognition Citations

- Emergency Medic Services Commitment to Quality Award in 1994
- Emergency Medic Services Commitment to Quality Award to Explorer Post 131 in 2013
- EMS Unit Citation in 1999
- EMS Unit Citation in 2001 - Logging Accident
- EMS Unit Citation in 2001 - Power House Rock River Rescue
- EMS Unit Citation in 2002 - Acts of Heroism and Dedication
- EMS Unit Citation in 2003 - Acts of Heroism and Dedication
- EMS Unit Citation in 2006
- EMS Unit Citation in 2015
- EMS Unit Citation in 2016
- Emergency Medic Services Commitment to Quality Award to MIH in 2017
- Oregon Paramedic of the Year in 2018 (Shannon Roesler)



From: noreply@imagnetrend.net [<mailto:noreply@imagnetrend.net>]
Sent: Tuesday, October 17, 2017 1:48 PM
To: Doug Stewart
Subject: Ambulance Survey

The Oregon Health Authority, Oregon Emergency Medical Services & Trauma Systems (OHA-EMS) Program is charged with the responsibility of regulating ambulance services and emergency medical personnel in the State of Oregon. OHA-EMS strives to ensure safe and reliable ambulance transport by competent, trustworthy and professional EMS providers.

On October 3, 2017, Veronica Seymour, Professional Standards Representative from OHA-EMS, inspected the facility, records, one ground ambulance vehicle and one fixed wing air ambulance located in Jackson County. The site-visit revealed no deficiencies. Please consider this Mercy Flight's official Letter of Compliance.

Thank you for your cooperation and I look forward to working with you in the future.

Sincerely,



Veronica Seymour
Professional Standards Representative
Oregon Health Authority
EMS & Trauma Systems



PUBLIC HEALTH DIVISION
EMS and Trauma Systems

Kate Brown, Governor

Oregon
Health
Authority

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TTY: 711
www.healthoregon.org/ems

December 24, 2018

Licensed Ambulance Service,

The Oregon Health Authority, Emergency Medical Services & Trauma Systems Program (OHA-EMS) is charged with the responsibility of regulating ambulance services and emergency medical personnel in the State of Oregon.

Oregon licensed EMS ambulance services are required to electronically report patient encounter data by January 1, 2019 per Oregon Revised Statute (ORS) 682.056 and Oregon Administrative Rule (OAR) 333-250-0310.

Congratulations, OHA-EMS has been made aware that your service is actively reporting electronic patient care reports to the Oregon EMS Information System (OR-EMSIS) and your service is compliant with the reporting requirements.

OHA-EMS appreciates your continued commitment to the EMS system and its ongoing efforts to improve care.

Sincerely,

A handwritten signature in black ink, appearing to read "C. Toyama".

Candace Toyama, NRP
Program Manager
Oregon Health Authority
EMS and Trauma Systems
candace.k.toyama@state.or.us
971-673-0523