

Roane County EMS

County Executive Summary

5/23/2011

Where We Are

- Defining Where We Are
(Collecting credible data)
 - Staffing (A Rated Service Meaning 95% Emergency Runs with a Paramedic) Adequate Care for All Patients)
 - Fleet Management and Size
 - Financial Considerations
 - Shift Alignment
 - Response Times

Operational Overview

Staffing

- 5-24 hour ALS Ambulances
- 15 Full Time EMT's
- 15 Full time Paramedics
- 1 Full Time Scheduler
- 2 Full Time Billing Staff
- 1- 20 hour per week Billing Staff
- 1 – Paramedic on Light Duty working 40 hours
- Currently 37 part time EMT's and Paramedics

Operational Overview

Stations



Station 2 Harriman



Station 1 Midtown



Station 3 Rockwood



Station 4 Kingston

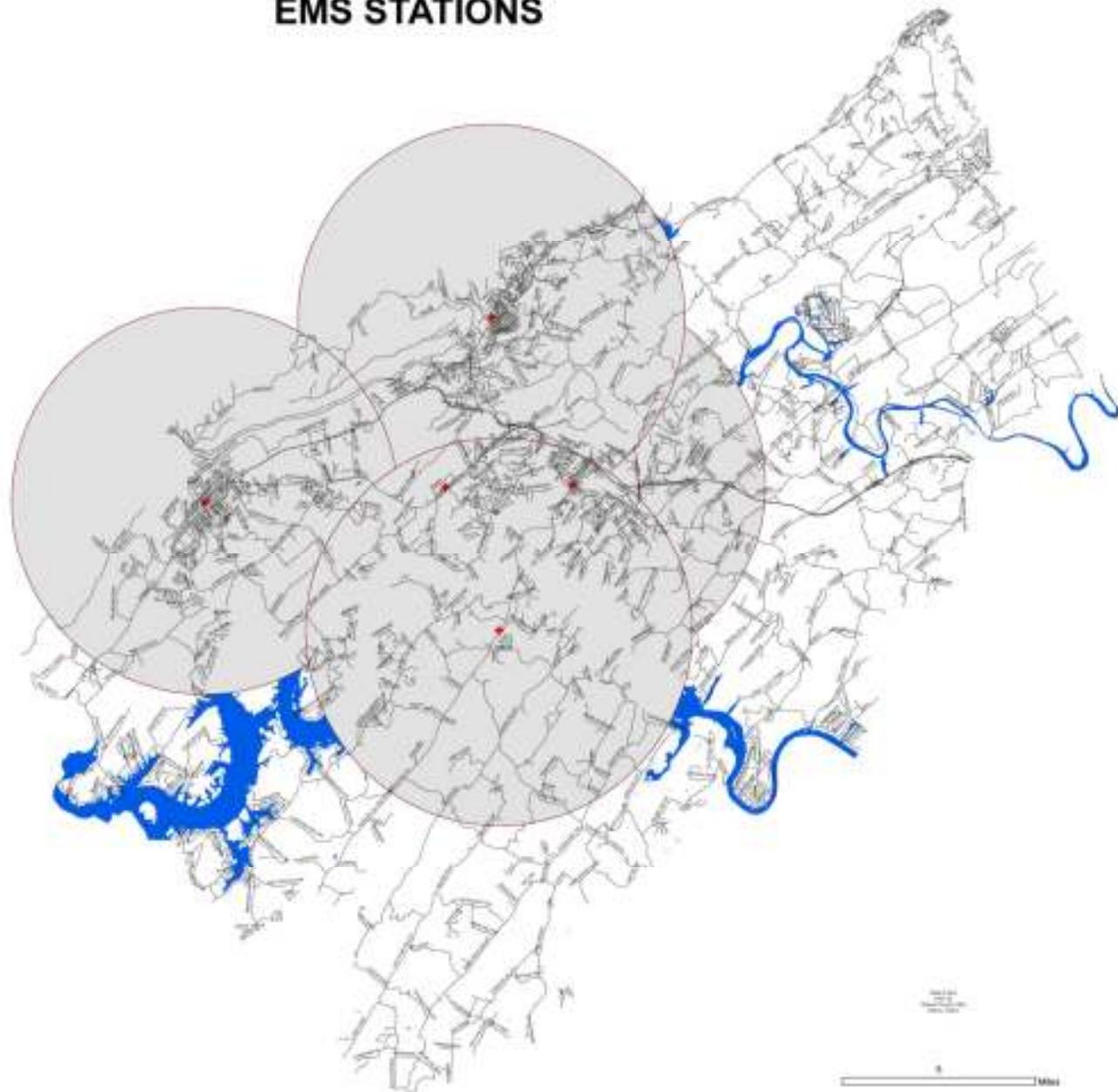


Station 5 SOR

EMS STATIONS

Legend

- EMS Stations
- Roads
- 5 Mile Buffer
- Water



Operational Overview Fleet



Shop 503
2008 Ford
105,000 miles



Shop 505
2005 Ford
168,000 miles



Shop 507
2010 Freightliner
12,000 miles



Shop 510
2010 Freightliner
11,000 miles



Shop 506
2009 Ford
86,000 miles (New Motor)



Shop 504
2009 Ford
212,000 miles

Operational Overview

Fleet Cont.



Shop 502
2001 Ford,
300,000 miles (Surplus)



Shop 508,
2006 Ford,
230,000 miles



Truck at Turpins (To be
Surplused)



Shop 509
2008 Ford
124,000 miles (Motor Blown)

Operational Overview

Fleet Cont.



2002 Ford
186,000 miles



2002 Ford,
270,000 miles
(Out of Service Surplus)

- Borrowing Ambulance from Anderson County
- Service Warranty Cost us \$252.00 per oil change for Freightliners (\$12,000.00 annual)
- Oil Changes are \$112.00 per truck (\$12,000.00 annual)

Roane County Current Rates

Roane County

- ALS 2 \$875.00
- ALS E \$575.00
- ALS NE \$480.00
- BLS E \$480.00
- BLS NE \$300.00
- Mileage \$9.38 per mile

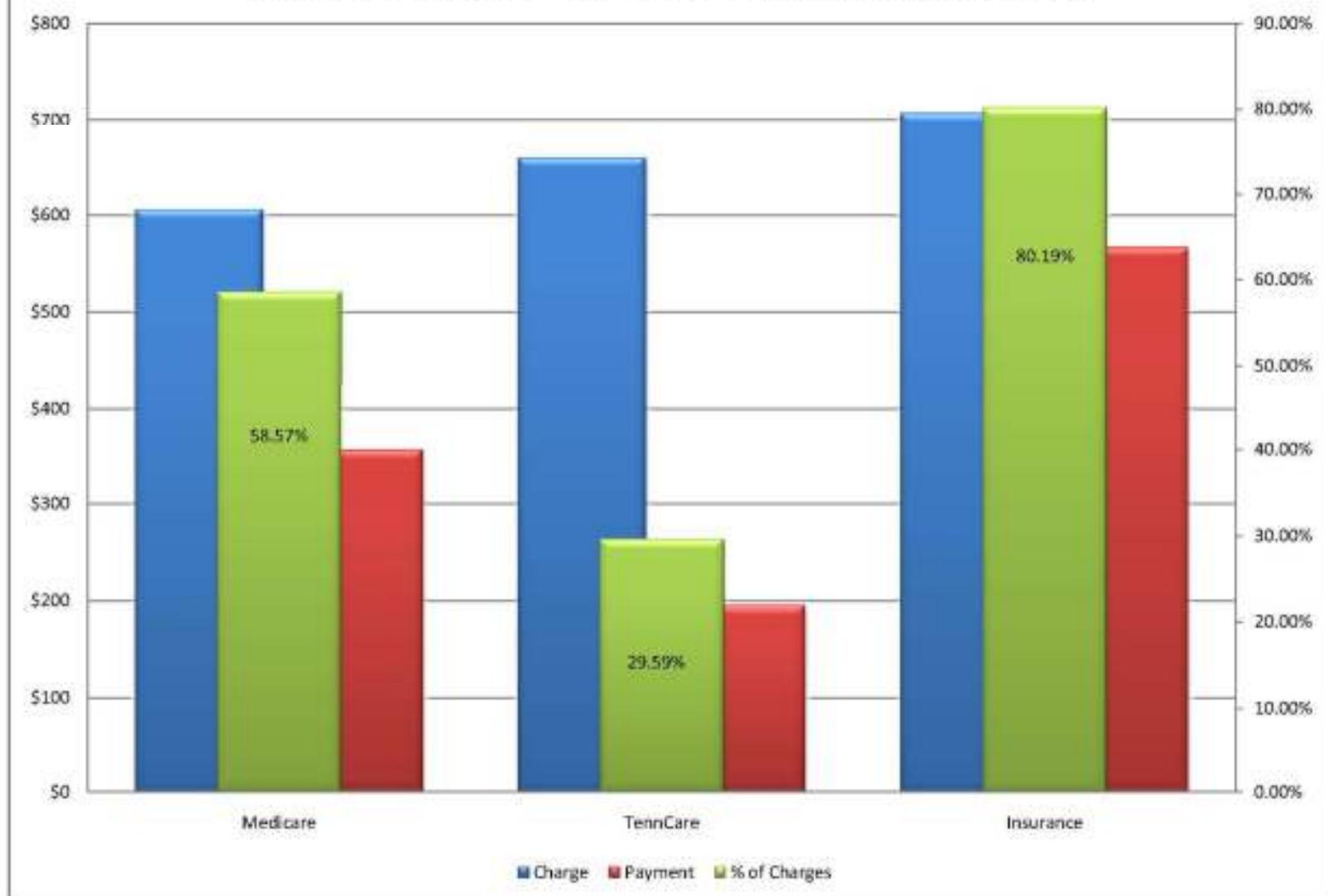
Jefferson County

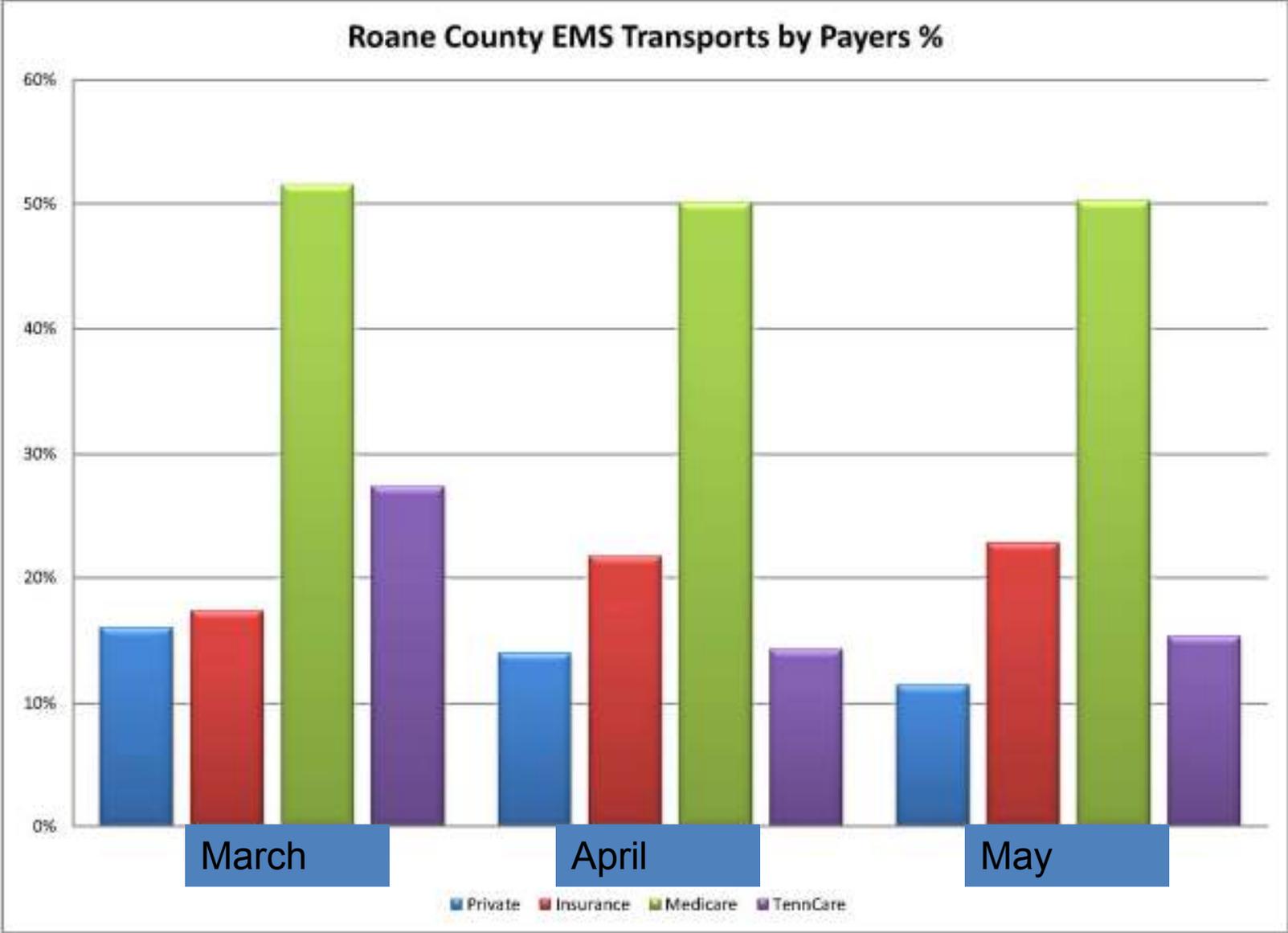
- ALS 2 \$850.00
- ALS E \$750.00
- ALS NE \$750.00
- BLS E \$650.00
- BLS NE \$650.00
- Mileage \$10.00 per mile

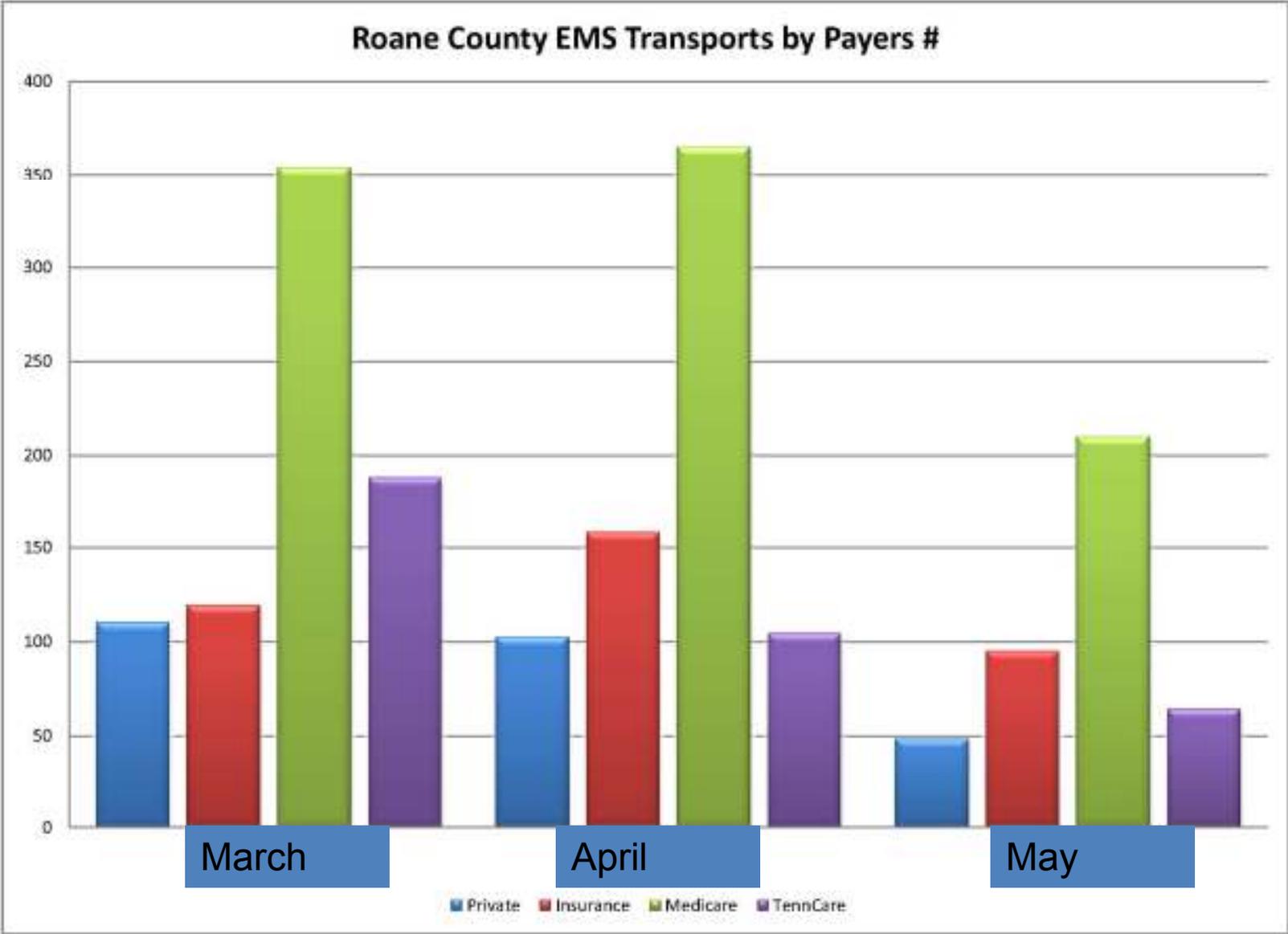
April Potential Revenue

Payer	Runs	Billed	Collected
Private	102	\$71,163.68	\$7,116.00
Insurance	248	\$175,596.74	\$140,810.00
Medicare	364	\$221,196.48	\$129,554.00
Medicaid	13	\$8,898.22	\$2,632.00
Totals	727	\$476,855.12	\$280,112.00 58.74%

Roane County EMS - Payers, Charges, Payments, Percents







Outstanding Receivables

- December 31, 2007 and prior: \$1,065,775.58
- January 1, 2008 through December 31, 2008:
\$ 516,722.42
- January 1, 2009 through December 31, 2009:
\$ 660,603.71
- January 2, 2010 through February 28, 2011:
\$109,329.49

Outstanding Receivables Cont.

- We currently have \$227,559.04 filed to **primary insurance companies** for dates of services from 2011, 2010 and very few for 2009 and 2008 claims.
- We currently have \$12,056.85 filed with **RR Medicare** dating back to 2007, with the majority being 2008 claims.
- We currently have \$25,845.10 filed with **Medicare** dating back to 2008 with the majority being 2010 and 2011 claims.

Outstanding Receivables Cont

- We currently have \$162,942,49 filed with Medicaid Active with dates of service going back to 2006 with majority being 2010 claims.
- We currently have \$95,895.56 filed with Medicaid Primary with dates of service going back to 2005 with majority being 2010 claims.
- We currently have a total of \$2,475,408.31 in place with collection agency from 1996 with last collection placement was January of 2011. Our average collection account is \$365.27 and we have 6,777 claims placed in collection at the present time. Total amount collected \$167,001.40.

Average Time Frame from Service to Collection

- Medicare -20 days
- TennCare- 25 days
- Insurance- 35 days
- Patient- 50+ days

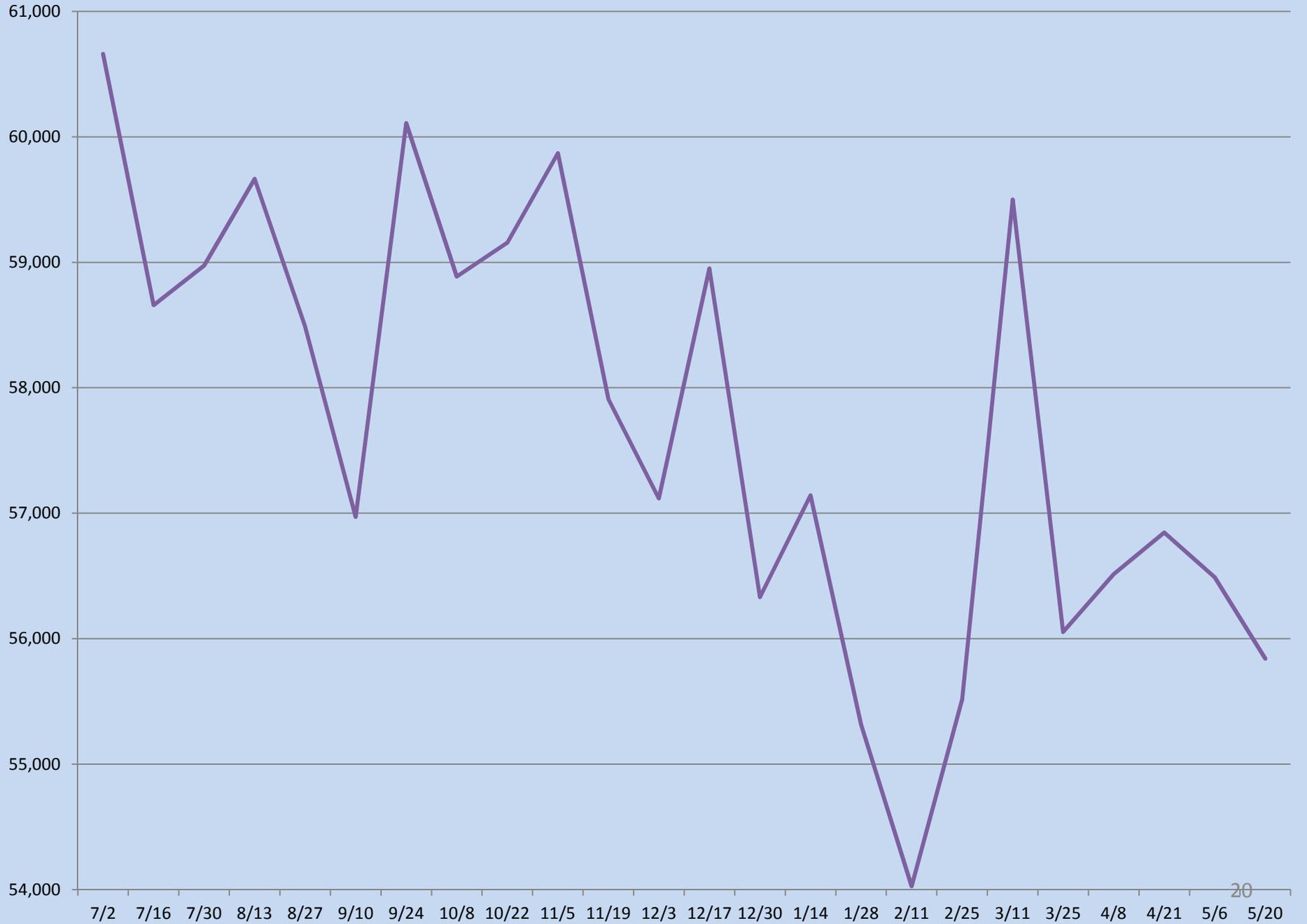
Challenges

- Uncontrolled Overtime
- Scheduling
 - Personnel
 - Non-Emergency Calls for Service
- High maintenance cost due to aging fleet
- Lack of Medical Supply Usage Control
- Right sizing the fleet/personnel
- Lack of Historical data to make future decisions
 - Fleet management
 - Equipment Purchases
 - Rate Adjustments

Challenges Cont.

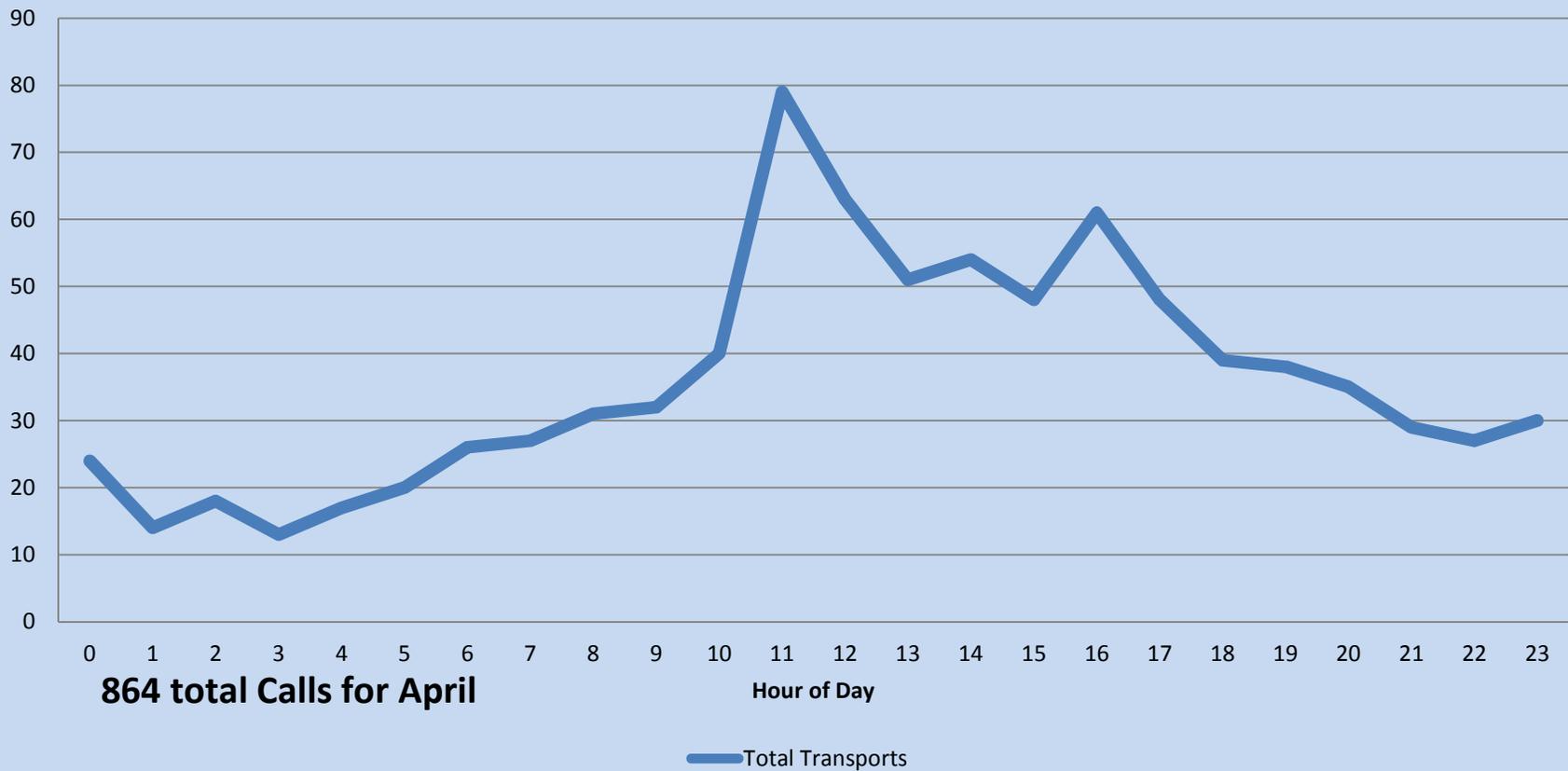
- Quality Improvement
- Future Service Area
- Accounts Receivable Management
 - Nursing Homes
 - Private Pay
 - Payer Mix (percentage of where payment comes from)

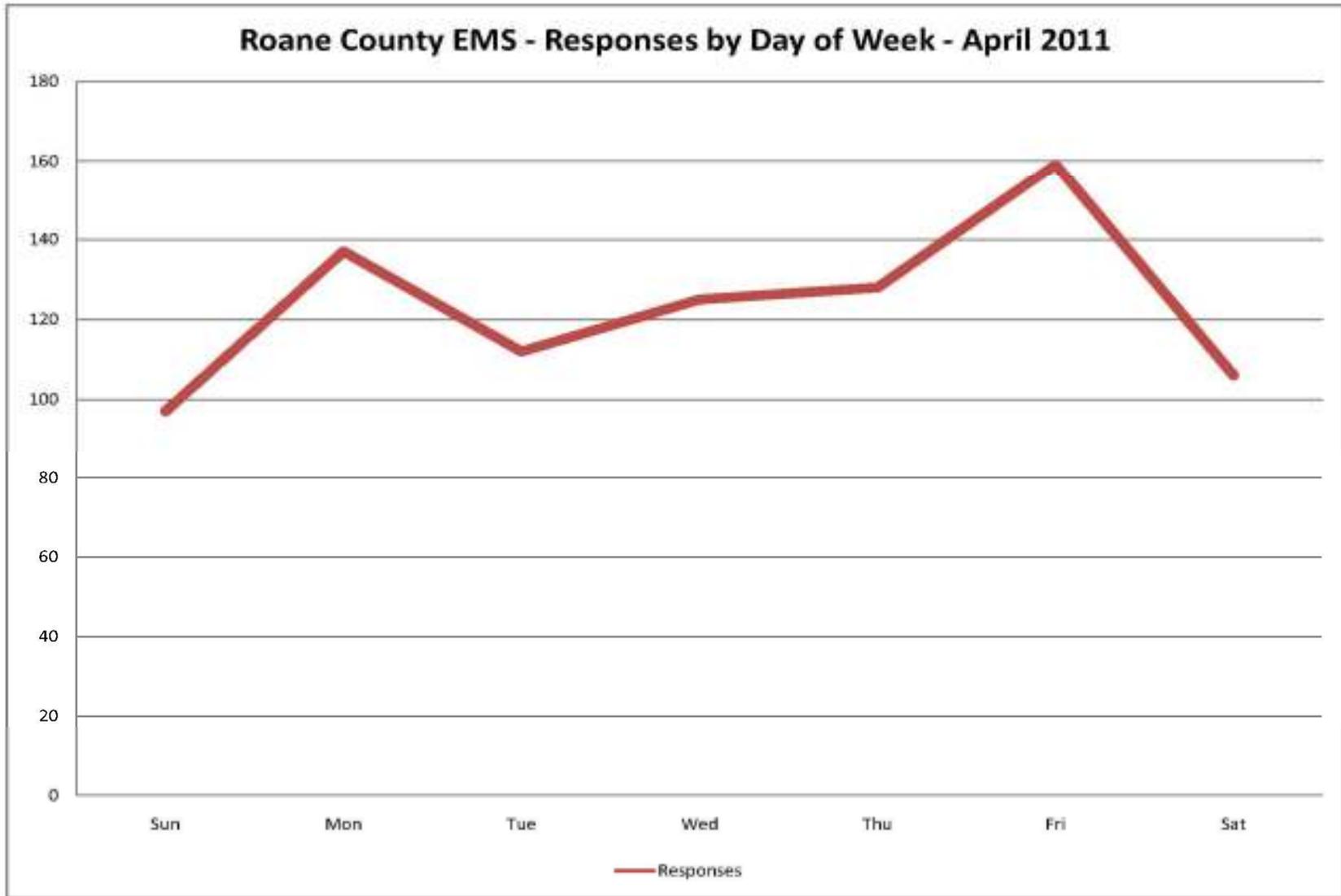
Ambulance EMT/Paramedic Salary Expense for FY11



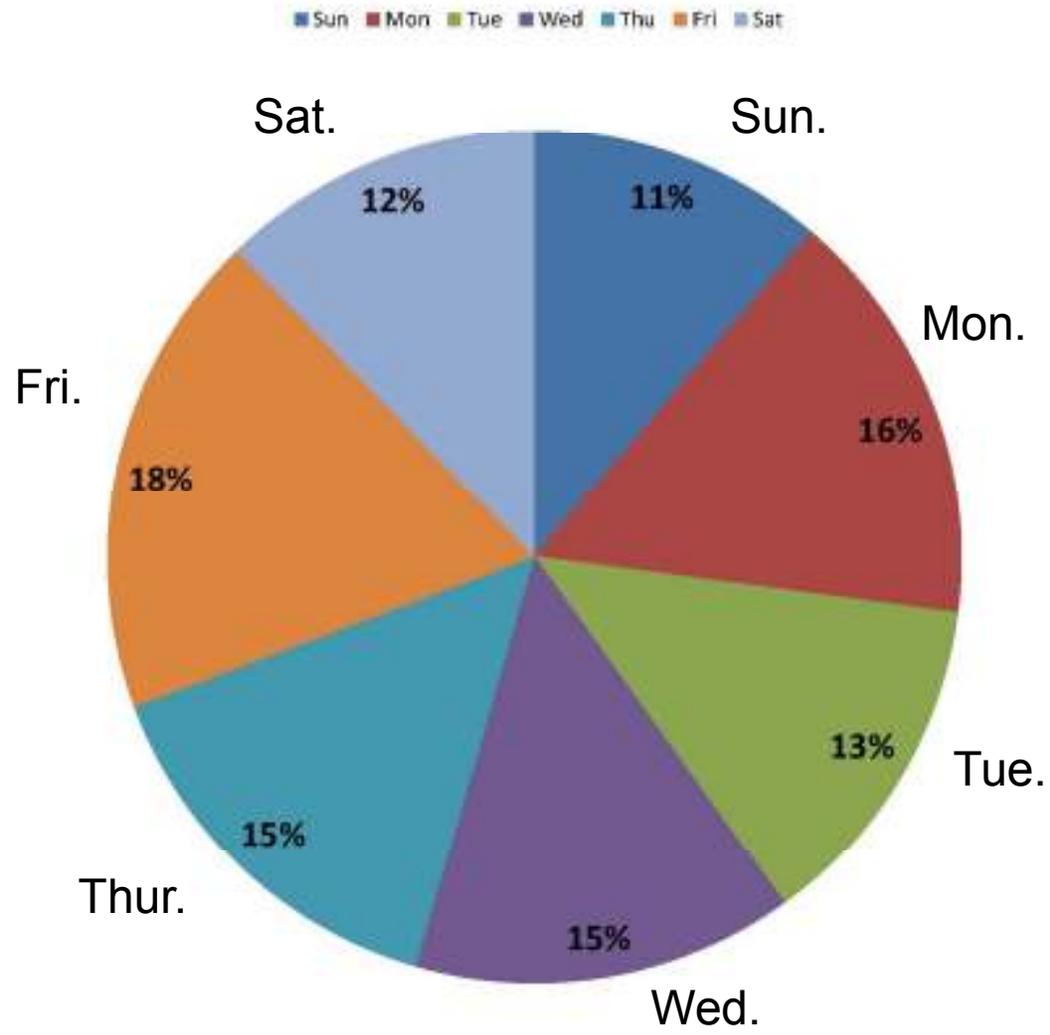
April Calls for Service

Total Runs by Hour - Roane County EMS April 2011

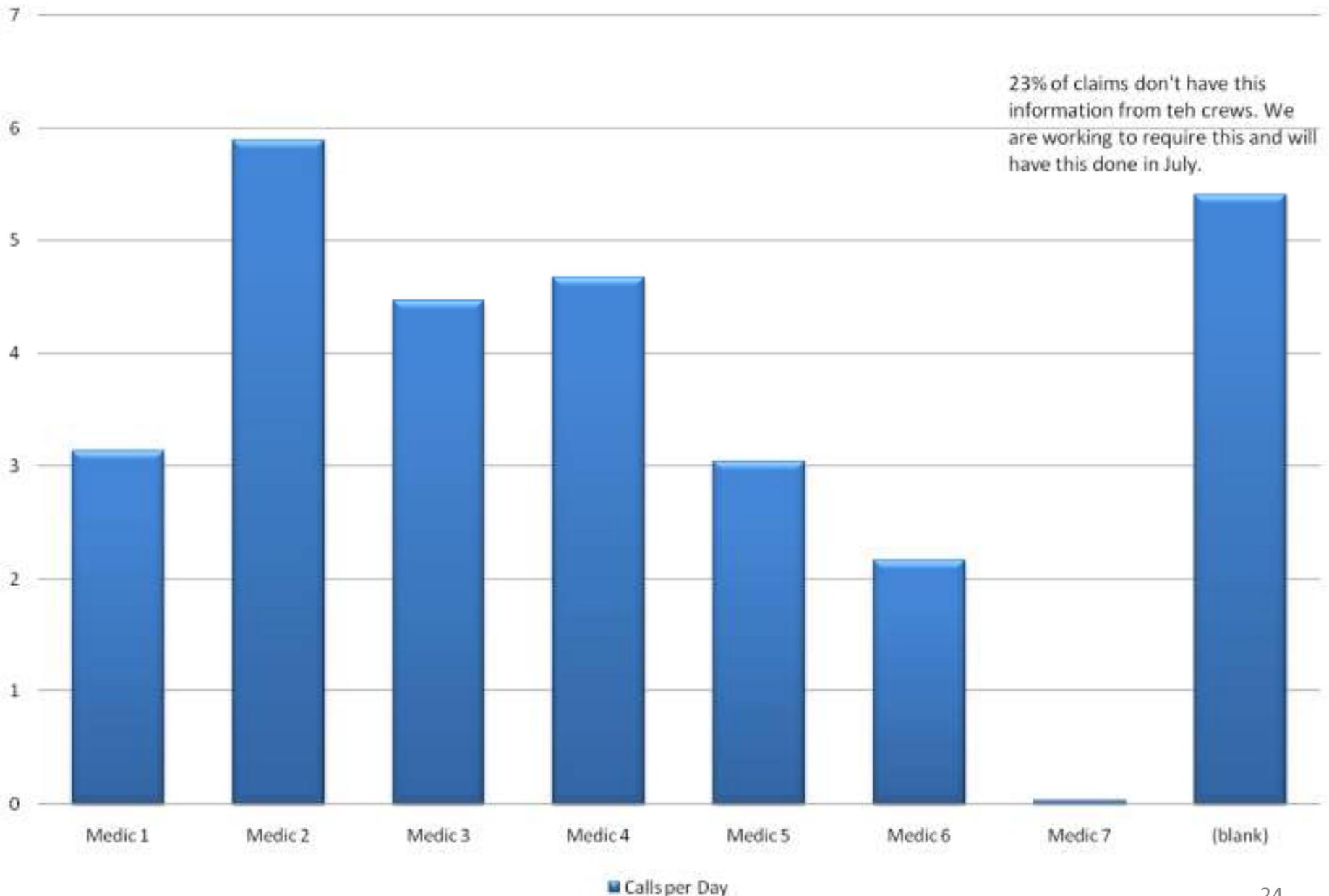




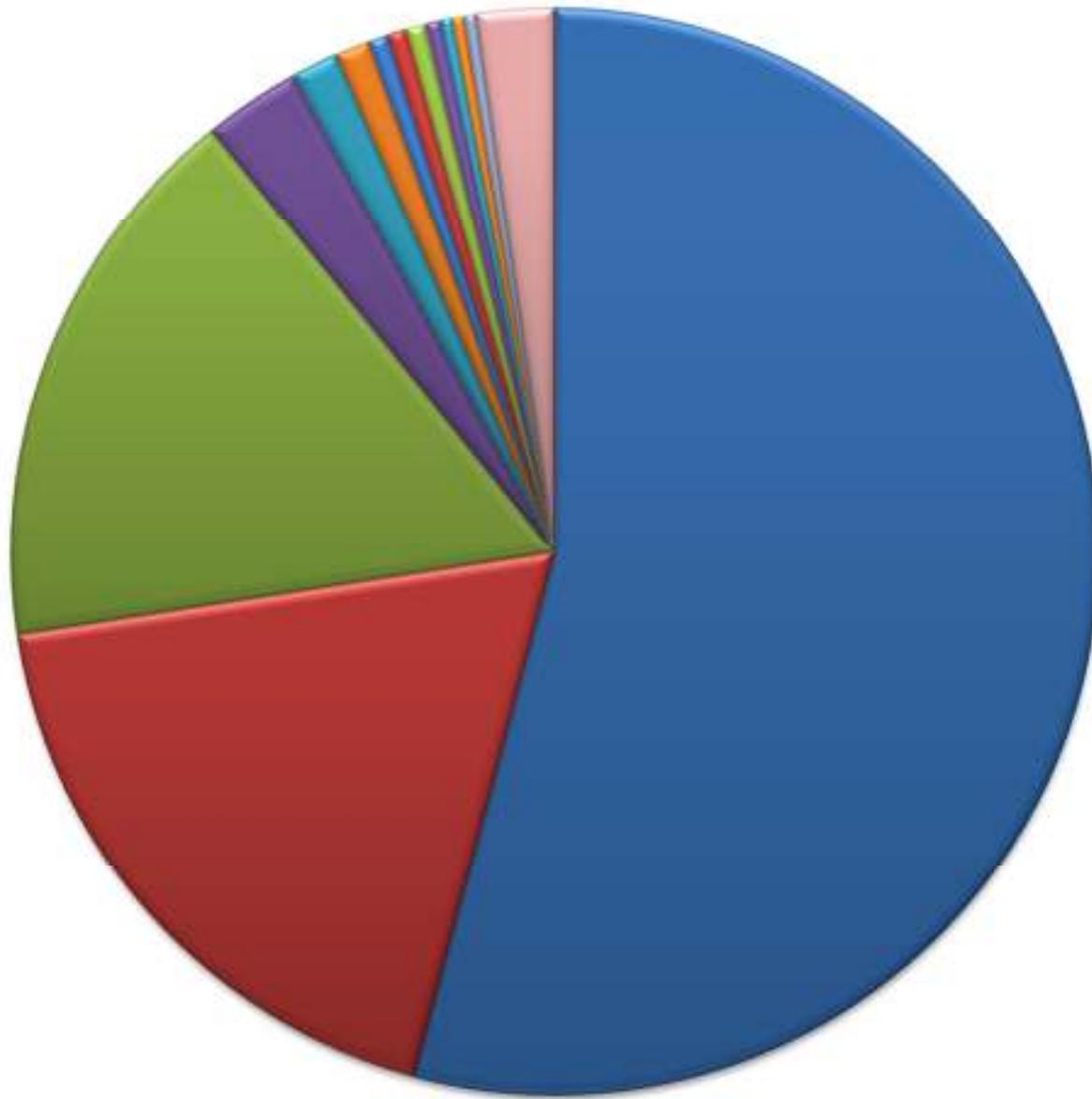
Roane County EMS - Responses by Day of Week - April 2011



Roane County EMS Calls/Day in April 2011



Roane County EMS April 2011 Transports by Zip



■ 37748 ■ 37763 ■ 37854 ■ 37830 ■ 37771 ■ 37880 ■ (blank) ■ 37846 ■ 37774 ■ 37772 ■ 37840 ■ 37920 ■ 37804 ■ Other

- Map of zip codes for Roane County
- [Roane County - Tennessee Zip Code Boundary Map \(TN\)](#)

Policy Changes that Address the Challenges

- There shall be no mandatory overtime except to maintain 4 trucks in the EMS system.
- The 4 primary stations shall be Harriman, Midtown, South of River, and Rockwood.
- Overtime cannot be granted without express approval of Director.
- 1 EMT and 1 EMT-P shall be allowed vacation per shift, and only if coverage can be found.
- Vacation must be requested at least 2 weeks out on approved form.

Policy Changes that Address the Challenges

- All vacation requests should be signed by the Shift Captain and given to M. McCoy. If coverage has not been found 72 hours prior to date vacation requests will be denied.
- Part time staff shall be offered all vacant positions first.
- M. McCoy shall be responsible for filling shifts for school, sick-time, training, and vacation.
- Shift Captains shall fill all sick time call-ins after 1630 and on weekends.
- All employees are to be ready for work by 0800.
- Daily truck check off sheets shall be placed in the appropriate binder and kept in day room.

Policy Changes that Address the Challenges Cont.

- Maintenance records for each truck shall be placed in the appropriate binder upon completion of work.
- Each Shift Captain shall conduct roll call each morning. During roll call the Captain shall complete the daily safety briefing (developed by the safety officer) have all present sign a roster. This shall be the time to pass along any pertinent information to the oncoming shift.
- All requisitions and Purchase orders shall be done by the Director

Policy Changes that Address the Challenges

- All trip tickets shall be verified and completed as soon as possible. Late call trip tickets shall be completed as soon as the employee returns to work.
- Starting May 1 all trip ticket logs shall contain the month number, year, medic number, followed by a sequential run number. This shall be reflected on each medic unit's daily log. The oncoming shift shall be responsible for obtaining their starting run number: example for medic 1 on May 1st. 051110001, 05111002, 051110003...
- Administrative staff and Shift Captains shall enter all daily activity into the emergency reporting daily log. Your time should be accurately charged to a task. If a task is not present you should contact the Director and ask for a task to be added that accurately reflects the task you are performing.

Where Do We Want to Go

- Communities Acceptable Level of Risk
 - Maintain A Rated Service
 - Response Times
 - Adequate Level of Care
- Financial Support