

AMBULANCE

2017 Staff Retreat

Ambulance- Employees

- 45 Employee (28 full time, 17 part time)
- 8 Critical Care Paramedics
- 18 Paramedics
- 17 Advanced Emergency Medical Technicians
- 2 Administrative
 - 23 Roane County residents



Ambulance- Training

- University of Tennessee Lifestar
 - 10 (4 hour) classes offered on-site for CEU credit.
 - Open to all prehospital providers
- Roane State Community College
 - Charles Dodson Paramedic Graduate
- Ambulance Medical Billing
 - On-site documentation training for CEU
- Region II EMS Directors Conference
- Tennessee Ambulance Service Association



Ambulance- Equipment

- Ambulances
 - 2 2016 Ford (gas) ambulances
 - 2 2015 Chevrolet (diesel) ambulances
 - 2 2013 Chevrolet (diesel) ambulances
- Patient Care Equipment
 - Zoll X-Series Cardiac Monitors on all front line ambulances
 - Emergency ventilator on every ambulance
 - Transport Ventilator for critical transports
 - Pedi-Sleeve on every ambulance (provided by grant)
 - All non-durable medical equipment continuously evaluated



Ambulance- Equipment

- Emergency Medical Protocols
 - Dr Roger Brooksbank
 - Critical Care Transport Protocols
 - Emergency Transfer Protocols
- Station
 - Remodel of Station 1 Midtown
 - Exterior Paint
 - Fixtures/ Furniture



Ambulance- Performance (Operations)

- Fewer Patient Care Complaints
- Improved Deployment
- Hospital
- Better Patient Outcomes
- Every response has a Paramedic and AEMT (minimum)
- Transports
 - 2015-9059
 - 2016-8896
 - 2017- 8423 (projected)



Ambulance- Performance (Financial)

- Ambulance Medical Billing (AMB) and EOS
 - Fewer tickets returned to crew for amendment
 - Fewer tickets filed as not medically necessary
 - Fewer Medicare denials
 - Fewer patient refunds
 - Crews love the documentation program EOS
 - Increase in TNCare filings
 - Private pay decrease from 14% to 8%
 - Mileage average from 16 1/2 to 19
- Average charge per transport Improved (\$790.22 from \$767.07)
- Average collections per transport Improved (\$379.85 from \$267.25)



Ambulance- Performance (Financial)

2013-2014		2014-2015		2015-2016		2016-2017	
Collections		Collections		Collections		Collections	
118-43120-INSUR-	815,400.75	118-43120-INSUR-	915,217.34	118-43120-INSUR-	803,209.50	118-43120-INSUR-	823,961.01
118-43120-MCAID-	36,302.40	118-43120-MCAID-	85,967.70	118-43120-MCAID-	191,978.08	118-43120-MCAID-	182,095.29
118-43120-MCARE	1,369,716.76	118-43120-MCARE	1,265,356.60	118-43120-MCARE	1,022,329.52	118-43120-MCARE	1,120,184.42
118-43120-PRIV	187,453.85	118-43120-PRIV	170,599.41	118-43120-PRIV	180,021.40	118-43120-PRIV	111,973.96
118-43130	9,827.19	118-43130	17,701.84	118-43130	17,026.31	118-43130	13,200.30
	2,418,700.95		2,454,842.89		2,214,564.81		2,251,414.98

Ambulance- Employees

- Expand Critical Care Program
 - Continue to support education of staff
 - Continue to develop extended care protocols
- Certification Skills
 - ACLS, PALS, NALS, ATLS
- Decrease work related injuries
 - Use of proper equipment and resources
- Celebrate Success



Ambulance- Training

- Medic-CE
 - On-line medical training
- Basic Life Support Ambulance
 - Evaluate the use of BLS units to offset high demand periods
- Customer Service Training
- Leadership Development
 - Onsite and National Fire Academy Classes



Ambulance- Equipment

- Continue equipment replacement schedule
 - 2017 Ambulance
- Chest Compression Devices on front line ambulances
- IV Pumps for Critical Care Transports
- Second Transport Ventilator
- Auto Load Systems for each ambulance
- Upgrades to communication equipment
- Station Security
- Addition of 2 Zoll X-Series Monitors



Ambulance- Performance (Operations)

- Deployment
 - Stations with more fluid deployment
- Quality Improvement
 - General Reports and Feedback to individual caregivers
- Maintain progressive medical protocols
- Decrease patient complaints
 - Customer service
 - Response
- Continue to improve times
 - Chute times < 45 seconds
 - Response times < 10 minutes
 - Scene times < 15 minute



Ambulance- Performance (Financial)

- Use of Priority Dispatch through 911
- Continue to monitor and demand best efforts from AMB
- Continue efforts to secure pre-authorizations as required
- Demand complete, timely and medically appropriate documentation from crews
- Improve deployment to maximize the efficiency of resources
- Decrease the departments reliance on tax dollars