



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 3/8/2016
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NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors

FROM: Shelli Brobst for HOWARD HIMES - Director
Health & Human Services Administration

REPORT BY: Shelli Brobst, Contracts Manager - 253-4720

SUBJECT: Offer of Extension of Agreement No. 7682 with American Medical Response West (Ambulance Franchise Contract)

RECOMMENDATION

Director of Health and Human Services requests approval of and authorization for the Chairman to sign Amendment No. 3 to Agreement No. 7682 with American Medical Response West, extending the term through January 1, 2022, incorporating additional terms, making certain technical changes and revising the patient charges for provision of exclusive emergency ambulance and non-emergency advanced life support transport services.

EXECUTIVE SUMMARY

On October 18, 2011, the Board approved a new ambulance franchise agreement with American Medical Response West (AMR) to provide exclusive emergency ambulance and non-emergency advanced life support (ALS) transport services throughout Napa County. AMR currently provides exclusive ALS transport services. This amendment will extend the original term of the agreement for an additional five years, incorporate additional terms, make certain technical changes and revise the patient charges to the original agreement.

AMR was selected as the current vendor after a competitive bidding process was conducted in 2011.

PROCEDURAL REQUIREMENTS

1. Staff reports.
2. Public comments.
3. Motion, second, discussion and vote on the item.

FISCAL IMPACT

Is there a Fiscal Impact? No

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

Health and Safety Code Section 1797.200 grants authority to counties to develop emergency medical services (EMS) programs. Section 1797.224 authorizes the designation of "Exclusive Operating Areas" (EOAs). Within an EOA, ambulance service provision can be restricted to one or more providers of emergency ambulance services and advanced life support (ALS) services. Section 1797.224 requires the County to utilize a competitive process to select the provider or providers of services pursuant to the County's State-approved EMS plan.

The last RFP process resulted in award of the emergency ambulance franchise to American Medical Response West (AMR) in October 2011. After an agreement was successfully negotiated, AMR began providing service on January 2, 2012.

Today's action will approve the following changes and additions to the current Agreement:

1. **Contractor Support of County Compliance Contract Management and Regulatory Activities.** AMR is currently required to provide oversight funding to the EMS Agency for services related to monitoring the agreement between the County and Contractor. Contract language changes will increase the current oversight fee from \$10 per transport to \$15 per transport.
2. **ALS First Response on Scene.** This amendment will correct previously amended language regarding ALS First Response. The amendment will change one word in the contract from "proceeding" to "preceding."
3. **Lake Berryessa Coverage.** This amendment will change current requirements for Quick Response Vehicle (QRV) coverage in the Lake Berryessa area to meet current needs of reduced resort activity. QRV coverage will be available on all holiday weekends between Memorial Day and Labor Day. Coverage will be increased at the request of the EMS Agency if required by increased resort activity.
4. **Key Personnel.** This amendment will require AMR to staff a full-time Clinical Manager to oversee clinical performance of personnel and will remove the "full time" requirement for the General Manager position.
5. **Essential Patient Care Record and Assignments Data.** This amendment will require that AMR use the Electronic Patient Care Recording (ePCR) system as identified by the EMS Agency. The amendment also includes a requirement for AMR to fund the development and use of a new ePCR system.
6. **Patient Charges.** This amendment will allow an increase in charges for services provided by AMR. Section 9.2.3 of the contract allows for adjustments to AMR's allowed charges based on factors that are beyond the control of AMR. AMR has seen impacts to revenue due to the Federal Medicare Sequestration and the Affordable Care Act (ACA). AMR has also had unanticipated increases in expenses not controlled by AMR, including dispatch costs and increased oversight costs by the County EMS Agency.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Karen Collins