



# Emergency Medical Services

## Mini-Budget Update

February 18, 2016





# EMERGENCY MEDICAL SERVICES

## BACKGROUND

- EVAC serves 1,207 square miles and 16 municipalities
- 47 ambulances, Dynamically deployed from 13 to 25 units, depending on peak load and special events
- Total field staff of 97 Paramedics, 70 EMT's, and 40 intermittent pool
- ***High Performance EMS Model***



# EMERGENCY MEDICAL SERVICES UTILIZATION

**FY15**

- **86,589 Calls for Response (+4.91%)**
- **51,211 Transports (+5.54%)**



# EMERGENCY MEDICAL SERVICES EVAC AMBULANCE FY15 ACTUAL

## *CALCULATING THE REVENUE*

- **GROSS BILLED**  
**\$33,586,416**
  
- **NET REVENUE**  
**\$14,998,629**

### **Impact Factors**

- Entitlements (*“contractuals”*) – mark-downs required by federal and state insurance programs
- Write-offs - uncollectable accounts or “bad debt” – also prompt pay discounts



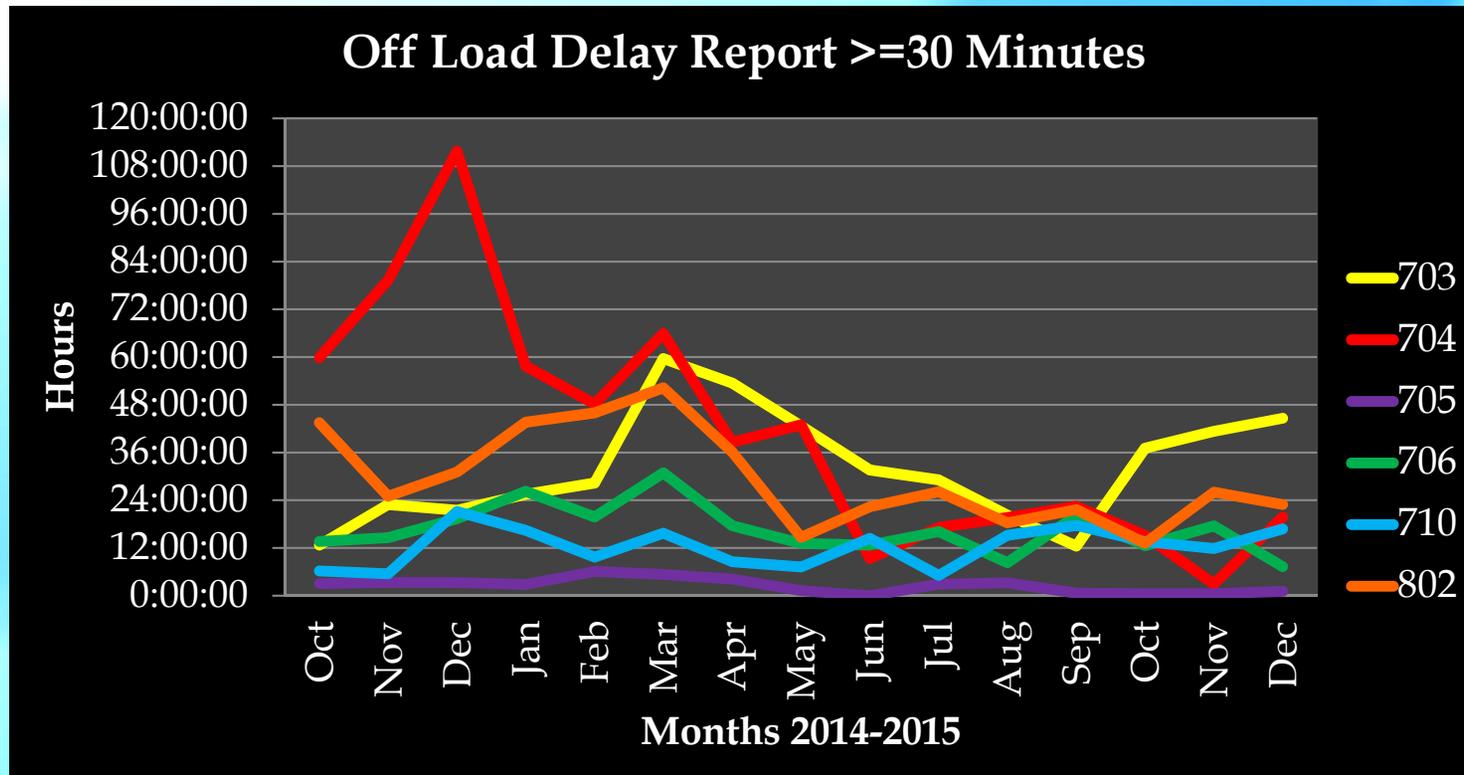
# EMERGENCY MEDICAL SERVICES

## OPERATIONAL ACHIEVEMENTS

- **Stabilized Unit Hour Utilization (UHU) – 0.56**
- Fleet Replacement and Refurbishing Strategy
- Operative IQ™ Supply & Inventory Control
- EMS System Integration (911 ⇔ Rehabilitation)
- **Municipal Transport Program (PLUS)**



# NON-PRODUCTIVE OFFLOAD DELAYS OPERATIONAL ACHIEVEMENTS



703–FH Memorial 704-Halifax 705– Bert Fish Medical Center  
706-FH DeLand 710-Central Florida Regional 802-FH Orange City



# EMERGENCY MEDICAL SERVICES ANTICIPATED CHALLENGES

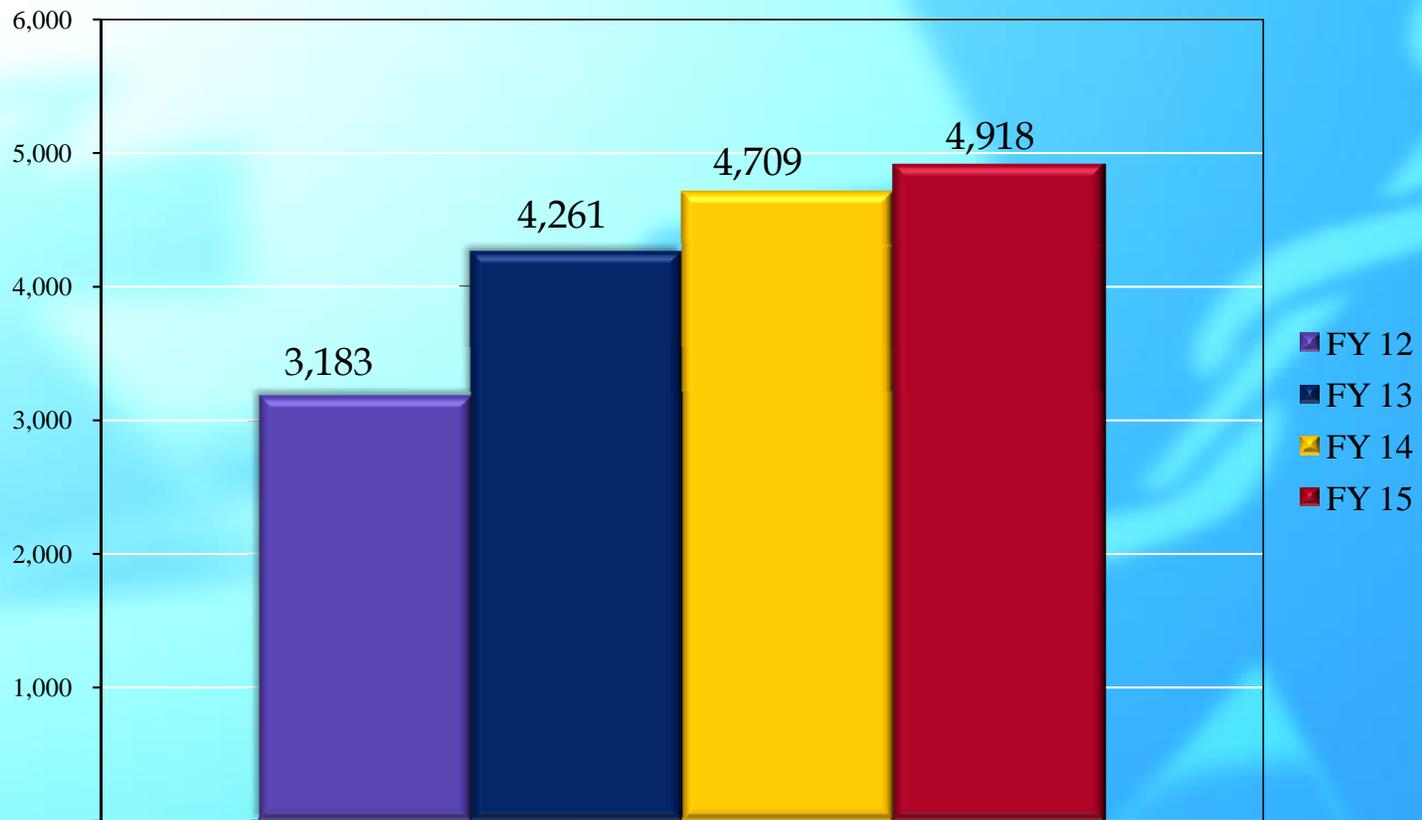
- Continued 3-5% Increase in Utilization/Call Volume
- Total EMS System Coordination
- Staff Stability & Retention
- Comprehensive Inventory & Supply Control
- Transitioning Reimbursement
- Recent Legislative Developments
- Hospital/Health Systems Transformations





# CHALLENGES

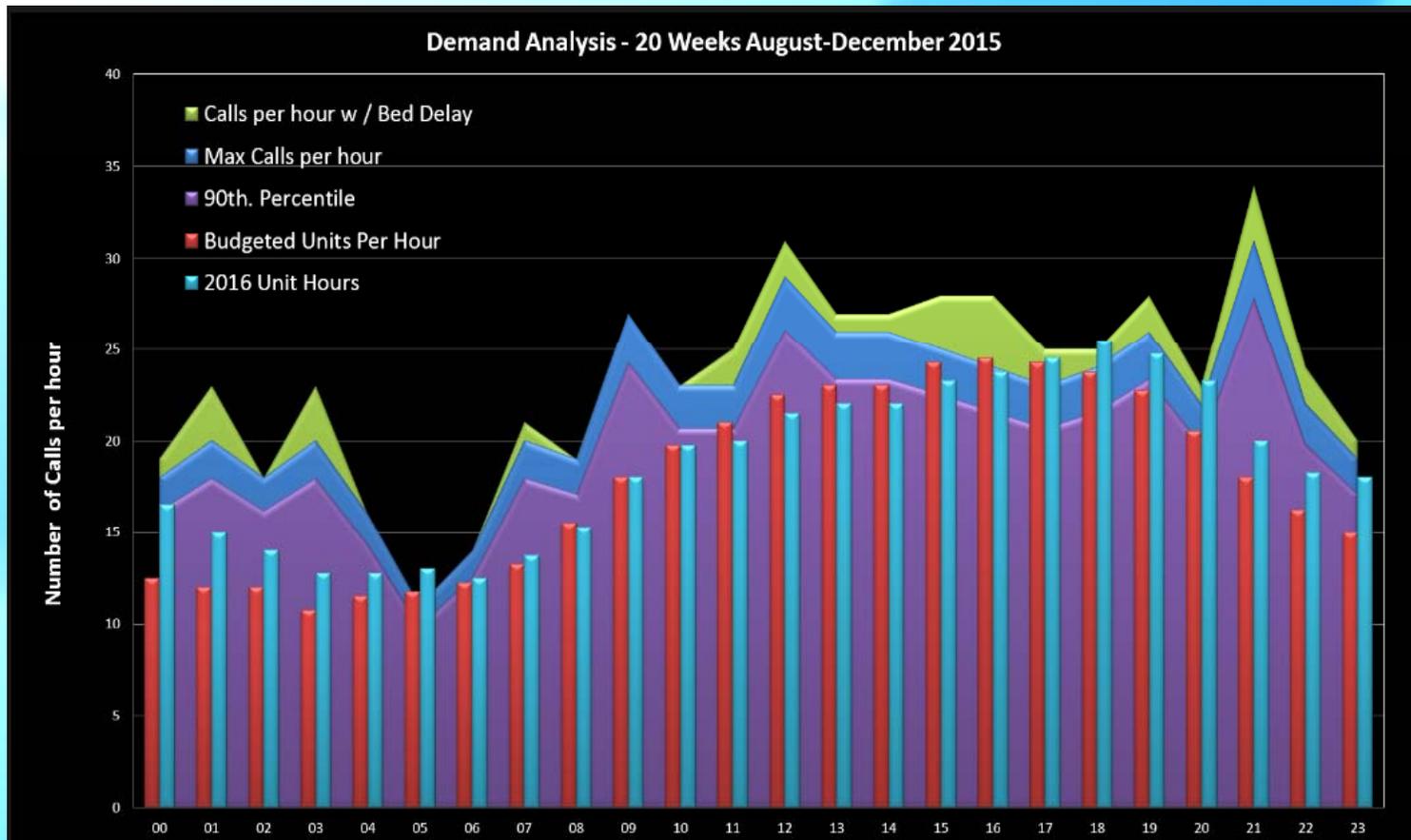
## INTERFACILITY SERVICE TRANSPORTS





# CHALLENGES

## 24 HOUR COMPOSITE DEMAND ANALYSIS





# EMERGENCY MEDICAL SERVICES

## Anticipated Opportunities and Needs

### LOW ACUITY TRIAGE

- Filter low acuity, non-emergent calls
- Provides the most appropriate level of care
- Complementary function to 911 call processing
- *No question or need goes unanswered*



### COMMUNITY PARAMEDICINE

- Extended partnerships between Health Care Systems, EMS and Fire First Responders
- patient mentoring, well being checks
- *Reduce patient recidivism, improve patient compliance and overall community health*



# EMERGENCY MEDICAL SERVICES SUMMARY

- Continue to Operate at maximum capacity and peak utilization
- Health Care (EMS) is dynamically changing
- Continue to encourage and support a well coordinated comprehensive response *system*
- Develop system-wide quality clinical care and efficiencies
- Prepare for performance based quality indicators and reimbursement





# Emergency Medical Services

## QUESTIONS

