



**ELLIS
COUNTY
EMS**

**Report
to the
Community**

2016

Report to the Community

This report is brought to you by the staff of American Medical Response, which has served Ellis County as Ellis County EMS for 1 year, and has been in Texas for many more. We would like to thank the citizens and leaders of Ellis County for the opportunity to serve. We hope to make this an annual report, to keep the community informed of changes and advances in Emergency Medical Services.

Feel free to contact us any time you have questions or need service.

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Proud to Serve Ellis County

The Ellis Operation is made up of 80 paramedics and EMT. Most of these individuals not only work in Ellis County, but call Ellis County home. The operation takes extreme pride in serving the citizens of Ellis County. Over 13900 requests for service in 2016, our crews stand ready to serve the citizens of Ellis County. The operation currently operates both a 911 and IFT system, with a mixed fleet of type 1 and 3 ambulances. Some of our units and employees, are currently housed in the Red Oak and Ennis fires stations. We also have stations in Palmer, Italy, and Waxahachie. Our IFT units currently house out of Baylor Waxahachie and Red Oak Station 3.



On-Time Performance

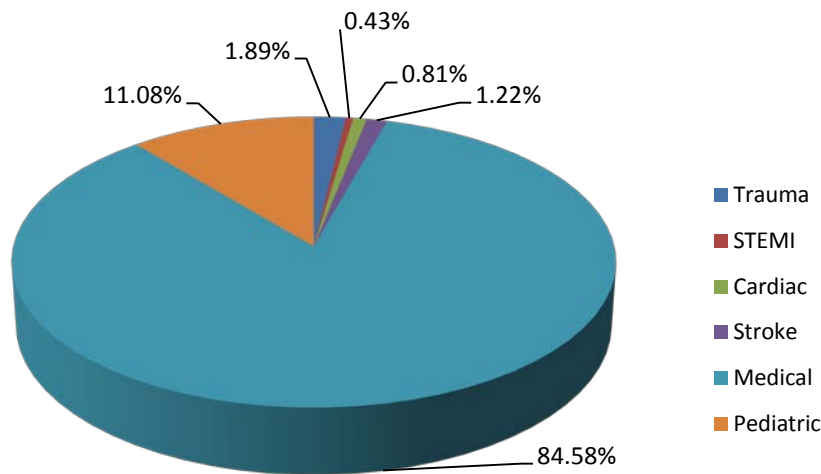
| Area and Type of Call | Response Time Target | Contract Standards | Achieved Contract Year 1 |
|--------------------------------|----------------------|--------------------|--------------------------|
| Ellis County | 14:59 | 90% of the time | 92.54% |
| Ennis | 8:59 | 90% of the time | 96.46% |
| Ennis Non-Emergent | 19:59 | 90% of the time | 96.97% |
| IFT/Ennis Regional Emergent | 59:59 | 90% of the time | 94.55% |
| Waxahachie | 8:59 | 90% of the time | 92.38% |
| Waxahachie Non-Emergent | 19:59 | 90% of the time | 91.71% |
| IFT/Baylor Waxahachie Emergent | 59:59 | 90% of the time | 99.41% |
| Red Oak | 8:59 | 90% of the time | 95.20% |

Types of Calls

The Big 6

These are the 6 most-frequent types of calls that Ellis County EMS answered in Ellis County for 2016, with number of calls for each type. Percentages are the percent of the top 6 types of calls.

Trauma, STEMI, Cardiac, Stroke, Medical, and Pediatric



Highlights in 2016

The last year has brought exciting changes to the Ellis County EMS System: 8 new Ford Type I ambulances and 2 Type I 4x4, new Ellis County decals, 10 new Stryker power-assisted stretchers, and 10 LifePak15.

FAST FACTS

Contract Year 1 (2016)

- AEMS-System –credentialed medical providers (Paramedics, EMT-Intermediates, EMT)
- AEMS System-credentialed medical dispatchers
- Administration and Support Staff
- Vehicle Fleet
- Inter-facility transport services
- 9-1-1 services
- Medical Standby Services

Donated-

Red Oak: Red, White, & Blue Fireworks
Ellis County Emergency Preparedness Day
Ennis Polka Festival
Waxahachie County Report Festival
Marvin Elementary Career Day

Revenue-

228 Standby Hours



Notable Accomplishments

During 2016 Ellis County EMS had astonishing response time to emergent and non-emergent calls throughout the county. Average response time was the following:

| Area | Minutes : Seconds |
|----------------|--------------------------|
| • Ellis County | 09:25 |
| • Ennis | 04:12 |
| • Waxahachie | 05:37 |
| • Red Oak | 04:16 |

Also, throughout 2016, Ellis County EMS had increasing survivability rates to emergent and non-emergent calls throughout the county. Average survivability rate was 15%. Ellis County EMS was also proud to be a part of a Life-Saving Award Ceremony with the Red Oak Fire Department January 2017 for a save in December of 2016.

Community Service

Contract Year 1 (2016)

Public education programs and AMR CPR Challenge we trained 540 Ellis county residents in hands only CPR. Also, Ellis County EMS attended Marvin Elementary Career day, Red Oak (Red White and Blue Fireworks) Ellis County Emergency preparedness day, Ennis Polka Festival, and Waxahachie Country report Festival.

New-Hire Orientation Program

Each employee goes through a week long new employee orientation, then 3, 24 hours as a third rider with a FTO, then several more shifts unless the Employees sound proficient in patient care. Then must Pass the protocol exam. Ellis has conducts quarterly CE, such as Cardiac and Respiratory, and is currently in the process of training all employees to a SCT level.



EMS Quality Improvement

In late October AMR met with both Ennis regional and Baylor Waxahachie. During these meeting it was apparent that the system was lacking the much needed resources of SCT level care. AMR was comment to finding the resolution to the current issue. In December AMR put together the required equipment and training, along with medical control approval for SCT level capabilities.

2016 Payer Mix

| PBT Financial Class Combo | Trips | Mix |
|-------------------------------------|---------------|----------------|
| 100 - MEDICARE | 5,064 | 41.10% |
| 101 - MEDICARE HMO | 1,159 | 9.40% |
| 107 - CONTRACTED GOVERNMENT MCR HMO | 182 | 1.50% |
| 200 - MEDICAID | 195 | 1.60% |
| 201 - MEDICAID HMO | 431 | 3.50% |
| 207 - CONTRACTED GOVERNMENT MCD HMO | 522 | 4.20% |
| 300 - NON-CONT INS & HMO | 709 | 5.80% |
| 400 - PRIVATE PAY | 2,751 | 22.30% |
| 500 - FACILITY/INSTITUTION CONTRACT | 282 | 2.30% |
| 600 - KAISER | 4 | 0.00% |
| 700 - CONTRACTED INS & HMO | 913 | 7.40% |
| 900 - VETERANS ADMINISTRATION | 100 | 0.80% |
| Grand Total | 12,312 | 100.00% |

