








Update on Progress: PF&R Rapid Response Vehicles Action items to expand capacity for EMS calls for service

June 10, 2016

Decision Points



Action Item	Responsible Party	Estimated Completion	Timeline	Status	Discussion and <u>Action Items</u>
1 Add Trauma 3 to select Type 3 EMS calls that RRVs respond to in home FMA.	PF&R and Multnomah County Medical Director	1-2 months	Complete		Complete. Trauma 3 added to list of Type 3 EMS call types for RRV Unit response on 3/2/16. RRVs appear to be successfully absorbing the additional workload of one call/day. Response reliability has increased in FMA 7 and 19, decreased on 11 and 24. Recommendation was to keep Trauma 3 on the list. <u>PF&R recommends keeping Trauma 3 on the list of Type 3 EMS call types, the bureau will continue to monitor the impact on response reliability.</u>
2 Add additional Service calls and Type 3 EMS calls to RRVs' workload after evaluation to determine if appropriate.	PF&R and Multnomah County Medical Director	3-4 months	Progress check: 9/2016		Not Started. PF&R is awaiting more results from the addition of Trauma 3 before adding more calls to RRV workload. PF&R is also evaluating the appropriateness of other call types for 2-person crews. Ongoing considerations include <u>evaluating if workload changes are appropriate for the stated mission of the RRV program</u> , and identifying <u>opportunities to change the call triage process to ensure that the correct resources are deployed for the situation.</u>
5 Extend RRV responses into Gresham area of FMA 31.	PF&R, Gresham Fire, Multnomah County Medical Director	6 month- 1 year	Progress check: 9/2016		In progress. FMA 31 covers part of Portland and part of Gresham. Engine 31 is currently PF&R's busiest engine. Portland staffs two of the three shifts and Gresham staffs one shift in the rotation. During PF&R's shifts, PF&R RRVs respond to RRV type calls within the City of Portland, but not within the City of Gresham. <u>There is interest in pursuing a partnership with Gresham. Next step involves conversations at the operational (PF&R) and political (Commissioner-in-Charge/Council) level regarding 1) if additional funding is required to extend RRV service into Gresham, and 2) cost-sharing with the City of Gresham to pay for the service.</u>
6 Add additional RRVs to operate during peak demand hours.	PF&R, Council (budget decision)	1 year	Progress check: 9/2016		In progress. PF&R has identified <u>improvements to its business processes that the bureau anticipates will improve response reliability during peak hours.</u> This includes potentially changing training schedules and deploying repair crews to stations to decrease the amount of time that units are out of service.

Updates

Action Item	Responsible Party	Estimated Completion	Timeline	Status	Summary
3 Utilize AVL (automatic vehicle locator) to assign RRVs to select Type 3 calls within 5 minute travel time (including calls outside of their FMA). PF&R will work with BOEC to implement.	PF&R		5/2/16		In progress. The focus has shifted to an option that could significantly restructure service delivery in the bureau. BOEC's system does not allow a portion of Type 3 calls to be dispatched by AVL. Instead, PF&R is currently working with BOEC to create a model for consideration to have all PF&R calls to be dispatched by AVL. <u>Item not reviewed. Share progress at the next session.</u>
4 Improve training on incident data entry & ready time.	PF&R	6-8 mo.	Progress check: 9/2016		Not started. In calendar year 2015, 35% of EMS calls responded to by RRVs were canceled or medical standby/no care provided. The current data overstates the number of calls that actually fall into this category, and this action item suggested that clearer instructions and training on filling out reports would improve the accuracy of the data. <u>Item not reviewed – issue may only apply to select FMAs. Will be removed from future action items.</u>
7 Implement Community Risk Reduction Programs.	PF&R	Ongoing	Progress check: 9/2016		In progress. PFR is engaging in a number of pilot programs designed to reduce call volume and PF&R response to lower acuity calls, including: <ul style="list-style-type: none"> - Home fire inspections - Community Health Assessment Team:

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					- ADAT Hospital readmissions reduction program <u>Item not reviewed. Share progress at the next session.</u>
8	Expand ADAT (Alternative Destination/Alternative Transport) II to larger portion of the city.	PF&R	6 months	Progress check: 9/2016	 Not Started. <u>Item not reviewed. Share progress at the next session.</u>
9	Plan for ASA contract discussions - the contract with AMR that is managed by Multnomah County will open in 2018.	PF&R, other?		Progress check: 9/2016	 Not Started. Bureau will provide update of where the early discussions with Multnomah County are at present including the potential to add PF&R Rescue to areas with slow ambulance response times. There is the potential for reimbursement for transport or services provided by PF&R. <u>Item not reviewed. Discuss approach at the next session.</u>