

Ramirez, Angelica

Public Comment

# 4

**From:** Joyce Reed <jreed@montecitofire.com>  
**Sent:** Monday, May 9, 2022 10:43 AM  
**To:** sbcob  
**Cc:** iscoza@gmail.com  
**Subject:** Public Comment  
**Attachments:** Letter to Santa Barbara Board of Supervisors.pdf



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Clerk of the Board,

We are submitting this Public Comment on behalf of our Medical Director Dr. Angel Iscovich.

Dr. Iscovich's comments pertain to Item 4 on the Departmental Agenda for the May 10, 2022, Board of Supervisors Meeting, please include them as part of the record.

Thank you and have a great day.



**Joyce Reed**

Administrative Assistant

595 San Ysidro Road, Santa Barbara, CA 93108

STATION (805) 969-7762

montecitofire.com

Letter to Santa Barbara Board of Supervisors

RE: Ambulance Service Contract Update and Ambulance Service Resolution (May 10, 2022)

Dear Supervisors,

I am writing to express my support for **modification** of the Ground Ambulance Request for Proposals (RFP) to create a fair and level playing field for contract respondents. My concern is related to aspects of service reductions in unincorporated areas, the overall subjectivity in scoring of RFP, the selection process not fully transparent, and the lack of clarity of bidder qualifications.

As a resident of over 40 years, former EMS Medical Director for Santa Barbara County and EMS Commissioner of California, I have had the opportunity to see the evolution of EMS in Santa Barbara County. My involvement with the Hospital and Medical community, have seen the advent of the importance of the patient experience, bending the cost curve, and utilizing population health to make for a better community.

I am further concerned about the **impact of an extension** of the Ambulance service contract beyond the intent to begin with a new contract in 2023. The delay in new contract award by extension makes for concerns of clinical quality and staffing, by a possible 'lame duck' effect, and limits a clean transition if a new provider is chosen. I have witnessed this in EMS system changes, as we all have, in transitions of new administrations and contracts.

Currently I serve as the Medical Director for Montecito Fire Department and have gained appreciation of the commitment of the Fire Services to EMS. Having initiated the integration of the Fire Service Paramedics to supplement the EMS system in the 1990's we were able to see the impacts to Paramedic level coverage in our rural, suburban, and urban populations. The level of Paramedic education, standards, clinical excellence have been applied with success across the counties fire departments. I am glad to see the focus on the Clinical aspects that will be required of an Ambulance Contractor. In reviewing clinical quality over many years, I am pleased to see the resources and focus that Fire Services and in particular Santa Barbara County Fire are applying. In addition to employing a Medical Director there are three (3) Quality Improvement Nurses.

The RFP rationale, that is noted below, for assuring clinical excellence is essential and can be met by a Fire Services contractor:

"While a timely arrival of EMS professionals is important, the quality of care they provide is even more important. The clinical metrics being evaluated are ones that have a discernable impact on the patient's outcome and are within the Contractor's control. Clinically - driven financial incentives, combined with operational financial incentives and customer satisfaction reviews are intended to create a balanced improvement in the EMS System aligned with the Triple Aim approach (enhance the patient experience; improve population health; and reduce costs)."

I have witnessed, as we all have, the superb coordination, communication, expertise, resources, and tireless efforts by the Fire Services on behalf of our community. The same would be the case for EMS services that have been and will continue to be provided.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "Angel L. Iscovich". The signature is fluid and cursive, with a prominent initial "A" and a long, sweeping underline.

Angel L. Iscovich, M.D, FACEP