

Attachment E

LEMSA Review of Phase 2 & 3 EMS System Solution Initiatives

Goal 1: Improve coordination/management of Interfacility Transfer (IFT) System

Objective	Triple-Aim Area(s)	Will the LEMSA Pursue?	LEMSA Action Recommendation	Does a provision exist in the current agreement with AMR?
1.1 Amend current response and transport regulations, transport agreement or RFP specifications to allow for alternative staffing and vehicles in ensuring medical necessity, patient and crew safety.	Per Capita Cost; Patient Experience	YES	Alter unit configuration standards	YES
1.2 Implement an IFT transport coordination center to serve the entire system.	Per Capita Cost; Patient Experience	FURTHER REVIEW REQUIRED	Direct how non-emergency calls are processed	YES
1.3 Determine issues regarding system surge capacity.	Not Applicable	IN PROGRESS	Alter provider performance standards	YES
1.4 Determine whether CCT and specialty transports need to be more available to the system.	Not Applicable	YES	Alter provider deployment requirements	YES

Goal 2: Improve coordination/management of EMS for Mental Health Patients

Objective	Triple-Aim Area(s)	Will the LEMSA Pursue?	LEMSA Action Recommendation	Does a provision exist in the current agreement with AMR?
2.1 Convene a multidisciplinary task force consisting of EMS, the Public Health Department, law enforcement, ambulance providers, receiving facilities and other interested stakeholders to revise the EMS system's response protocol for behavioral health patients.	Per Capita Cost; Patient Experience; Health of Populations	IN PROGRESS	Engage Emergency Medical Advisory Committee (EMAC) to provide volunteers	NOT APPLICABLE
2.2 Determine feasibility of awarding a separate agreement for longer distance/duration 5150 mental health transports.	Per Capita Cost; Patient Experience; Health of Populations	FURTHER REVIEW REQUIRED	Engage Crisis Action Team and EMAC to develop sub-committee to review feasibility of non-emergency 5150 transports	YES
2.3 Determine law enforcement's current role in transporting 5150 patients.	Not Applicable	YES	Engage Crisis Action Team & CLEC for guidance	NOT APPLICABLE
2.4 Expand the use of "safety cars" and/or other vehicles for 5150 transports.	Per Capita Cost; Patient Experience; Health of Populations	FURTHER REVIEW REQUIRED	Engage Crisis Action Team & EMAC for guidance	YES
2.5 Designate a single liaison point between EMS and behavioral services.	Patient Experience; Health of Populations	IN PROGRESS	Continue SBCEMSA's involvement in Crisis Action Team	NOT APPLICABLE
2.6 Consider staffing a specialty crisis team to transport 5150 patients.	Per Capita Cost; Patient Experience; Health of Populations	NO	Engage Crisis Action Team & EMAC for guidance	YES
2.7 Designate / build and staff a teen crisis center.	Per Capita Cost; Patient Experience; Health of Populations	NO	Engage Behavioral Wellness	NOT APPLICABLE

Goal 3: Provide appropriate flexible access to treatment for aging and at risk patients

<i>Objective</i>	<i>Triple-Aim Area(s)</i>	<i>Will the LEMSA Pursue?</i>	<i>LEMSA Action Recommendation</i>	<i>Does a provision exist in the current agreement with AMR?</i>
<i>3.1</i> Identify and develop alternate treatment plans for 50 most frequent users of the 911 system.	<i>Per Capita Cost; Patient Experience Health of Populations</i>	<i>IN PROGRESS</i>	<i>Engage EMAC & Crisis Action Team, develop sub-committee</i>	<i>YES</i>
<i>3.2</i> Consider implementation of a Nurse Health Phone Line to receive from 911, the low acuity “Omega” calls that are deemed appropriate to further triage.	<i>Per Capita Cost; Patient Experience; Health of Populations</i>	<i>YES</i>	<i>Engage with CEO's office on dispatch project</i>	<i>NOT APPLICABLE</i>
<i>3.3</i> Reduce utilization of EMS Transport services to perform “lift assists” at long term and other care facilities.	<i>Per Capita Cost; Patient Experience; Health of Populations</i>	<i>YES</i>	<i>Engage with Dispatch Managers' Committee & EMAC</i>	<i>NOT APPLICABLE</i>
<i>3.4</i> Designate working group to research existing alternative destination plans and ET3 feasibility.	<i>Per Capita Cost; Patient Experience; Health of Populations</i>	<i>YES</i>	<i>Engage EMAC</i>	<i>NOT APPLICABLE</i>
<i>3.5</i> Research existing community paramedicine programs and review with system stakeholders in anticipation of enabling legislation.	<i>Per Capita Cost; Patient Experience; Health of Populations</i>	<i>YES</i>	<i>Once legislation is passed, engage EMAC for sub-committee</i>	<i>NOT APPLICABLE</i>

Goal 4: Improve quality metrics system-wide

Objective	Triple-Aim Area(s)	Will the LEMSA Pursue?	LEMSA Action Recommendation	Does a provision exist in the current agreement with AMR?
4.1 Increase EMS medical direction and quality improvement capability commensurate with EMS system scope to facilitate current and expanded metrics reporting.	Patient Experience; Health of Populations	IN PROGRESS	Alter performance standards	YES
4.2 Using GAMUT and/or other clinical outcome tools as a guide to determine applicable metrics to be measured.	Patient Experience; Health of Populations	YES	Alter performance standards	YES
4.3 Determine data sources for development of metrics regarding adherence to protocols for all responders in the system.	Patient Experience; Health of Populations	IN PROGRESS	Implementation of FirstWatch suite of products	NOT APPLICABLE
4.4 Convene working group to include crew representatives, to complete recommendations regarding specific metrics to be measured or safety issues for patients, first responders and transport personnel.	Per Capita Cost; Patient Experience; Health of Populations	YES	Add Reporting of Safety/Injury Related Events/Issues; Engage EMAC to develop sub-committee	YES
4.5 Select a software platform to share real-time metrics system-wide.	Per Capita Cost; Patient Experience; Health of Populations	IN PROGRESS	Implementation of FirstWatch suite of products	NOT APPLICABLE
4.6 Survey, using an independent entity, various stakeholder groups to determine service perceptions and facilitate benchmarking.	Patient Experience	YES	Implement a 3rd Party Patient Survey	YES
4.7 Increase community engagement/awareness of EMS performance metrics.	Patient Experience	IN PROGRESS	Implementation of FirstWatch suite of products; produce annual EMS System Report	NOT APPLICABLE